



LGfL Connection Policy

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1. Background and Definitions

- 1.1 The purpose of this document is to regulate all connections to the Service Provider's Services and infrastructure.
- 1.2 Only institutions mandated by the Service Provider will be allowed to connect to, or make use of, the same infrastructure and Services as the Service Provider. The Service Provider reserves the right to refuse connection to the Service Provider's Services and infrastructure.
- 1.3 Use of the connection is intended for educational and government purposes only in line with the charitable objectives of the Service Provider.
- 1.4 The Service Provider retains the right to audit and investigate connections where it feels there may be a breach of the LGfL Information Security Policy or related policies therein.
- 1.5 All inbound, outbound and inter site communication will be regulated by policies and a supporting system established by the Service Provider for this purpose. Organisations seeking to change these policies will do so through the submission of a change control request in accordance with Clause 7 of the Service Aggregator Master Services Agreement. The Service Provider reserves the right to reject such changes where it feels the change will breach the conditions of the LGfL Information Security Policy and / or related documents therein.
- 1.6 The Service Provider will provide a high quality service but cannot be held responsible for information that is lost or corrupted whilst in transit over the network. Nor can the Service Provider be held responsible for any losses, either direct or consequential, or disruption that might result from use of the Services or infrastructure.
- 1.7 Non-compliance with this LGfL Connection Policy may lead to connectivity being refused or Services being suspended and / or withdrawn. Any breach of these conditions may lead to withdrawal of the user's access to the Service Provider's Services and infrastructure and associated services and in some instances could lead to criminal prosecution. In the case of employees, any breach may also be considered a breach of the employee's conditions of service which could lead to dismissal on grounds of gross misconduct.

2. Service Aggregators to the Service Provider's Network

Service Aggregators must ensure that:-

- 2.1. Planned and actual use of the Service Provider's network and associated services is always consistent with the LGfL Information Security Policy and related documents therein of the Service Provider;
- 2.2. Connections to the network use Service Provider's mandated equipment that conforms to the technical, organisational and performance requirements of the Service Provider and is maintained for the duration of the contract;
- 2.3. Usage of the network is appropriately authorised by a signatory to the LGfL Information Security Policy who has the authority to authorise the adoption of this policy throughout the organisation;
- 2.4. Appropriate funding and resources are available to support the connection to the Service Provider's network for the duration of the contracted period and that payment for such services is not unduly delayed;
- 2.5. Prompt action is taken to deal with unacceptable actions by Service Users, individuals or groups of people that infringe the LGfL Acceptable Use Policy of the Service Provider or which undermine the integrity or performance of the network;
- 2.6. Concerns or issues that may infringe the usage policies of the Service Provider are reported immediately in line with the LGfL Information Security Policy;
- 2.7. No confidential or commercially sensitive data is released over the network or provided to external parties that is not sent securely;
- 2.8. That institutions providing connections to the Services have appropriate technology in place to meet the requirements of the Acceptable Use Policy. In particular, appropriate systems to ensure controlled, filtered, virus-free and accountable connection to the Service Provider's Services and infrastructure;
- 2.9. Ensure that users within the Service Aggregator's organisation are trained appropriately to use the System, administer the System and understand their obligations in relation to the LGfL Information Security Policy and related documents therein; and
- 2.10. Connections to the Services do not to compromise the achievement of performance targets set out in the Service Agreement; and
- 2.11. Appropriate police and medical checks and clearances are placed on all staff installing, supporting and administering connections to the Service Provider's Services and infrastructure at any level and that evidence of such checks is retained should the Service Provider chose to audit this information.



3. Responsibility of the Service Provider

The Service Provider will ensure that:-

- 3.1. Periodic assessments of the LGfL Connection Policy are undertaken to ensure compliance and that it meets the needs of its community; and
- 3.2. Prompt action is taken to prevent non-conformance with the LGfL Information Security Policy and related documents therein.