National Yang Ming Chiao Tung University Campus Virtual RemoteApps Management Guidelines

Approved at the Information Technology Service Center Supervisory Meeting of National Yang Ming Chiao Tung University, held on June 6, 2023.

1. Purpose

   The Information Technology Service Center (hereinafter referred to as "the service center") provides Virtual Application and Desktop (VAD) services, offering applications such as SSH remote connection and remote desktop services for users to remotely access information system hosts and devices.

2. Target applicant

   (1) The information systems and devices located in the information technology data center of the Center.

   (2) Remote access connections for system administrators or maintenance personnel to perform operations systems mentioned above in emergency situations when they are unable to be physically present on-site.

3. Guidelines

   (1) The service application must be submitted by the system administrator or management unit for the connected host in campus. It is not permitted for vendors to apply directly. The subsequent process also requires coordination with the internal applicant personnel.

   (2) The service provides the following applications: SSH remote connection, Windows Remote Desktop connection, and web browser access. If there are additional application requirements, the service center may consider opening them after reviewing and evaluating the requests.

   (3) If the remote connection service is provided to external organizations or vendors, the OTP (One-Time Password) code must be bound to the devices of authorized personnel from our campus's units. Failure to comply with this requirement may result in the deactivation of the account and accountability measures taken.

   (4) The passwords for the connection accounts are subject to regular changes in accordance with the NYCU Regulations Governing Information System Security.

   (5) All activities performed using this service are recorded and logged. The Service Center reserves the right to verify and restrict any unauthorized operations, connections, or actions that may affect the campus's services. In

severe cases, the service may be terminated, and appropriate actions will be taken to hold responsible parties accountable.

(6) The applicant units are required to review the account application requirements regularly and reapply annually.

(7) The utilization of this service must also comply with information security regulations such as the " Cyber Security Management Act ", " Taiwan Academic Network Management and Norms " and " NYCU Campus Network Use Regulations".

4. Applicant procedure

(1) The applicant must apply with approval from the unit supervisor. After that, it will be confirmed by the management unit of the service center before the application can be submitted.

(2) Once the application is received by the service center, it will be reviewed and approved. After approval, the account will be activated, and the username and password will be provided to the applicant.

(3) To bind your account with an OTP device, please follow the steps outlined in the " Service Manual ".

(4) To activate virtual applications, you will need to install the relevant application on your device. For detailed instructions, please refer to the " Virtual Application Installation and Operation Manual ".

5. The Regulations and revisions thereof shall come into effect after receiving approval from the Administrative Meeting.