Technical Delivery Specification

IT01 – IT Safety – Remote Access

This document describes the requirements for the delivery and documentation of systems.

Revision status:

This delivery regulation IT01 replaces all previous regulations.

Version:	Site/s:	Description of the revision:	Date:
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Responsible:	Hirschmann Automotive
Department:	IT_O

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1 General

1.1 Area of Application

This Hirschmann factory standard specifies the delivery regulations for IT Safety of machines, machinery systems and production facilities.

1.2 Deviations

Deviations from this delivery specification which may appear necessary or appropriate to the manufacturer, require written approval from Hirschmann Automotive.

1.3 Regulations, Norms, and Industry Standards

In addition to the requirements specified in this technical delivery specification, the contractor is fully responsible for all requirements applicable to their service arising from regulations (e.g. EC directives, regulations and other applicable laws) as well as from standards and generally accepted rules of technology, even if this technical delivery specification does not specify such in detail.

As far as regulations, standards and technical rules are referenced in this technical delivery specification, the contractor themselves must check whether they are applicable for their work and whether other regulations, standards and rules are also to be adhered to.

If in doubt, the contractor must immediately contact the client.

In addition, the contractor shall immediately notify the client if the contractor recognises or identifies, on the basis of their knowledge, that the service to be rendered by the contractor is not suitable for the intended purpose or suited only to a limited extent.

2 Remote Access

2.1 Remote Access

The manufacturer agrees to use the remote access solution provided by Hirschmann Automotive.

Our remote access solution is pre-approved.

All other remote access solutions require approval from the IT Security Organization.

PRA (Privilege Remote Access) from beyondtrust is a remote access solution that is installed at Hirschmann Automotive and is used as a standard solution. The solution works for both internal and external remote access to systems and machines. There is a web-based access, but also a suitable software application.

The solution is managed by the Hirschmann Automotive IT department.

The software offers the following features:

- Remote control of systems
- File upload and download
- Access to system information and diagnostics
- the command line and the registration editor.
- Real-time session monitoring and recording of each session for a detailed audit log.
- MFA multi factor authentication
- centralized user- and group management
- Fast supervised support via weblink
- different authorization profiles. (administrators, operators)
- chat function
- defined approval processes

It can be used with one of the following protocols:

- RDP (Remote Desktop Protocol) for accessing a remote system/machine
- VNC (Virtual Network Computing) for accessing a remote system/machine
- Protocol Tunnel Jump to establish a TCP connection to a remote system. With a Protocol Tunnel Jump, you establish a TCP connection from your system to an endpoint in a remote network.
- Shell Jump: can be used to access a remote network device. Shell Jump allows you to quickly connect to an SSH or Telnet enabled network device to use the command line function on that remote system.
- Web Jump: can be used to access web services.