Attachment B

Account Management and Re-Certification Policies, Procedures and Guidelines

1.0 Purpose

Federal policy requires that access controls be implemented to provide reasonable assurance that computer resources (data files, application programs, and sensitive work areas and sensitive equipment) are protected against unauthorized access. This policy specifically addresses access to the Job Corps Network, data files and application programs.

2.0 Scope

This policy and the associated procedures should be implemented Job Corps-wide and should apply to all Job Corps employees with access to the Job Corps Network and/or Job Corps applications.

3.0 Policy

Job Corps Center/Agency Management and Points of Contact (POC) are responsible for ensuring that access to all Job Corps information resources is documented and approved. Access to Job Corps Information Technology (IT) resources should be documented and approved based on the segregation of duties established for each Job Corps site. Job Corps access should be established based on segregation of duties and least privilege. The following procedures and guidelines should be followed when requesting, approving, establishing, modifying, and deleting user accounts/access to IT data and systems.

3.1 Approving and Creating Accounts

The following approval process will be followed when establishing and modifying accounts.

The requesting manager must:

- Complete the appropriate User ID Request Form as required for each system based on the appropriate segregation of duties. The link to access Job Corps User ID Request Forms is http://forms.jobcorps.org.
- Ensure that the user identified on the form has read and signed the "User Responsibility" section of the User ID Request Form.
- Provide the user with a security briefing related to the access and use of the specific system. All new users must take the orientation training within 60 days of their hire date.

Therefore, the manager, POC, or Human Resource personnel should present the new user with a copy of the Job Corps Rules of Behavior document prior to approving access to the system. A copy of the Job Corps Rules of Behavior can be obtained at http://jcweb.jobcorps.org/documents/security/rules_of_behavior.pdf. New users must review, sign and date the rules of behavior and a copy should be delivered to the POC and kept on file.

- Forward the request to the local POC for processing.

The Point of Contact (POC) must:

- For accounts established by the POC – Verify that the access that is being requested is in compliance with the segregation of duties guidelines, sign the form, and establish the account. If an account cannot be established in compliance with the segregation of duties guidelines, mitigating controls must be implemented to ensure that proper management reviews are conducted.

- For accounts established by the Job Corps Data Center (JCDC) – Verify that the access that is being requested is in compliance with the segregation of duties guidelines, sign the form, and fax a copy of the form to the JCDC Technical Assistance Center (TAC) at (512) 804-2053.

  The process flow and table in Section 10.0 should be used as a guide for requesting account creations, modifications, and deletions.

- Keep the form on file for a period of one year beyond the separation date of the user.

- Do not process a request that does not have management's approval.

3.2 Permanent Accounts

Permanent accounts are set up to provide authorized users with access to Job Corps resources/systems for the duration of employment with Job Corps (unless otherwise specified). The following guidelines should be followed when establishing permanent accounts.

- Set up only one account on a system for each user.

- Assign a temporary password when creating the account and make it mandatory that the user change the temporary password at the time of the first log on.

3.3 Generic Accounts

Generic Accounts are set up as special purpose accounts (such as Center Director, Human Resource Director, Account Administrator, etc.). They should be limited to a few key positions, and should only be established by the Job Corps Data Center Administrator. The following guidelines should be followed when establishing generic accounts.

- Generic accounts must be assigned to and used by only one individual.
- Generic accounts must be approved by the Management and established by the Job Corps Data Center Administrator.
- Assign a temporary password when creating the account and make it mandatory that the user change the temporary password at the time of the first log on.

3.4 Temporary Accounts

Temporary accounts are set up to provide individuals with temporary access to systems for the duration of a work assignment or project. The following guidelines should be used when setting up a temporary account:

- Set up only one account on a system for each user.
- Assign a temporary password when creating the account and make it mandatory that the user change the temporary password at the time of the first log on.

3.5 Super User/Administrator Accounts

Super User/Administrator accounts are set up to provide system administrators/POCs with the capability of creating end-user accounts. The following guidelines should be used when setting up Super User/Administrator accounts:

- Super User/Administrator accounts should only be established by administrators at the JCDC.
- Administrators assign a temporary password when creating the account and make it mandatory that the user change the temporary password at the time of the first log on.
- Administrators set no more than three super user accounts for each system per agency.

- Administrators have each Super User sign the Administrator Agreement. A copy of the agreement will be provided by the JCDC Administrator at the time that the account is established.

3.6 Student Accounts and Use

Individual student accounts must not be established for student's use on the Job Corps Network or other Job Corps systems. Additionally, students must not be allowed to use Job Corps employee accounts at any time under any circumstances. Remember sharing of user accounts is prohibited on all Job Corps systems.

3.7 Protecting Accounts

Each individual is responsible for all activities performed using his/her account. Federal guidelines require that employees use the following guidelines to protect their accounts and safeguard against unauthorized activities:

- Do not share passwords with anyone.

- Select passwords that are complicated, not easily guessed. A user should choose a password that makes sense to only him/her. Obvious choices like birthdays, anniversaries, people, places, or things that are identifiable with the individual should be avoided.

- Change passwords frequently and do not repeat them.

- Passwords should be a combination of alpha, numeric, and special characters ($#%, etc.). The use of uppercase letters is optional.

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- Do not allow anyone to log on to your account or to use your account once you have logged on. Users must be authenticated in a manner that allows accountability to be maintained for actions performed.

- Users requesting account password changes/resets by the JCDC TAC must contact the TAC at (800) 598-5008. The JCDC Account Administrator must contact the user for verification before resetting the password.

- Users requesting account password changes/resets at a Job Corps center or site can request a change in person or provide the POC with a signed request form.

- Users should log on and change their password immediately after the account or access is established.

System Administrators (including POCs) are responsible for ensuring that Job Corps system security controls are in place to enforce the following safeguards:

- Users and passwords should be individually owned. This means that each user should only be assigned one account and password, and that accounts should not be set up as shared accounts. The only exception of users having multiple accounts would be the limited generic accounts for such individuals as the Center Director, Human Resource Director, etc.

- User accounts should not be established until they are ready to be used.

- Passwords should be set to change every 60 days.

- Assign a temporary password to a user who forgets his/her password. The user must be prompted to change the temporary password the next time s/he logs in.

- Passwords should be required to be complicated enough to disallow the use of common words and phrases. Passwords should be a combination of one alpha, one numeric, and one special character ($#%, etc.) Using an uppercase character is optional. If a system cannot be programmed to meet these requirements, it must be documented and approved by management.

- User accounts should be disabled after successive failed attempts. Accounts should be locked after 3–4 invalid password attempts (System administrators wishing to set invalid password attempts to four must obtain management approval)

- Password history should be set to disallow reuse of passwords. Password history should be set to a minimum of three.

- Users should be required to change their initial password.

- Passwords should be encrypted.

- Passwords should be at least 8 and no more than 13 characters.

- Automatic log off or locking of idle terminals should be set to 15 minutes.

3.8 Deactivating Accounts

System Administrators/POCs are responsible for auditing and disabling accounts. The following procedures should be followed:

Account Inactivity

- System Administrator/POC will periodically audit systems and deactivate accounts that have not been used within the past 90 days.
- JCDC will periodically run scripts to deactivate accounts that have not been used within 90 days.

Friendly Separation

- Manager or POC will deactivate the account within the first 5 days of separation.

Unfriendly Separation

- Manager or POC will deactivate the account immediately upon receiving official notification that an employee has separated from employment.

Completion of Project

- Manager or POC will deactivate the account.
- Temporary accounts should be deactivated at the end of the assigned work project.

4.0 Reactivating Accounts

POCs are responsible for authorizing the reactivation of accounts created under their authority.

To request reactivation for accounts that have been deactivated, please contact the JCDC TAC at (800) 598-5008.

5.0 Deleting Accounts

The JCDC is solely responsible for deleting accounts. Accounts will be deleted under the following conditions:

- All network accounts that have been disabled for a period of 30 days will be deleted.
- A log of the deleted accounts will be maintained for auditing purposes.

6.0 Security Training

All account holders are required to attend:

- Initial security training within 60 days of the hire date.

- Annual refresher training.

7.0 Re-Certification

The Job Corps Security Team is responsible for initiating the re-certification process. Re-certifications must be conducted on an annual or “as needed” basis. The Job Corps Security Management Team will:

- Issue a JCDC Notice to inform the Job Corps POCs of the need to begin the re-certification process.
- Provide POCs with a user list (if required) or instructions for printing a list of user accounts to be re-certified. Re-certifications should be conducted by at the management level based on segregation of duties. Use section 3.2 of the “Segregation of Duties Policies, Procedures and Guidelines” as a guide.
- Provide a standard format for reporting results.
- Account re-certifications are required for the following systems:

  Student Pay Allotment Management Information System (SPAMIS)

  Outreach and Admissions Information System (OASIS)

  Career Transition System (CTS)

  Center Information System (CIS)

  Financial Management System (FMS)

  Electronic Property Management System (EPMS)

  Network Accounts/Citrix

  Support Survey System (S3)

  IT Project Tracking System (IT Trax)

  Job Corps Resource Library (JCRL)

  Note: Upon the completion of the re-certification process, POCs will sign and fax the reporting results to the Job Corps Security Team.

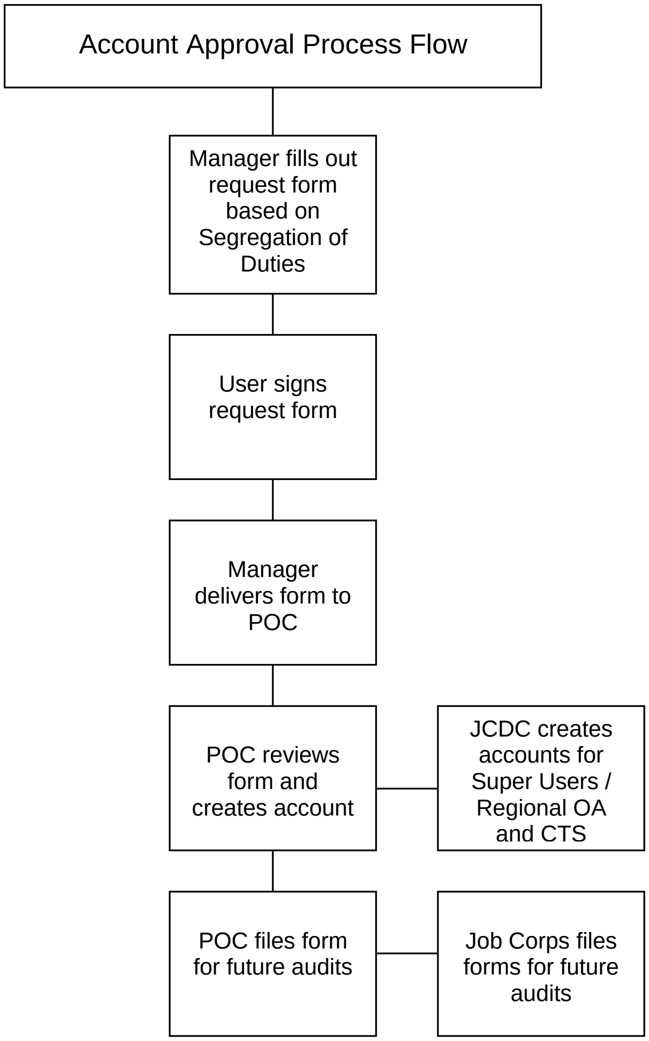
8.0 Reviews

JCDC Security Team will conduct audit reviews of the account management and re-certification process annually on a random basis. The results of the audit review will be reported to the National and Regional Offices.

9.0 Enforcement

Any Job Corps center found to have violated this policy may be subject to disconnection from the network and a letter stating the violation to the center's Regional staff and National Office.

10.0 Account Request Process Flow and Contact Listing


Account Approval Process Flow
Manager fills out request form based on Segregation of Duties
User signs request form
Manager delivers form to POC
POC reviews form and creates account
JCDC creates accounts for Super Users / Regional OA and CTS
POC files form for future audits
Job Corps files forms for future audits