ALL EMPLOYEES: ITS-Requirements for VPN Requests
Category:

Audience: All Employees

Due Date: n/a
Meeting Date: n/a

The purpose of this briefing is to provide updated information to employees and their supervisors regarding the requirements for requesting VPN access.

Virtual Private Networking (VPN) is a technology that allows users to connect to protected M-DCPS network resources from outside of the District firewall. Requests for VPN access must meet specific criteria for approval and subsequent provisioning.

- VPN access will be granted only with the site administrator's permission; requests submitted by any individual other than the site administrator will be denied.
- The Principal or Quad-A Administrator must submit an incident via Ivanti Service Manager (ISM).
    - Access ISM through the Portal:Select Application from the Service Catalog and click on the Business category.
    - For the Incident Description, enter the following statement: "Please add the following user/group of users to the appropriate AnyConnect VPN group:"
    - Include names and employee numbers along with the appropriate business-based rationale for access; some examples of appropriate business-based rationale:
        - User is the time entry specialist and requires VPN to process payroll remotely.
        - This employee is the school registrar and requires VPN to access DSIS from outside of the M-DCPS network.
    - Once ITS completes the administrator's request, he/she will receive an email with instructions for downloading and configuring the software.
- The VPN client will allow any employee to download, configure, and initiate a connection; however, access to network resources requires additional provisioning by ITS that is performed only when accompanied by a valid ISM request.
- ITS may be inundated with requests for VPN support, particularly during a crisis or other periods of heavy usage; as such, users are strongly encouraged to test their VPN connection from outside of the M-DCPS network to ensure that they can successfully connect and access required resources before they actually need it.
- Site administrators should periodically review and confirm whether employees need continued access to VPN; a list of employees assigned to respective locations with membership to VPN groups can be requested from ITS via ISM ticket.
- NOTE: VPN access is required in order to access certain applications (i.e., Aspen) and mainframe-based (CICS) functions such as DSIS, RSTR, PARS, TRVL, etc., along with SAP functions such as payroll time entry/approvals, shopping cart approvals, etc.

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