Policy Group	IT Services	Policy Number	SUP-ITS-17	
Responsible Office	Office of the CAFO	**Distribution**	External	
Date Approved	7 October 2020	**Effective Date**	7 October 2020	
Date Last Reviewed	New Procedures	**Due Date for Next Review**	30 September 2023	

PROCEDURES
Virtual Private Network (VPN) Access

A. Administration Access

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

2. Dean's/director's approval is required to provide VPN access to employees. For senior management positions, access will be granted upon request.

3. Users must request VPN access through the Service Desk ticketing system, http://sanad.zu.ac.ae

4. Users' authentication will be through Lightweight Directory Access Protocol (LDAP).

5. Users must login to https://extranet.zu.ac.ae to access the internal applications/ services when off campus.

6. All ITD employees must install the VPN client on their laptops to access the internal applications/services.

7. Users' machines from where the VPN connection is initiated must have anti-virus software installed and enabled.

8. Users' machines from where the VPN connection is initiated must have up-to-date operating system patches applied.

9. The VPN service may provide full-time or limited-time access as per the dean's/ director's approval.

B. Business Partner Access

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

2. Dean's/director's approval is required to provide VPN access to business partners.

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.

C. Revision History

Date	Revision
7 October 2020	Approved by the President as Acting Vice-President (PD#92 of 2020).
28 April 2020	Submitted to the Legal Advisor and Internal Audit Director for further review.
13 February 2020	Submitted to CAFO Management Council for review and recommendation. New Procedures