

THIRD PARTY ACCESS TO IT SYSTEMS

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<p>External queries relating to the document to be referred in the first instance to the Corporate Governance team: email corporate-governance@port.ac.uk</p> <p>If you need this document in an alternative format, please email corporate.communications@port.ac.uk</p>	

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Summary

This IS Advisory sets out the rules that must be followed by third parties who require access to the University's information systems. *Third parties* are external organisations or individuals who are not members of the University (i.e. they are not staff or students).

A request for access may occur:

- When third parties are involved in the design, development, operation or support of University information systems.
- When users who are not members of the University of Portsmouth seek access rights to information systems (e.g. External Examiners)

Who is this for?

This Advisory applies to all 3rd parties.

How does the University check this is followed?

Annual review of this advisory will be performed to evaluate its relevance and effectiveness.

Who can you contact if you have any queries about this document?

Any questions about this advisory should be directed to servicedesk@port.ac.uk

1.0 Third party access prerequisites:

1.1 Access to the University of Portsmouth's information systems will only be permitted under the terms of a contract (or formally agreed working arrangement), which requires that the 3rd party will abide by the University of Portsmouth's Information Security Policy, Acceptable Use Policy and all IS Advisories.

1.2 Third party organisations requesting access must nominate at least one individual within their organisation to act as the point of contact for access requests (see Appendix A).

1.3 A third party access account can only be created for a specific purpose (e.g. remote access for software maintenance) and activated by request for specific periods of time (i.e. a separate request must be made to the IS Service Desk each time an access session is required - see Appendix B).

1.4 Third party access accounts must only be enabled for a specific access session and disabled when not required.

1.5 Privileged (Administrator) access by third parties to the University network or systems must be approved by and facilitated by Information Services.

1.6 Staff responsible for agreeing maintenance and support contracts will ensure that the contracts being signed are in compliance with the relevant University of Portsmouth's information security policies and IS Advisories.

1.7 Third parties must provide Information Services with credible assurances of their security controls and standards in relation to their requirement for access.

1.8 Changes to the system being supplied by a third party, must be subject to the IS change management process.

Appendix A - Application for a third party access account:

Name of Third Party Organisation	
Third party contact details (address, tel:)	
Out of hours contact information	
Nominated point of contact at third party - contact details (name, tel:) for authentication 'call-back'	
Reason for access	
Server/system to be accessed	
How long will access be required? <i>Requests for access exceeding 24 hours will need to be approved by the Security Architect</i>	
IS point of contact for this application	

Appendix B - Third party access account: Activation Procedure

1. When a third party supplier needs to have access to a system they support, they must request permission by sending an email to **servicedesk@port.ac.uk** stating who they are and the account they want to access.
2. Requests for access should be submitted at least 5 days in advance. *Emergency access can be permitted, subject to 'best efforts' response from IS staff.*
3. IS Service Desk must log the request – to create one place to keep all communications relating to this job. The call should be logged to the IS Staff member who is overseeing the work.
4. IS staff must authenticate the third party request by calling back on a predefined number (**disclosed in the original third party access application**).
5. If the Service Desk is satisfied that the request is authentic, they will instruct the nominated point of contact to email details of :
 - a. work to be carried out
 - b. on whose behalf (who needs this work to happen?)
 - c. the start time and finish time.
6. The account will normally be made live at the requested **start time** and disabled at the **finish time**
7. IS Service Desk will inform the nominated point of contact of the Service Desk reference number and account password **by telephone**.
8. If patches or reconfiguration is needed details are to be logged into the University change management system.
9. Once the work is complete, the third party must notify servicedesk@port.ac.uk and/or any other University contact with any other details necessary which must be added to the Service desk call. The job is then closed and the account password will be reset.

University of Portsmouth
Department of Human Resources
University House
Winston Churchill Avenue
Portsmouth PO1 2UP
United Kingdom

T: +44 (0)23 9284 3141
F: +44 (0)23 9284 3122
E: university.secretary@port.ac.uk
W: www.port.ac.uk