



Department of Children and Family Services Office of Information Technology Services

Wireless Guest Sponsor Policy and Procedure

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Overview

This Policy and Procedure is in response to requests for Guest Wi-Fi access at all DCFS locations that have been equipped with wireless access points. This access can be used by Vendors, Business Partners and non-DCFS employees, who are visiting DCFS locations for the purposes of presentations, collaboration, staff assistance, or to fulfill service contract responsibilities.

Guest access must be sponsored by a DCFS Employee. The access will only allow connection to the Internet, so no access to internal DCFS resources or servers will be available.

It is assumed that Guests will provide their own computer, software, or other connectable equipment. DCFS can provide 'Best Effort Support' for configuration and connectivity by calling the DCFS OITS Help Desk at (800) 610-2089.

Policies

- Guest Wi-Fi access must be sponsored by a DCFS Employee.
- Guest devices must be free of malicious software and updated with current anti-virus software and OS patches.
- When sponsored, Guest Wi-Fi access will be provided on a limited basis for Vendors, Business Partners, and visitors that are on-site for official DCFS business.
- If access is needed for a temporary or contractual Employee that will be employed for more than one week or if the User will require access to DCFS Email or other internal systems then the engaging Supervisor should request assignment of DCFS equipment and a regular network account by contacting the DCFS OITS Help Desk at (800) 610-2089.
- Sponsors should not share the Guest Wi-Fi account information that was provided for one Guest with other Employees or other Guests. One account per Guest is required.
- Guest account activity is monitored and logged. DCFS OITS reserves the right to disable access if improper use is determined.
- Guest accounts are not to be used by DCFS Employees to obtain Internet access for personal computers, mobile devices, or any other electronic devices. Improper use of Guest accounts will be reported to the Employee's Management and to the Office of the Inspector General.
- Wi-Fi equipment and connections must only be serviced by DCFS OITS Network Support Staff. Do not attempt to move, adjust, or disconnect devices or connections.

Availability

Guest Wi-Fi access is currently only available at the following DCFS office locations.

Site	Specific Wi-Fi Location
Springfield – OITS Bldg.	4 th Floor
Springfield – 607 E. Adams	All Classrooms & Conference Room
Springfield – 406 E. Monroe	7 th Floor and 6 th Floor
Springfield – Cook St.	Conference Room
Springfield – College St.	Conference Room
Springfield – S. 6 th St.	Training Rooms and SW Conf Room
Springfield – Walnut	Lg & Sm Conference Rooms
Bloomington	All Conference Rooms
Peoria	Conference Room (near storage room)
Urbana	Lg & Sm Conference Rooms
JRTC	DCFS area of 6 th floor
Champaign	Conference Rooms
Decatur	Conference Room
Quincy	Conference Room
East St. Louis	1 st & 3 rd floor Conference Rooms
Belleville	Conference Room
Joliet	Lg & Sm Conference Rooms
Aurora	Conference Room & Training Rooms
Rockford	Conference Rooms& Room near staircase
Dekalb	Conference Room
Glen Ellyn	Lg & Sm Conference Rooms
Freeport	Conference Room
Chicago – 1026 Damen	Conference Room
Chicago – 17 N. State	Conference RM
Chicago – 160 LaSalle	Conference Rm and Common area
Chicago – 6201 Emerald	Conference Rooms
Chicago – Maywood	Conference Room
Harvey	Conference Rooms A, B,& C
Rock Island	Conference Room
Mt. Vernon	Conference Room
Marion – 2309 W. Main	Conference Rm

Note: Wi-Fi Access may be provided at other locations in the future.

How to Sponsor a Guest

1. The Sponsor should Contact the DCFS OITS Help Desk at (800) 610-2089 to request Guest Wi-Fi Access.
2. The OITS Help Desk will require the Sponsor's User ID, Name, Location, and Contact information.
3. The Guest Name(s) and contact information will be required.
4. Provide duration that access will be required.

Extending or Ending Access

Guest Accounts will automatically expire when the duration time lapses.

Sponsors may extend Guest Account duration if the account access has not yet expired, by contacting the DCFS OITS Help Desk at (800) 610-2089. If time has expired, a new Guest account will be required.

Access will automatically expire when the duration lapses, however, Sponsors may contact the DCFS OITS Help Desk to end access at any time before expiration.

Questions and concerns can be directed to the DCFS OITS Help Desk at (800) 610-2089.