

October 2, 2012

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| DIRECTIVE: JOB CORPS PROGRAM INSTRUCTION NO. 12-12 |
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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 Procedures for Ensuring Removal of System Access for Separated
 Job Corps Staff

1. Purpose. To inform the Job Corps community of the revised procedures for ensuring that all system access is disabled on the same day that a Job Corps staff member's relationship with a Job Corps Center/agency changes.
2. Background. In compliance with Department of Labor requirements, all Job Corps system accounts (including Citrix accounts and application accounts: OASIS, CIS, CTS, etc.) belonging to a separated staff member must be disabled the day of that staff member's separation (reference Program Instruction 09-42, issued 3/31/2010). Additionally, sharing user accounts is strictly prohibited (reference Program Instruction 10-21, issued 11/10/2010), which means that **one staff member never should log into another staff member's account.**
3. Action. On the day a Job Corps staff member's relationship with a particular Job Corps Center/agency changes so that the staff member no longer requires system access, the following procedures must be followed:

Manager's responsibilities:

- Notify the Information Technology Point of Contact (IT POC) of the status change as soon as possible (**Note:** this is especially critical during unfriendly separations).
- If the staff member had access to any application accounts (such as OASIS, CIS, CTS, etc.), also notify the account manager(s) for the application as soon as possible.

IT POC responsibilities:

- On the day of the status change, disable the staff member's Citrix account using POC Admin.

Account Manager's responsibilities:

- On the day of the status change, disable any application accounts (such as OASIS, CIS, CTS, etc.) belonging to the staff member.

Additionally, the Job Corps Data Center will continue the Account Management Review to supplement this process, and further ensure that no separated staff members retain system access to any accounts, and to also ensure that none of the separated staff members' accounts are logged into by other Job Corps Center/agency staff members.

Note: Results of the Account Management Review will be reported to the Office of Job Corps and Regional Offices.

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

4. Expiration. Until superseded.
5. 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.