

Section 1: **Purpose**

The City may wish to provide network access as a courtesy to guests wishing to access the Internet, or by necessity to visitors with a business need to access the City's resources. This policy outlines the City's procedures for securing guest access. Guest access to the City's network is often necessary for customers, consultant, or vendors who are visiting the City's offices. This can be simply in the form of outbound Internet access, or the guest may require access to specific resources on the City's network. Guest access to the City's network must be tightly controlled.

Section 2: **Scope**

The scope of this policy includes any visitor to the City wishing to access the network or Internet through the City's infrastructure, and covers both wired and wireless connections. This scope excludes guests accessing wireless broadband accounts directly through a cellular carrier or third party where the traffic does not traverse the City's network.

Section 3: **Policy**

1. **Granting Guest Access**

Guest access will be provided on a case-by-case basis to any person who can demonstrate a reasonable business need to access the network, or access the Internet from the City network.

a.

4.1.1 AUP Acceptance

Acceptance of the City's Acceptable Use Policy (AUP) is not required for guest access.

b.

4.1.2 Approval

Guest need for access will be evaluated and provided on a case-by-case basis. This should involve management approval if the request is non-standard.

c.

4.1.3 Account Use

Guest accounts, if offered, are only to be used by guests. Users with network accounts must use their accounts for network access. Guest accounts must be set up for each guest accessing the City's network. Guest accounts must have specific expiration dates that correlate to the business need for the individual guest's access. The account expiration date is not to exceed 30 days.

d.

4.1.4 Security of Guest Machines

Guests are expected to be responsible for maintaining the security of his or her machine, and to ensure that it is free of viruses, Trojans, malware, etc. The City reserves the right to inspect the machine if a security problem is suspected, but will

not inspect each guest's system prior to accessing the network.

2. **Guest Access Infrastructure Requirements**

Best practices dictate that guest access be kept separate, either logically or physically, from the City network, since guests have typically not undergone the same amount of scrutiny as the City's employees. This must be weighed, however, with the costs and technical issues that come with providing such separation. At this time, the City does not provide any specific requirements for guest access infrastructure. Guest access should be provided prudently and monitored for appropriateness of use.

3. **Restrictions on Guest Access**

Guest access will be restricted to the minimum amount necessary. Depending on the guest needing access, this can often be limited to outbound Internet access only. The City will evaluate the need of each guest and provide further access if there is a business need to do so.

4. **Monitoring of Guest Access**

Since guests are not employees of the City, they are not considered trusted users. As such, the City will monitor guest access to ensure that the City's interests are protected and the Acceptable Use Policy is being adhered to.

5. **Applicability of Other Policies**

This document is part of the City's cohesive set of security policies. Other policies may apply to the topics covered in this document and, as such, the applicable policies should be reviewed as needed.

Section 4: **Enforcement**

This policy will be enforced by the Information Technology (IT) Manager and/or executive team. Violations may result in termination or restriction of the guest's access. Where illegal activities are suspected, City will report such activities to the applicable authorities.

Section 5: **Definitions**

Account: A combination of username and password that allows access to computer or network resources.

Guest: A visitor to the the premises who is not an employee.