June 14, 2010

DIRECTIVE:	JOB CORPS PROGRAM INSTRUCTION NO. 09-50

TO: ALL JOB CORPS NATIONAL OFFICE STAFF
ALL JOB CORPS REGIONAL DIRECTORS
ALL JOB CORPS CENTER DIRECTORS
ALL JOB CORPS CENTER OPERATORS
ALL NATIONAL TRAINING AND SUPPORT CONTRACTORS
ALL OUTREACH, ADMISSIONS, AND CTS CONTRACTORS

FROM: EDNA PRIMROSE
National Director
Office of Job Corps

SUBJECT: Account Management Readiness Review

1. Purpose. To inform the Human Resources (HR) Departments and the Information Technology Points of Contact (IT POCs) of the purpose and procedures of the upcoming Account Management Readiness Review. The purpose of the review is to provide feedback to centers and contractors on the effectiveness of their user account management processes.

2. Background. The Department of Labor (DOL) requires that agencies enforce strict account management practices to ensure the security of government information systems and the personal information they contain. For Job Corps, with over 18,000 users at 124 centers, and 106 remote offices (e.g., OA and CTS), enforcing these account management practices can be a challenging task.

In order to meet the DOL requirement to review user account management at least every 6 months, and in order to help centers and contractors assess their account management practices, Job Corps' Security Team will begin conducting an Account Management Readiness Review.

3. Action. The Account Management Readiness Review will be focused on ensuring that users are receiving proper authorization before gaining system access (i.e., a User Account Request Form was completed and signed by the appropriate individuals), and that the accounts of separated employees are being immediately disabled.

In order to conduct this review, the Security Team will require the assistance of the HR Departments and the IT POCs for the center or agency, as outlined below.

a. Assistance from the HR Departments.

When an employee has separated, the HR Department will notify the IT POC for the center or agency, to ensure the user's access is disabled in a timely manner.

The Security Team will contact the HR Department of the center or agency that is being reviewed, and will request a list of all the employees that have been terminated or transferred in the previous six months. The Security Team will then check the list against information system records to determine that each user's access was disabled on their date of separation.

b. Assistance from the center and agency IT POCs.

Before creating a new user account, the IT POC should ensure that a User Account Request Form is completed and signed by the appropriate individuals. This form must be kept on-site and readily available for review for the period of time the user has access, and up to a year after the user's access has been revoked. Additionally, when the IT POCs are notified by the HR Department that an employee has been terminated or transferred, they must disable that user's account immediately.

The Security Team will contact the IT POC for the center or agency that is being reviewed, and will request copies of the User Account Request Forms for a selection of users. In order to verify that they are kept readily available, the forms should be supplied to the Security Team within 10 business days. The Security Team will review the forms to ensure that each form was completed (and the appropriate signatures received) on, or before, the day the user received system access.

4. Feedback and Recognition. The centers or agencies that successfully produce, in a timely manner, the requested User Account Request Forms, and that have ensured all separated employees (terminated/transferred within the period of review) had their account access disabled on the date of separation will be recognized for their achievement in the weekly Job Corps newsletter. Additionally, a letter of recognition will be sent to these centers or agencies.

The centers or agencies that have difficulty producing the requested User Account Request Forms, and/or have allowed separated employees to retain account access, will receive follow-up assistance by the Security Team.

5. Expiration. Until superseded.

6. Inquiries. Inquiries should be directed to Christopher Cale at (888) 886-1303 x7223 or cale.chris@jobcorps.org or Linda Estep at (888) 886-1303 x7212 or estep.linda@dol.gov.