July 29, 2011

DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 11-01

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: New Citrix-User Account Management Procedures

1.   Purpose. To inform the Job Corps Community about new procedures for Citrix user account management.

2.   Background. Recently, the Job Corps Security Team completed the 2010 Account Management Readiness Review. One of the purposes of this review was to assess Job Corps' current level of compliance with established account management practices. Account management involves the proper submission of forms requesting network access for new employees, and the forms needed to terminate network access of employees who have separated from employment in Job Corps.

Of the employee records that were examined, the following results applied:

- Forty-three percent (43%) of separated employees continued to have network access to their accounts after their day of separation. The requirement is that these accounts must be disabled on the same day of separation.

- Twenty-four percent (24%) of the Network User ID Request Forms were missing or improperly completed. The requirement is that a properly completed form must be submitted and approved before a network account is established.

This review indicates a clear need to change current procedures in order to produce better results.

3.   Action. In order to improve the compliance levels of user account-management practices, the Job Corps Data Center (JCDC) is implementing new Citrix-user account-management procedures. These new procedures will tighten Job Corps' account-management practices while reducing the burden on Information Technology Points of Contact (IT POC). The following changes in procedure are effective as of August 8, 2011:

a. New Procedure for Citrix-User Account Creation

Effective August 8, 2011, the JCDC becomes responsible for all Citrix-user account creations. IT POCs will still be responsible for maintaining all Network User ID Request Forms created prior to August 8, 2011 and be able to produce them whenever required to satisfy audits. The JCDC, in turn, will be responsible for all Network User ID Request Forms created on or after August 8, 2011. The new procedure is as follows:

i. The requesting manager must complete a Network User ID Request Form, sign and date the form, have the new user sign and date the form, and then give it to the IT POC. This form can be found on the Job Corps Community website under Documents > Forms > Job Corps Data Center Forms.

ii. The IT POC must also sign and date the form, then submit it to the JCDC by either faxing it to 888-278-8389 or e-mailing the scanned form to Accountcontrol@jobcorps.org.

iii. The JCDC Account-Management team will contact the IT POC to confirm the account request, and upon successful confirmation, will create the account within 3 business days of the form's receipt.

b. New Procedure for Disabling Citrix Accounts

Effective August 8, 2011, all employee separations must be reported to the JCDC on the same day of separation, so that the account may be disabled in accordance with departmental policy. IT POCs will no longer be responsible for the actual disabling of Citrix accounts. Instead, the separating employee's manager or supervisor will be responsible for notifying the JCDC immediately upon separation by sending an e-mail to Accountcontrol@jobcorps.org.

c. New Procedure for Citrix Password Maintenance

Effective August 8, 2011, Citrix users will be provided the means to reset their own passwords through use of the Citrix Account Self-Service tool. From the login screen, the user may click the "Account locked or forgotten your password?" link, answer the four security questions, and the system will unlock the account and allow a password reset. In light of this new capability, the IT POCs will no longer need the Citrix-User Administration tool, so that tool will become unavailable to them as of August 8, 2011.

To facilitate implementation of these new procedures, addressees are to ensure this Program Instruction is distributed to all appropriate staff.

5. Expiration Date. 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.

Attachment

Citrix Password Manager Quick Start Guide