

Procedure Title: Procedure for review of Non-DTI Laptop(s)/Desktop(s) for use at DTI locations
 Template
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Date Changed	Revisions	Changed By	Revision #
5/8/7	Added information for Non-DTI Laptop(s)/Desktop(s) procedure	J. Russo	1.3
11/21/07	Added changes from Chris Carlin to document	J. Russo	1.4

1.0 Scope

This procedure document covers steps to process a vendor/contractor/other state organization employee laptop/desktop prior to it being allowed access to the State's network within DTI's physical locations. This process will be performed by DTI Service Desk personnel and could include others from DTI Technical Teams depending on need and required involvement. The scan takes time, so allow for a one to two week window of time to schedule and process the laptop prior to starting use at DTI.

The process will be triggered by a business need involving a vendor/contractor/other state organization employee that requires access to the state network via the vendor/contractor laptop/desktop at DTI physical locations. A complete scan normally takes three (3) hours and/or longer to complete.

After successful screening and connection to the State's network, there will be no Remote Desktop Protocol (RDP) functionality (outbound through the State's firewall) back to the vendor/contractor/other state organization employee websites. Also, there will be no WebEx, outbound VPN, etc. To see if a requested service is not available, contact DTI Telecommunications. IP addresses will be assigned by Dynamic Host Configuration Protocol (DHCP).

2.0 Reference Documents

Not applicable.

3.0 Procedure

1. DTI personnel will notify DTI Service Desk via email (DTI_Servicedesk@state.de.us) or phone ((302) 739-9560) that there is a vendor/contractor and/or other state organization employee that requires access to the state network via their laptop/desktop due to a business requirement, SLA, contract, current project, and/or product demo. Allow at least a two week window for scheduling and completion of scan.
2. If there is not any internal equipment available for the project, the DTI host involved will have all required information related to equipment placement, time and date of need, duration of access/connection to the state network, required source and target IPs as assigned.
3. Vendors/contractors/other state organization employee(s) involved must be screened and determine cleared through a background check and fingerprinting prior to requesting equipment scan.
4. Equipment that is being reviewed must have the latest available security patches applied for the installed operating system and other relevant software

applications to ensure that the laptop/desktop is protected against security threats and vulnerabilities.

5. Equipment that is being reviewed must have current/supported anti-virus software loaded on it and all virus definitions and patches up to date.
6. No virus infected equipment will be allowed to connect to the state's network.
7. The equipment will be brought to the DTI Service Desk for review to determine risk of the said equipment being connected to the network.
8. Once the equipment is cleared for use within the State's network, the equipment will be marked as such and returned to DTI host and vendor/contractor/other state organization employee(s).
9. Said equipment must only be connected to the state's network and not to any other connection method to external sources for the duration of use on the state's network.
10. If the vendor/contractor/other state organization employee equipment leaves the facility and comes back from an external location, the process must be repeated to ensure that the equipment is not contaminated. The State's network must be protected from all potential external risks and hazards.
11. When the project or demo is completed, the equipment will be scanned, reviewed, and sanitized to remove any non-public information/data from the equipment.
12. Equipment is then marked as cleared and prepared for return to the DTI host and vendor/contractor/other state organization employee.
13. Once cleared, the equipment is returned to DTI host and vendor/contractor/other state organization employee.
14. The equipment then leaves the facility with the vendor/contractor/other state organization employee owner(s) and the project is complete.

4.0 Process Flow Diagram

Figure 1 – Outside Source Laptop/Desktop Review Process Flow diagram

