



# LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY BULLETIN

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**TITLE:** Acceptable Use Policy for ITD  
Virtual Private Network (VPN) Services.

**NUMBER:** BUL-1597

**ISSUER:** Megan Klee  
Chief Information Officer, ITD

**DATE:** March 7, 2005

**ROUTING**  
ITD

**POLICY:** Approved LAUSD ITD Employees and authorized third parties (ITD Contractors, vendors, etc) may be granted the use of Virtual Private Network (VPN) services into LAUSD's internal network for very specific reasons. The intention of the VPN services provided by ITD is to allow technical personnel (ITD personnel or service providers) who are not on site and require the ability to service the district network for problem correction without actually being physically present on-site to do trouble calls. These services are not to allow traditional telecommuting and or user level application access; they are in place strictly for administrative and problem correction on the District network.

Administrative purposes are defined in this policy as tasks that need to be completed either in an emergency situation or to accommodate weekend job requirements where the administrator is not on site but still requires access to the network reachable device.

**MAJOR CHANGES:** This is the first version of this document.

**PROCEDURES:** Users of District computers systems, networks, or the Internet must adhere to the Acceptable Use Policy as well as the guidelines for prohibited services outlined in attachment B of the K-24 bulletin. VPN Administrators must keep on file the completed VPN Request forms prior to authorizing VPN access. A regular auditing process of VPN access rights is required; Users and Groups that are no longer in use should be removed from operation every quarter. Department heads will receive quarterly updates listing the users and groups they have allowed access to so those users and groups no longer needed can be removed.

The manager or contract supervisor must complete the VPN User Request Form (Attachment A). That form must be signed by the requestor and then approved and signed by the department's Director. The form must be reviewed by the ITD Security Office to ensure it falls within the specified parameters. Requests for contractor accounts must include a contract termination date to be applied to the account given to that contractor.



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If a VPN group does not already exist for the user then the requestor must also complete the VPN Group Form (Attachment B); it must be approved using the same process as the user request form. The group form must include the host Internet Protocol (IP) address of each device requiring access as well as the port number the access is required on. A justification for the group must be completed as well. This justification must define the usage of the group and what administrative tasks it is required and when those tasks are required to be completed.

Steps outlined to approve a VPN User and Group:

1. Define the VPN Group access requirements
  - a. ServerIP addresses and names.
  - b. Protocols required for access (example SSH, RDP).
2. Fill out the VPN Request form (attached) with the information from item one. Be sure all signature and approval requirements are met.
3. Complete the individual User request form (Attached). Be sure all signature and approval requirements are met.
4. If the user is a contractor then a copy of the redisclosure agreement (attached) for the contract must be attached to the submission. If one does not exist for the company employed by the contractor one must be obtained before VPN access can be granted.
5. Director of IT Security approves requests and forwards them to be processed.

Please refer to the reference provided for the proper approver for each ITD Department. If the approver is not identifiable the form should be submitted to the ITD Security Office head at which time a proper determination will be made.

The VPN Client provided by the ITD Security Office must be used to access this service.

All prohibited services outlined in bulletin K-24 apply.

- Services can still be rendered for servers to be made accessible to the internet via this bulletin. VPN access may not be required in all cases.

**ASSISTANCE:** For further information, please call Patrick Luce, Director of IT Security at (213) 241-1343.



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### REFERENCE:

Approvers by department:

|                                 |                                    |                     |
|---------------------------------|------------------------------------|---------------------|
| Firewalls and Security devices: | Director of IT, Security           | Patrick Luce        |
| Network Devices:                | Director of IT, Network Operations | Vickie<br>Frederick |
| Enterprise Systems              | Chief Information Systems Director | Shahryar<br>Khazei  |
| Mainframes                      | Director of IT, Data Operations    | Bob<br>Armendariz   |
| Telecommunications Devices      | Director of IT, Telecommunications | Pam Anderson        |

BULLETIN NO. 1597

ATTACHMENT A

March 7, 2005

**VPN User Request Form  
Form #ITD-SEC-100Bv1.2****Los Angeles Unified School District  
Information Technology Division****Request Date** \_\_\_\_/\_\_\_\_/\_\_\_\_**Request #** \_\_\_\_\_**Instructions**

- This form requests VPN access to District computer systems for remote administration. It is required for both District employees and contractors.
- This form must be authorized by the appropriate ITD Department Director, and approved by the Director of IT Security.
- For more information including directions for completing this form and user instructions, please call the ITD Security Office at (213) 241-1343.

**APPLICANT CONTACT:**

• Name: \_\_\_\_\_ Title: \_\_\_\_\_

• Location Code: \_\_\_\_\_ Phone #: \_\_\_\_\_

• District Email Account: \_\_\_\_\_ District Employee #: \_\_\_\_\_

**IF APPLICANT IS CONTRACTOR:**

• Contract Administrator: \_\_\_\_\_ P.O. # \_\_\_\_\_

• Contract Termination Date: \_\_\_\_\_

*(If applicant is a contractor, a copy of the District Student Information Rediscovery Agreement form from Bulletin 1077 must accompany this request.)*

VPN Group Membership Requested: \_\_\_\_\_  
*(If VPN group does not exist, Form ITD-SEC-100A must accompany this request.)*

**APPROVAL:** *(Director from requesting department)*

• Signature: \_\_\_\_\_ Title: \_\_\_\_\_

• Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

**AUTHORIZATION:** *(For ITD Use Only)*

|                            | <u>Signature</u> | <u>Date</u>    | <u>Phone #</u> |
|----------------------------|------------------|----------------|----------------|
| Security Section           | _____            | ____/____/____ | _____          |
| Data Operations Section    | _____            | ____/____/____ | _____          |
| Network Operations Section | _____            | ____/____/____ | _____          |
| Applications Section       | _____            | ____/____/____ | _____          |
| Mainframes Section         | _____            | ____/____/____ | _____          |

**EXECUTION:** *(For ITD Use Only)*

|                        | <u>Signature of Security Technician</u> | <u>Date</u>    | <u>Phone #</u> |
|------------------------|---|----------------|----------------|
| User ID Assigned       | _____                                   | ____/____/____ | _____          |
| User Notified          | _____                                   | ____/____/____ | _____          |
| User Testing Completed | _____                                   | ____/____/____ | _____          |

**USER ID (If not using Exchange):** \_\_\_\_\_

**VPN Group Request Form**  
**Form #ITD-SEC-100Bv1.2**
**Los Angeles Unified School District**  
**Information Technology Division**

Request Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Request # \_\_\_\_\_

**Instructions**

- This form requests VPN group configuration for District computer systems for remote administration. This form must be authorized by the appropriate ITD Department Director, and approved by the Director of IT Security.
- This form is required to request a new VPN group or add/delete systems from an existing VPN group.
- For more information including directions for completing this form and user instructions, contact the ITD Security Office at (213) 241-1343.

**GROUP CLASSIFICATION:**

- Project/Contract Name: \_\_\_\_\_ Responsible District Division \_\_\_\_\_
- Project/Contract Description \_\_\_\_\_

**SYSTEMS INFORMATION:**

| <u>System</u> | <u>Hostname/IP Address</u> | <u>System Description</u> | <u>Protocol/Port(s)</u> |
|---------------|----------------------------|---------------------------|-------------------------|
| _____         | _____                      | _____                     | _____                   |
| _____         | _____                      | _____                     | _____                   |

(Add additional sheets as necessary)

**JUSTIFICATION:** (Must define the usage of the group and what administrative tasks for which it is required and when those tasks are required to be completed.)

(Add additional sheets as necessary)

**APPROVAL:** (Director from requesting department)

• Signature: \_\_\_\_\_ Title: \_\_\_\_\_

• Phone #: \_\_\_\_\_ Date: \_\_\_\_\_

**AUTHORIZATION:** (For ITD Use Only)

|                            | <u>Signature</u> | <u>Date</u>    | <u>Phone #</u> |
|----------------------------|------------------|----------------|----------------|
| Security Section           | _____            | ____/____/____ | _____          |
| Data Operations Section    | _____            | ____/____/____ | _____          |
| Network Operations Section | _____            | ____/____/____ | _____          |
| Applications Section       | _____            | ____/____/____ | _____          |

**EXECUTION:** (For ITD Use Only)

|                   | <u>Signature of Security Technician</u> | <u>Date</u>    | <u>Phone #</u> |
|-------------------|---|----------------|----------------|
| Group Assigned    | _____                                   | ____/____/____ | _____          |
| Testing Completed | _____                                   | ____/____/____ | _____          |
| Sponsor Notified  | _____                                   | ____/____/____ | _____          |

VPN GROUP ID (): \_\_\_\_\_