


Category	IT Infrastructure and Services	Policy Number	SUP-ITS-207	 جامعة زايد ZAYED UNIVERSITY
Classification	Public	Version	1.1	
Responsible Office	CAFO	Policy Owner	ITD Director	
Date Approved	22 April 2025	Effective Date	22 April 2025	
Date Last Reviewed	7 December 2023	Due Date for Next Review	22 April 2028	

PROCEDURES

Virtual Private Network (VPN) Access

1. Administration Access

- 1.1 Virtual Private Network (“VPN”) access will be provided based on the business requirement and nature of the job role.
- 1.2 Dean’s/director’s approval is required to provide VPN access to employees. For senior management positions, access will be granted upon request.
- 1.3 Users must request VPN access through the Service Desk ticketing system, <http://sanad.zu.ac.ae>
- 1.4 Users’ authentication will be through Lightweight Directory Access Protocol (“LDAP”).
- 1.5 Users must login to <https://extranet.zu.ac.ae> to access the internal applications/services when off campus.
- 1.6 All Information Technology Department (“ITD”) employees must install the VPN client on their laptops to access the internal applications/services.
- 1.7 Users’ devices from where the VPN connection is initiated must have anti-virus software installed and enabled.
- 1.8 Users’ devices from where the VPN connection is initiated must have up-to-date operating system patches applied.
- 1.9 The VPN service may provide full-time or limited-time access as per the dean’s/director’s approval.

2. Business Partner Access

- 2.1 VPN access will be provided based on the business requirement and nature of the job role.

2.2 Dean's/Director's approval is required to provide VPN access to business partners.

2.3 VPN access for a business partner will be restricted to the duration of the time period stated in the contract between ZU and that business partner.

3. Revision History

Date	Revision	Ver.
22 April 2025	Approved by the CAFO.	1.1
7 December 2023	Reviewed with no substantive changes required.	
20 February 2023	Administrative change: <ul style="list-style-type: none">• Updated the information header to be in line with the new format.• Updated the policy number from SUP-ITS-17 to SUP-ITS-207.	
7 October 2020	New procedures approved by the President as Acting Vice-President (PD#92 of 2020).	1.0