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1 Objective

This procedure describes how Authorised Users may connect to, and use, University of Tasmania ICT Services from locations external to the University network.

This Procedure also describes the methods of connection which contractors or consultants may use to connect to University of Tasmania ICT Services, Facilities and Infrastructure in order to carry out maintenance.

2 Scope

All Authorised Users of University of Tasmania ICT Facilities and Infrastructure.

3 Procedure

Connections to University of Tasmania ICT Services, Facilities and Infrastructure from external sources may only be performed via methods approved by the Chief Information Officer.

The following methods of connection are currently approved:

- for publicly provided services access will be provided using industry standard means. Examples include:
  - http protocol for web services.

- any connection requiring authentication against ICT Services, Facilities or Infrastructure must be performed using encrypted means, and may only be performed by an Authorised User. Examples include:
  - UTAS VPN for connection to file shares;
  - SSH connections to ICT Infrastructure;
  - https encryption on any web site requiring authentication.

External parties who require access to ICT Infrastructure in order to maintain systems must register as non-University members to gain Authorised User status, and must access infrastructure using approved methods.

4 Definitions and Acronyms

Access

Connection of University, personal or third party owned Devices to ICT Infrastructure facilities via a direct or indirect connection method. Such connection methods could include but are not restricted to:

- LAN/MAN/WAN network connections (e.g. Ethernet);
- Wireless network connections;
- Remote access via a third party such as a contracted ISP with trusted access to the University network;
- Connection via VPN (Virtual Private Networking) technology; and
- Connection to any systems, services and applications.
Authorised User

An individual who has been granted access to University ICT Services under one or more of the following categories:

- A current member of the governing body of the University;
- A currently employed officer or employee of the University;
- A currently-enrolled student of the University;
- Any person granted access to use University of Tasmania ICT Services including, but not limited to:
  - A contractor undertaking work for the University under the provisions of a legal contract;
  - A member of a collaborative venture in which the University is a partner; or
  - A visiting lecturer, student or other associate who is undertaking similar activities in a recognised University, as a registered associate.

ICT

Information and Communication Technologies

ICT Facilities

All computers, terminals, telephones, end host devices, licences, centrally managed data, computing laboratories, video conference rooms, and software owned or leased by the University.

ICT Infrastructure

All electronic communication devices, networks, data storage, hardware, and network connections to external resources such as AARNet and the Internet.

ICT Security Manager

The ITS appointed representative responsible for ICT security.

ICT Services

All systems supporting interaction, information provision, information storage, or communications provision and the ICT Facilities on which they operate.

ITS

Information Technology Services

University

The University of Tasmania

5 Supporting Documentation

- ICT Security Policy
- ICT Access Control Policy

6 Versioning

| Current Version | External Access Procedure; minor amendments to update terms/position title; approved by Responsible Officer, Chief Information Officer, August, 2014. |