Service Description

Updated as of 2020-04-13

Service Category:	**Network and Infrastructure**
Service Name:	**Remote Access to Systems Connected to the Campus Network**
Service Owner:	Director of Systems Administration and Network Services
Process Manager:	Network and Telecommunications Manager

Description:	This service provides secure authorized access to servers and desktop computers located on the Framingham State University (FSU) campus from off-campus locations.
Feature and Benefits:	1. VPN provides secure remote access to the FSU network and provides a user with an experience similar to the one they enjoy while on campus. They can access services like Banner, Argos, DegreeWorks and similar business applications from their computer. 2. GotoMyPC offers a user the ability to remotely access their desktop computer on campus from an off-campus location and provides features like file transfers and remote printing.
Included:	1. Compliance with Framingham State University's policy and procedure for provisioning approved methods of remote access to systems connected to the campus network 2. Selection of the most appropriate and approved method(s) for gaining remote access based on need 3. Procurement of software license (if needed) 4. Provision of a Virtual Private Network (VPN) connection to the Framingham State University campus computing network via the Internet (if selected as the most appropriate method) 5. Provision of "GotoMyPC" access to a designated desktop computer located on campus via the Internet (if selected as the most appropriate method) 6. Assistance with the configuration of the selected method(s) 7. Ongoing technical support
Eligibility:	Remote access is granted on an as needed basis and provided to faculty, staff, contractors and third-party vendors with pre-authorized access to the FSU network, and associated resources. Students are not eligible for this service.
Procedure for Submitting Requests:	All requests must be submitted to the Information Technology Services department via email to it@framingham.edu including what services the user requires remote access to.
Prerequisites:	1. The requestor's supervisor/department head or contract manager (for third parties including non-payroll contractors) must support the request for the applicant to be granted remote access privileges. 2. Antivirus must be installed and updated on the system that is being used to gain remote access. 3. Operating system patches must be up to date on the system that is being used for remote access. 4. Users requesting remote access must abide by the FSU Acceptable Use Policy and all other relevant University policies. 5. The requestor's supervisor/department head or contract manager (for third parties

	including non-payroll contractors) must support the request for the applicant to be granted remote access privileges. 6. Antivirus must be installed and updated on the system that is being used to gain remote access. 7. Operating system patches must be up to date on the system that is being used for remote access. 8. Users requesting remote access must abide by the FSU Acceptable Use Policy and all other relevant University policies.
Request Fulfillment Target:	Information Technology Services will provision remote access within 3 business days after receiving approval for requests, and then send E-mail notification to the originator with instructions on how to download and install any necessary software as well as how to log in. Information Technology Services will consider the request fulfilled upon E-mail confirmation from the originator, or following 3 business days without any indication from the originator that they consider their request still unfulfilled.