Information Technology
Internal Operating Procedure
Virtual Private Network Account
Request
INSTRUCTIONS

Impact Statement: Virtual Private Network

Virtual Private Networks (VPN) provide easy access from the Internet to a private network and its internal resources. VPN security is only as strong as the methods used to authenticate the users (and the devices) at the remote end of the VPN connection. **All VPN requests must be sponsored by an administrator (Dean, Executive Director, AVP, Vice President).**

Please note:

VPN Access is only required for the following applications and resources:

Services that DO NOT require VPN	Services that DO require VPN
- Email - Blackboard - MyEPCC - Web Banner (SSB) - EPCC Reports & Analytics	- Administrative Banner (INB) - BDM

IF YOU DO NOT NEED THE INDICATED SERVICES, YOU DO NOT NEED VPN ACCESS.

Users requesting VPN access must:

- Ensure that they have a computer they can use at home with all operating system updates and an antivirus installed. If you do not have one, please contact your supervisor.
- Provide their own high-speed internet connection using either; your home ISP (Internet Service Provider) or a wireless hotspot through your mobile phone. Be sure to check with your mobile carrier for details on hotspot costs and availability.

Form Submission:

All VPN requests must be submitted through the Service Desk website: servicedesk.epcc.edu.

1) A user completes the form, acquires the appropriate signatures, scans it, and attaches the form to a VPN Request ticket. One requestor per ticket, please.
2) Upon completion, the ticket is resolved and the user is notified.

Incomplete forms will result in delays.

If you have questions about this form, please contact the IT Help Desk at 831-6440.

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	VPN Requestor Information	Supervisor Information
Name:		
Department:		
Title:		
Office Phone:		
E-Mail Address:		

I verify that I have the following installed on my device at home:

Anti-virus ☐   All Operating System Updates ☐   Internet Connection ☐
Home Operating System: Version:

VPN Access Start Date: **(VPN Access must be renewed yearly.)**

Applications Needed:	Intended purpose:

INFORMATION SECURITY STATEMENT:

I hereby certify that the computer I or my contractor uses to connect to EPCC via VPN has the most recent operating system updates, has been checked for malware and has a regularly updated anti-malware package installed and I will continue to ensure these are maintained. I understand that El Paso Community College Policy on Acceptable Use of Information Technology Resources (2.05.01.54) will apply as if I were on campus. **Requestor's Initials:**

All VPN requests must be sponsored by an administrator.
(Dean, Executive Director, AVP, Vice President)

Requestor's Signature: Date:
Administrator's Name (Print):   Date:
Administrator's Signature: Date:

SECTION BELOW FOR INFORMATION TECHOLOGY DIVISION USE ONLY

Date Request Received:	
Approved by:	Date Approved:
Completed by:	Completed Date:
Date VPN Access Removed:	
Comments:	