

F.No. IV(18)/02/2020-Systems/NBCC
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VPN ID provisioning process as a special measure for COVID-19 exigency preparation for IT vendor staff

1. VPN IDs will be created for IT vendor staff associated with DG Systems for limited period and for purpose of enabling remote access to critical IT vendor staff for COVID-19 exigency preparedness.
2. The list of vendor project staff, for whom VPN IDs are required, to enable them to work remotely will be compiled by the Vendor Project Head in the attached VPN ID Creation template.



VPN Id creation
template.xlsx

The privileges required by the project staff should be provided in the attached VPN ID Privileges form.



Firewall Port
opening for BCP.xls

The details on the expectations on the form are mentioned subsequently.

3. The request must be accompanied by a declaration from the Vendor Project Head containing the following:
 - a. Confirmation that none of the employees for whom VPN has been sought has resigned and is serving notice period
 - b. VPN ID will be used by the concerned project staff only on corporate desktop/ corporate laptops/ CBIC provided AIOs and not on their personal desktop/ laptop
 - c. For corporate provided desktops/laptops, it is desirable that such laptop/ desktop should have necessary security software like latest Anti-virus updates, Data leakage prevention tools etc. It is further desired that storage media access on USB port etc. should be disabled
 - d. The employees for whom VPN ID is being sought have been authorized to work from home by the respective organizations.
4. There are two stages to VPN ID provisioning – VPN ID creation and VPN ID Activation. VPN IDs will be created as per the details provided in VPN ID Creation template provided in 2) above.

This is a confidential document for consumption of DG Systems staff only and is valid till 04.04.2020

It is anticipated that there may be cases where MAC ID details may not be available while seeking the VPN ID creation. To cater to such situations, as a special temporary measure, MAC address has not been made mandatory for VPN ID creation.

However, VPN ID activation would be done only when the MAC Address of the device, on which the VPN ID is intended to be used, is provided in the VPN ID Creation template provided in 2) above. The MAC Address details of leftover devices (if not made available originally) for the purposes of activation can be sent subsequently to Saksham Seva as per the protocol mentioned subsequently.

5. For using VPN, vendor staff would need to install the VPN ID client on the devices. The details for installation of the VPN client will be shared via email with the staff for whom the VPN ID has been created.
6. Default access to HPSM, CyberArk (only if access is already provisioned on SSO Id), Attendance Portal and Proxy will be provided to the VPN IDs provisioned created under this process. Any vendor staff requiring additional privileges should fill the information in the privilege form provided in 2) above and should be sent subsequently to Saksham Seva as per the protocol mentioned subsequently.
7. In case, vendor staff intends to remotely connect from their corporate laptop/ desktop to their CBIC AIO (as their AIO may have some special softwares etc) and work through the same, then the IP address of the AIO should be provided separately by the Vendor Project Head should be sent to Saksham Seva as per the protocol mentioned subsequently.
8. The mail by the concerned Vendor Project Head should be routed through ADGs of respective Project team. The subject of the email should be:

“VPNID Creation Request- COVID19 - <<Vendor Project team>>”

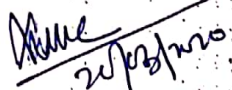
9. The details should be sent by the ADG or with the approval of ADG by a DGS officer to Saksham Seva (saksham.seva@icegate.gov.in) for creation of VPN ID and the email should also be copied to the following email IDs:

rahul.yadavtcs@icegate.gov.in; vijayl.kumartcs@icegate.gov.in; aman.rampalpwc@icegate.gov.in;
jeetpal.singhpwc@icegate.gov.in

10. The decision of extension permitting usage of VPNIDs for remote access beyond 04.04.2020, if required, would be taken subsequently.

Internal process for Saksham Seva as a special measure for COVID-19 exigency preparation for IT vendor staff

1. Saksham Seva to depute dedicated team to deal with creation of such VPN ID requests expeditiously.
2. Even if the VPN ID creation requests have been received without the requisite Mac ID details, the requests have to be forwarded for creation without returning back to the source and any other discrepancy should be addressed expeditiously over phone/instant communication media to save time in such a contingency situation. PGA will co-ordinate on the same and Saksham seva must immediately bring this attention to Jeet/Aman from Saksham PMU.


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ADG SI