

(Third Party Connections: Vendors, Consultants, etc.)  
City of Austin – CTM Department

# Citrix / VPN Request

## Instructions

Please complete this form in its entirety. Incomplete forms will be returned and completion of the request will be delayed. If you have any questions, please contact the Security Team at [CTMNetworkSecurity@austintexas.gov](mailto:CTMNetworkSecurity@austintexas.gov). E-sign the form and email to [CTMServiceDesk@austintexas.gov](mailto:CTMServiceDesk@austintexas.gov).

### 1. Requestor Information

Proposed Citrix / VPN User		Proposed Citrix / VPN User's Manager	
Name:		Name:	
Phone:		Phone:	
Mobile:		Mobile:	
Email:		Email:	
Office Location:		Office Location:	
Company:		Company:	

Proposed Citrix / VPN User's Technical Contact	
Name:	
Phone:	
Email:	

### 2. COA – Department Requesting Citrix / VPN User Account

Department Point of Contact		Manager	
Name:		Name:	
Division:		Division:	
Phone:		Phone:	
Email:		Email:	

Department Technical Contact	
Name:	
Phone:	
Email:	

### 3. Proposed Citrix / VPN User - Justification for Citrix / VPN Access:

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### 4. Type of Connections:

AnyConnect Please Choose

Citrix Please Choose

IP Addresses to be accessed: \_\_\_\_\_

Third Party Public IPs: \_\_\_\_\_

#### Other Applications / Protocols

TCP / UDP Ports Used: \_\_\_\_\_

## 5. Remote Device Security

City of Austin – CTM Department Network Security Policy sets minimum security criteria for all PCs that attach to City of Austin – CTM Department Network device must also meet the relevant security criteria. Please answer the following questions about remote device configuration and security management practices.

1) I agree to use strong passwords capable of logging into the remote device. Please Choose

- a. Please describe your strong password standards (i.e. length of password, how often password is changed).

2) I agree that sharing of my Citrix / VPN passwords is strictly prohibited. Please Choose

3) I agree that my Citrix / VPN system and applications are up-to-date with the most recent service packs and / or security patches. Please Choose

4) I agree that my Citrix / VPN system is protected by active anti-virus software which is maintained with the latest virus definition files. Please Choose

If yes, what is the brand and version of current anti-virus software? If no, enter NA.

5) Is the device protected by active firewalls or IP filters? Please Choose

If yes, what is the brand name? If no, enter NA

6) I agree to disconnect from my COA Citrix / VPN session when using my computer for personal use. Please Choose

7) I agree not to distribute the COA Citrix / VPN client software or share the COA Citrix / VPN connection information. Please Choose

8) List the operating system and service pack installed on the remote computer. Please Choose

## 6. Contract between Partner Company and CTM Department is effective from:

Effective From: \_\_\_\_\_ To date: \_\_\_\_\_

## 7. Access Dates:

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

## **Third Party Connection Acceptable Use Policy**

### **Purpose:**

To ensure that a secure method of connectivity is provided between City of Austin – CTM Department and Third Party (Partner) companies, and to provide guidelines for the use of network and computing resources associated with a Third Party Network as defined below.

### **Scope:**

This policy applies to any person(s) and / or contractor(s) (hereinafter referred to as “users”) whose access to or use of Internet, electronic mail, and / or computer use is funded by the City or is available through equipment owned or leased by the City.

### **Definition:**

A “Third Party Network Connection” is defined as connections that allow data sharing between the COA and a partner electronically. Allowable “Third Party Network Connections” are listed in Statement of the Policy.

### **Statement of the Policy:**

Third Party Network Connections are to be used for business purposes only. Third Party Connections must have an “Authorization for Third Party Connection” on file with the Network Security Team. In the text below, “user” refers to employees / contractors of the Partner Company who use the resources associated with the partner network.

1. The information provided on the Citrix / VPN Request Form is correct to the best of my knowledge.
2. The Partner Company shall notify the appropriate City of Austin – CTM Department personnel when an employee, who has access on City of Austin – CTM Department equipment per the partner connection, leaves the company or is transferred to another position which no longer requires access. The Partner Company will send termination notices within one business day of the employee’s last physical day with the account and IP information to [CTMServiceDesk@austintexas.gov](mailto:CTMServiceDesk@austintexas.gov).
3. The Partner Company shall assume all responsibility for protection of their private network(s) which may be interconnected via the Third Party Connection to City of Austin –CTM Department.
4. Only employees of the Partner Company who have approved access shall use the resources associated with the partner connection.
5. No sharing of Citrix / VPN accounts on shared systems will be permitted. Every Citrix / VPN account must have a unique person associated with it.
6. The point of contact at the Partner Company shall notify the City of Austin – CTM Department via the [CTMServiceDesk@austintexas.gov](mailto:CTMServiceDesk@austintexas.gov) account whenever there is a change in the user base for the work performed over the partner network. Changes have a two week lead time except when directed by City of Austin – CTM Department IT Manager or a City of Austin – CTM Department Assistant Director.
7. All access to City of Austin – CTM Department network will be monitored. For auditing reasons, the Partner Company will be required to keep 10 days of logs for all IPs connecting to City of Austin – CTM Department resources. This can be an intrusion detection system or simply a router with logging turned on and saved. Any noncompliance with these requirements will constitute a security violation and will be reported to the appropriate City of Austin – CTM Department personnel, and it may result in immediate termination of the partner agreement.

## NONDISCLOSURE AGREEMENT

THIS AGREEMENT ("Agreement") is by and between the City of Austin ("the City"), located at 301 W 2<sup>nd</sup> Street, Austin, Texas 78701, and ("the Company"), located at

setting forth the conditions under which the parties

are willing to disclose confidential information relative to their business relationship. The City and the Company are hereinafter referred to either individually as the "party," or collectively as the "parties."

1. From the acceptance date of this agreement, each party hereto shall keep confidential the information it receives from the other or its representatives, whether or oral, including the fact that the parties are engaged in discussions (the "Confidential Information"). Each party shall neither disclose Confidential Information to any third party, nor use Confidential Information to the detriment of the other party. All written information exchanged from one party to the other party shall be considered Confidential Information subject to the terms of this Agreement at the time of such disclosures. The obligation of confidentiality, nondisclosure and nonuse shall apply to any and all information exchanged between the parties or their representatives with the exception of that which:
  - a. is previously known to the receiving party, evidence by its written records,
  - b. was subsequently otherwise acquired by the receiving party from a third party having an independent right to disclose the information,
  - c. is in the public domain at the time of disclosure or otherwise becomes part of the public domain through no fault of the receiving party after such disclosure,
  - d. is developed by or for the receiving party independently of the disclosure hereunder, or
  - e. either party is required to disclose pursuant to law, including but not limited to the Texas Public Information Act (TEX. GOV'T CODE CHAPTER 552).
2. Notwithstanding any other provision in this Agreement, any party receiving Confidential Information may disclose such information, on a confidential basis, to employees, officers, directors, independent contractors, attorneys, accountants, financial advisors, or agents of the receiving party having a need to know such Confidential Information, provided such person agrees in advance to be bound by the terms of this Agreement.
3. The Company acknowledges that the City and this Agreement are subject to the Texas Public Information Act. The City agrees to use all reasonable precautions to protect the confidentiality of and to prevent the unauthorized use or disclosure of the Company's Confidential Information. The City shall disclose the Company's Confidential Information only as required by Texas Government Code Chapter 552, and will provide notice, as required by Texas Government Code Section 552.305, to the Company prior to any such disclosure. This Agreement shall be construed by and governed in accordance with the laws of the State of Texas. The parties irrevocably submit to the jurisdiction of the district courts in Travis County, Texas and the U.S. District Court Western District of Texas to resolve disputes which cannot be resolved by the parties.
4. The receiving party's obligation to protect Confidential Information disclosed under this Agreement shall expire two years from the date of this Agreement, but if any subsequent agreement is reached between the parties, then for a period extending five years beyond the expiration of such agreement. This Agreement may be terminated earlier by either party by giving 30 days written notice of termination to the other party, provided that each party's obligations under this Agreement will continue to apply in accordance with the terms of such obligations as to any Confidential Information disclosed prior to such termination.
5. Upon termination of this Agreement or written request by the disclosing party, the receiving party shall:
  - (a) cease using the Confidential Information, (b) return or destroy the Confidential Information and all copies, notes, or extracts thereof in accordance with its document retention schedule, and (c) upon request of the disclosing party, confirm in writing that the receiving party has complied with these obligations.

Neither party to this Agreement acquires any intellectual property rights or any other rights by action of this Agreement or the disclosure of any Confidential Information hereunder.

6. This Agreement constitutes the entire agreement of the parties with respect to the subject matter contained herein, and supersedes all prior or contemporaneous oral or written agreements or understandings between the parties regarding such subject matter. This Agreement may be modified only in writing signed by duly authorized representatives of the parties.
7. This Agreement shall be effective as of the last date of the below signature.

I have read and understand the Third Party Connection Acceptable Use Policy for use of a Third Party Partner connection and agree to abide by it.

\_\_\_\_\_  
Requestor Signature

\_\_\_\_\_  
Date

SIGNED ON BEHALF OF  
The City of Austin, Texas

SIGNED ON BEHALF OF  
\_\_\_\_\_

By: \_\_\_\_\_  
CTM Department – Division Manager/Sponsor

By: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

CTM Information System Use Only			
Helpdesk Ticket #:		Access Start Date:	
Citrix / VPN Account:			