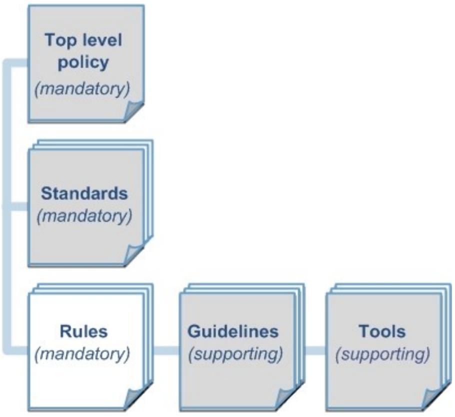
KPN Security Policy

KSP – Rule

Title	**Remote Access**	 Top level policy (mandatory) Standards (mandatory) Rules (mandatory) Guidelines (supporting) Tools (supporting)
ID	**KSP-FA05-RL02**	
Funct. Area	05 – System and Network Security	
Date	2 November 2016	
Version	v2.5	
Status	Approved	
Owner	CISO	

Summary

This document describes access to all KPN networks where remote access is necessary. Examples are working from home or a third party needing access to perform services on behalf of KPN. The scope is limited to inbound (towards KPN) connections.

Version history

Version	*Date*	*Comments*
v1.0	1 October 2013	Approved in SSM
v1.1	9 October 2013	Updated based on consistency check
v2.0	25 April 2014	Updated based on organization feedback
v2.1	16 May 2014	Updated based on review comments
v2.2	1 August 2014	Updated based on input from organization
v2.3	23 January 2015	Clarified KSP-FA05-RL02-R07
v2.4	13 November 2015	Textual adjustments made based on annual review
v2.5	2 November 2016	R01: Textual adjustment made to 2FA

Disclaimer

The content of this document is to describe KPN's policy on this specific topic. If and when this document is partly or fully disclosed to parties outside of KPN, it's important to hereby note towards those parties that this contains KPN's intended policy and cannot in any way be read or construed to be an explicit or implied formal guarantee or promise that its content can always be fully executed or complied to.

ID	KSP-FA05-RL02-R01
Title	Two factor authentication on inbound connections
Description	When a remote user connects to the KPN infrastructure, authentication must be based on two factor (something one knows and something one has). The second factor must be provided by a physical device which can be traced back to the user, for instance an SMS or soft-token based solution. Biometrics are out of scope until further notice.
Relating document	KSP-FA05-RL01 - Password Security

ID	KSP-FA05-RL02-R02
Title	Known origin
Description	External parties that require remote access to perform IT and TI management for KPN must come from a known origin (IP address), and network filters must be used to enforce this.
Relating document	N/A

ID	KSP-FA05-RL02-R03
Title	File sharing with third parties
Description	Exchange of files with external parties must be done via a separate environment which has capabilities to check for malware and logs the information being exchanged.
Relating document	N/A

ID	KSP-FA05-RL02-R04
Title	Virtual desktop restrictions
Description	When connecting to a virtual desktop environment, direct file exchange between the local (in possession of the employee working from a remote location) and virtual environment is forbidden. This is applicable to local and removable media.
Relating document	N/A

ID	KSP-FA05-RL02-R05
Title	Forced path
Description	Measures must be taken to enforce a user to follow a layered connection setup. No other connections than needed and allowed must be possible.
Relating document	N/A

ID	KSP-FA05-RL02-R06
Title	Remote access necessity
Description	At least annually a justification must be given for remote access accounts of external parties.
Relating document	KSP-FA05-ST01 - Identity and Access Management

ID	KSP-FA05-RL02-R07
Title	Stepping stones
Description	When using remote access to perform maintenance on production systems (manual and/or in an automated matter), a stepping stone system must be used.
Relating document	KSP-FA01-GL01 - Definitions KSP-FA05-GL03 - Security Architecture guidelines

ID	KSP-FA05-RL02-R08
Title	Layered connection
Description	Between authentication of the user, the (virtual) working environment and the production device, network filtering must be used.
Relating document	KSP-FA05-RL08 - Network Segmentation

ID	KSP-FA05-RL02-R09
Title	Remote support connection duration
Description	When remote support is needed on KPN devices, the lifetime of the connection must be limited to the time required to perform this support.
Relating document	N/A