

ICT Remote Access Policy

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1. Purpose

The purpose of this policy is to define the overall governance for the provision and use of remote access to ICT resources and ICT environment within government administrative units.

2. Scope

This policy applies to all government administrative units implementing remote access to ICT resources or ICT environment to perform work-related activities remotely.

3. Definitions

- **MTC:** Ministry of Technology and Communications.
- **ICT:** Information and Communications Technology
- **ICT Remote Access:** Any form of access to ICT environment and ICT resources from a remote distance.
- **ICT Environment:** The ICT technologies utilized to conduct government administrative units' business. ICT environment is categorized into testing, staging and production.
- **ICT Resources:** Include hardware (i.e. security appliance, network appliance, servers), Software (i.e. systems and application).



- **ICT Tools:** Desktop computing (desktop computer) and portable computing (i.e. laptops, mobile, tablets...etc.) devices which are unit owned or personally owned used for remote access.
- **Users:** All government units' employees, contractors and other affiliates (vendors, agents, etc.) who are eligible for remote access.

4. Policy statements

The following statements apply:

1. Government administrative units are required to implement, in consultation with MTC, appropriate ICT remote access technical solution.
2. Government administrative units are required to comply with MTC issued procedures and guidelines for requesting and using ICT remote access.
3. Government administrative units shall define users with their roles and responsibilities, ICT resources and ICT environment that are eligible for ICT remote access.
4. Government administrative units are required to provide the eligible users for remote access with the minimum required resources including ICT tools and internet connectivity.
5. All ICT tools used for remote access are required to support desktop and portable computing and must comply with MTC published security measures.



6. Government administrative units are required to ensure the protection of sensitive information, security and privacy in compliance with policies, standards and guidelines of MTC and other government units.
7. All ICT remote access shall be centrally managed and supported by ICT departments of government administrative units.
8. All ICT remote access shall comply with official policies, frameworks, mandates and standards issued and circulated by MTC.
9. All remote access activities to ICT resources and ICT environment shall be monitored and logged.
10. Information security division/department of government administrative units shall oversee the implementation of the policy.

5. Ownership & Review

- This policy is issued by Ministry of Technology and Communications (MTC).
- Ownership of this Policy is vested with MTC and it will be reviewed annually and when required.

6. Policy Compliance

- MTC conducts policy compliance audits and report findings to the Cabinet.
- Any exception to this policy shall be approved by MTC



7. Related Guidance

- Royal Decree 118/2011 ‘Data Classification Law
 - 42/2015- Data Classification Law amendment
 - 26/2019- Data Classification Law amendment
- “IT Governance Policy” by Information Technology Authority (ITA)¹
- “IT Governance Charter” by Information Technology Authority (ITA)
- “Information Security Management Framework” by ITA.
- “IT Service Continuity Framework” by ITA.
- “IT Risk management framework” by ITA.
- “Data and Information Systems Security Classification Mapping” by ITA.
- ITA circular number: 3-2015 “General Information Security Policy”.
- ITA circular number: 1-2017 “Security assessment of application & e-Services”.
- ITA circular number: 6-2015 “Government Network Security Architecture Framework”.
- ITA circular number: 2-2016 “Government Application and E-Services Security Architecture Framework”.
- ITA circular number: 3-2017 “End Point and Smart Devices Security Architecture and Configuration Framework”.
- Oman e-Governance & Architectural Framework (OeGAF), ITA

¹ ITA (Information Technology Authority): Currently MTC (Ministry of Technology and Communications)



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