Remote Access

1. **Read each scenario**
2. **Identify the problem**
3. **Provide solution to correct the problem**

Scenario #1:

Vendor Z has an always on connection between their service center and the Class II server housed in the tribe's server racks. This connection has been approved by IT Security and by the Gaming Commission since 10/03/2012. The vendor has a staff of properly licensed database admins that utilize the connection to perform daily manual database backups and trouble shooting at the tribe's request. On 01/15/2013 Erik Magnus, the external auditor, asks for a log of all remote access to that server from 12/01/2013 to 12/31/2013. He is given a screenshot of windows usernames and logins for the time period.

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Scenario #2:

Bobby Drake from Vendor A calls in at 11:00, 10/21/2015, saying he has a critical software patch for the player card printing services. Access is enabled by Helpdesk staff James Howlett from 03:00 to 03:45 – 10/23/2015. The software is updated and tested afterwards.

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Scenario #3:

On 08/11/2016 Kitty Pryde from our gaming commission sends an email informing you that Vendor B is going to update the Wide Area Progressive paytable to a higher hold on 08/15/2016. Vendor B's representative Kurt Wagoner is licensed, and access is approved by IT manager, Jean Grey. VPN access is enabled by Hank McCoy at 03:00am 08/15/2016.

Scenario #4: (Optional if time allows)

Database engineer Peter Rasputen from Vendor C is requesting telnet services be enabled on their Class II server indefinitely for the purposes of running periodic database backup scripts. Access is approved by IT Supervisor Wade Wilson on 07/15/2016. And the service is enabled on 07/16/2016 at 09:20 by Warren Worthington.