



County of Morris Policy and Procedure

Subject: County Network Remote Access Policy (Support Contractors)		No.: 5:2.22
		Page 1 of 4
Effective Date: 04/22/2020	Revised:	Approval: Board of Chosen Freeholders

I. PURPOSE

Support contractors play an important role in the support of hardware, software, management, and operations for County of Morris. Establishing guidelines and controls on what information technology resources and data can be accessed, copied, modified, and stored by vendors is essential in order to insure effective cyber security practices and reduce liabilities resulting from information exposure, breach in addition to the loss of citizen trust in the County's ability to safeguard sensitive information.

This policy establishes Remote Access procedures and requirements that must be met in order to allow 3rd party Service Providers access to the County's private network/Intranet for the purpose of delivering IT applications or provide IT technical support services.

II. SCOPE

This policy pertains to all County of Morris staff who employ or manage 3rd party contractors that delivery IT services requiring access to the County of Morris Intranet (County Private Network).

III. POLICY

A. GENERAL: Service Providers and contracted employees shall comply with all applicable County of Morris Information Services policies including but not limited to the following:

- Intranet (Morris Net) Use, 5:2.10, dated 03-27-2013
- Social Media Use, 5:2.20, dated 12-13-2017
- Website Privacy, 5:2.02, dated 03-27-13
- Website Terms of Use, 5:2.01, dated 03-27-13
- Information Technology Acceptable Use Policy (AUP), 5.1.01 dated 04-24-2019



County of Morris Policy and Procedure

Subject: County Network Remote Access Policy (Support Contractors)		No.: 5:2.22
		Page 2 of 4
Effective Date: 04/22/2020	Revised:	Approval: Board of Chosen Freeholders

B. Responsibilities of the County Contracting Activity/Department Responsible for Management of the Contract:

1. Provide the Office of Information Technology a consolidated listing/roster of all 3rd party IT support contractors/Service Providers requiring authorization to access to the County of Morris network(s) and shared IT resources.
 - a) *Information required includes:*
 - (1) IT Resources that the Service Provider is granted permission to access.
 - (2) Security measures the service provider is employing to protect County of Morris Information Technology(s) from compromise.
2. Return, destroy, or dispose of County of Morris information under Service Provider control upon contract termination IAW with contractual provisions. Insure Files retained for use by the County are delivered in a readable format as prescribed in the contract.
3. Insure the Service Provider understands that information acquired and stored during the course of contract execution cannot be used for any purpose(s) other than that specified in the contract and cannot be divulged to others without written County of Morris authorization.

IV. GENERAL CONTRACT ADMINISTRATION REQUIREMENTS

Contractor is to coordinate all contract deliverables, problems and information through the assigned Contracting agency point of contact (POC). The contract POC will assist the Service Provider with compliance to County of Morris policies. Service Provider is responsible for the following deliverables:



County of Morris Policy and Procedure

Subject: County Network Remote Access Policy (Support Contractors)		No.: 5:2.22
		Page 3 of 4
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- Contractor Staff Listing - Service Provider must provide a list of all staff assigned to work on the contract. Any staff changes must be provided to the County of Morris in a monthly report.
- Security Clearances - Contractors with access to [LEP] Confidential Information or Personally Identifiable Information (PII) must be cleared to handle that information.
- Incident Reporting – Contractors shall report all Cyber Security incidents directly to the County of Morris Chief Information Security Officer 973-285-6900.
- Change Management - Service Provider personnel must follow all applicable County of Morris change control processes and procedures.
- Remote Access – Remote Service Provider access must be uniquely identifiable and password management must comply with County of Morris password standards.
- Contractor Termination - Upon departure of a contractor from County of Morris for any reason, the Service Provider shall ensure that all sensitive information is collected and returned to County of Morris or destroyed within a timeframe determined in the original contract terms.
- Auditing and Compliance - Service Providers are required to comply with all County of Morris auditing requirements. All software used by the Service Provider in providing service to County of Morris must be properly inventoried and licensed.
- Disclosure of Sub-Contractors – Sub-contracts employed directly, or indirectly by the Prime contractor requiring access to County of Morris Information Technology resources must be reported as defined in paragraphs 4.B.1 & 2 above.



County of Morris Policy and Procedure

Subject: County Network Remote Access Policy (Support Contractors)		No.: 5:2.22
		Page 4 of 4
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V. AUDIT CONTROLS AND MANAGEMENT

Upon request by the County Office of Information Technology the contractor needs to be prepared to provide documented internal procedures and evidence of adherence to this operational policy.

VI. ENFORCEMENT

Contractors found in violation of this policy will have access privileges immediately revoked and may be subject to legal proceedings to include contract termination.

VII. DISTRIBUTION

This policy will be posted for review by County employees on the County's internal private website, MorrisNet, and a copy is to be provided to the Service Provider by the responsible Contracting activity.