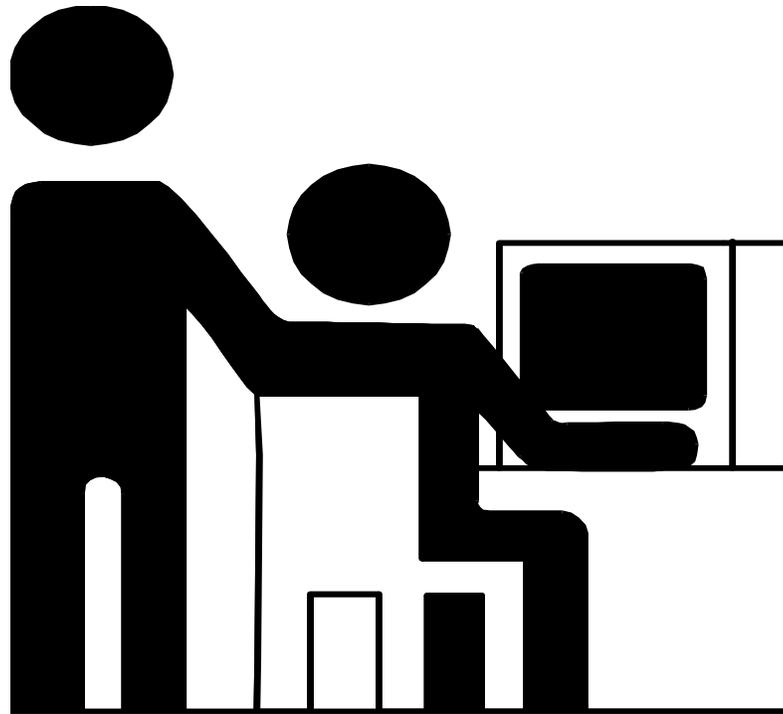


DIVISION OF PUBLIC ASSISTANCE

**SYSTEMS OPERATIONS
AND
NETWORK SERVICES**

SECURITY MANUAL



SECURITY MANUAL

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SECURITY MANUAL

1.0 INTRODUCTION

1.1 DEFINITION

Security is the:

- Freedom from exposure to harm, damage, or danger; protection (Webster's Dictionary), and
- Protection of data from unauthorized use or intentional destruction. Security measures are typically built into the operation system of a computer and include the checking of passwords, identification numbers and reading and writing privileges associated with each file (Data Management Guide Glossary).

1.2 NEED FOR SECURITY

As the nation experiences a decrease in crime, the incidences of "electronic" crimes, and others of the so-called white collar type crimes, are notable exceptions and continue to rise. Threats to both physical security and communications security exist and are ever present. Electronic fraud continues to grow rapidly.

The definition of felony use of a computer under Alaska Statute Sec. 11.46.740 includes a person who has no right to access (or there is no reasonable ground to believe the person has such a right to access the computer) knowingly accessing a computer or causing the computer to be accessed. As a result of that access, the person obtains information concerning another person or introduces false information with the intent to damage or enhance the data record of a person.

1.3 INDIVIDUAL RESPONSIBILITIES

The potential for a lapse in security of work areas, Eligibility Information System (EIS) access, and safety carries a personal requirement of constant vigilance by all EIS users. The "nothing-has-happened-yet" attitude invites the compromise of communications security, sensitive data handling, and personal safety.

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As an EIS user, you have access to confidential client information, proprietary state resources, and proprietary state and federal data. As a state employee, volunteer, or service provider, your **authorized** access to the EIS operating system, any connected subsystem, and the data they provide is a privilege granted by the state to accomplish the job at hand. Authorized access to the EIS is not based on an imagined inherent right. EIS access is granted based upon your trustworthiness, professionalism, and a need to know as it relates to being able to complete the job assigned. Your access to sensitive state database files and access to sensitive federal files carries your personal obligation to comply with federal and state laws regarding communications security. The security of information, of EIS, and handling client files require you to maintain a constant awareness of and compliance with security guidelines in the daily work routine.

The Systems Operations and Network Services Security Manual is provided to each authorized system user. Each system user is required to maintain the manual and keep it in their work area for review. Supervisors are responsible for ensuring each employee, volunteer and service provider have signed the Division's EIS and Network Services Security Agreement or the Service Provider EIS Security Agreement and read the Systems Operations and Network Services Security Manual.

1.4 CONFIDENTIALITY

The rule making authority of the Department includes the power to establish and enforce reasonable regulations governing the custody, use, and the preservation of the records, paper files, and communications of the Department. Although covered extensively in the Division of Public Assistance's Administrative Manual (including exceptions), the essence of confidentiality is:

"It is against the law except for purposes directly connected with the administration of assistance programs for a person to solicit, disclose, receive, make use of, or to authorize, or knowingly permit, the use or disclosure of the information obtained from households".

Further reading of the Administrative Manual section regarding confidentiality is essential to your better understanding of applicable Alaska State Statutes requiring the protection of client household information.

The Division of Public Assistance must comply with the data security requirements set forth by other agencies as a pre-condition to the use of their data and/or computer services. The Division's computer services are discussed in the following sections.

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1.5 COMPUTER SERVICES OVERVIEW

The Department of Health and Social Services receives its computer services from the Information Technology Group (ITG) which functions under the Department of Administration. The Department of Administration carries out its automatic data processing responsibility under Alaska Statute 44.21.150.

The responsibility is carried out through the Alaska Data Center (Juneau) and a data communications network connecting the centers (backup data center in Anchorage) and other agency computing platforms.

Data Security is a function under Agency Support. The Security Administrator helps agencies determine their data security requirements and then assists in the implementation of access controls. The Alaska Data Center assists agencies in maintaining data security through the use of a security software product called ACF2.

Customer Information Control System (CICS) is one of three main accounts available to the customers of the Alaska Data Centers. A CICS account is needed for access to software products on the mainframe computers. The EIS is one of several of the state's major application programs run under CICS. ITG reserves the right to withhold service from customers who are not competent in the software they are using.

1.6 AGENCY RESPONSIBILITIES

Each agency has primary responsibility for security, privacy, and access to their data.

ITG security policy has designated each Department Commissioner as the owner of that Department's data. The data owners themselves must specify appropriate data retention and security requirements. In addition, ITG assigns responsibility for the maintenance of security for data and applications to the customer agency. ITG agrees to act as custodian of that data within the agency designated guidelines.

Each Division Director is advised to designate an official data security contact person for their division through whom all data-security issues flow, and who is responsible for communicating with the Data Security Administrator about such issues. Our Security Officer is the Analyst/Programmer V in Systems Operations.

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All files maintained by the data centers are considered private and confidential, except for those falling under the Public Information Act. The Alaska Data Center, as custodian of agencies' data, will maintain reasonable safeguards to ensure this confidentiality, and will not release any agency data or files unless specifically requested to do so by the data owner.

All requests for information about an agency's data will be forwarded to the agency for determination of whether the public has the right to the information, pursuant to Alaska Administrative Code Title 6, Chapter 95, and Section 010. If the agency determines that the data is public, the agency is responsible for making that data available to the requester. This applies to all material that an agency supplies ITG including but not limited to source data, computer files, reports, listings, and computer programs.

1.7 DIVISION OF PUBLIC ASSISTANCE ACCOUNTS (ACCESS)

In order to gain access (ability to sign on) to EIS, workers must be validated at sign on time by ACF2. To get a CICS account, delete an account, or change an existing account, you must use the LOGONID CHANGE REQUEST form (General Services form number 02-797).

Each EIS user account request must be accompanied by at least two sets of completed forms:

- MAINFRAME LOGONID REQUEST form (4 pages)
 - EIS and NETWORK SECURITY AGREEMENT (state workers)
Or Service Provider Security Agreement (non-state workers)
-
- If access to additional systems is needed--CSED, DOL, ASVS-- these forms will need to be completed as well. Request for access to CMS, ICCIS, Document Direct, or INGENS is listed on the EIS and NETWORK SECURITY AGREEMENT and needs to be **checked** in order for their access to be set up. (Note: Access to some of these systems correlates to functions of the employee and their position)

A seven character security key is assigned to each person approved for access EIS, that key corresponds to their MAINFRAME logon id.

The EIS access profile will be assigned by a Systems Operations Security Assistant. All security forms remain on file at Systems Operations. The LOGONID REQUEST FORM is forwarded to ITG in Juneau for set up, the CSED and DOL forms are forwarded to corresponding system personnel for set up. EIS, CMS, ICCIS, Document Direct, and ASVS are completed by Systems Operations. Requests for INGENS are forwarded to IT.

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All forms needed, can be downloaded from the Systems Operations website:
<https://dpasysops.dhss.alaska.gov/production/> (You must use Internet Explorer (IE) to access the website.)

ITS Network Administrators set up the state employee's email and network accounts. The form on the Systems Operations website is provided for convenience, but must be sent to HR at HSS ITS-Help desk: itshelpdesk@alaska.gov

Or it can be completed online at
<http://jnuaobmf6/its/newemployeeform.aspx>

1.8 NAME CHANGES

To change the owner's name of an existing account, use the LOGONID REQUEST form and follow directions as for a new account with the following exceptions:

- Check the "CHANGE EXISTING ACCOUNT" square at the top and middle of the form.
- Include Employee's Logon ID---to be used as reference
- Provide a new **EIS and NETWORK SECURITY AGREEMENT** with name change

Scan all copies to Systems Operations Security Assistant at: eishelp@alaska.gov

1.9 CHANGING ACCOUNT PCNS

To change the state employee account owner's PCN, use the **EIS and Network Security Agreement** form.

- Check the "Change Existing Account" box in the middle of the bottom of the form.
- Enter personal identifying information and the new PCN
- Submit the completed form to Systems Operations at:
EISHELP@alaska.gov

2.0 Terminating EIS Access

Notify the EIS Security Officer at Systems Operations immediately via email to the EIS Help Desk (EISHELP@alaska.gov - or type EIS Help and hit enter) of personnel terminations, transfers, and name changes. The EIS Security Officer or Assistant will affect the change.

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2. Physical Security

2.1 PERSONNEL ACCESS CONTROLS

Access to State communications, computer equipment, and electronic or printed files within the Division is restricted to those State employees, contract personnel or volunteers assigned and authorized by the Division.

Managers, supervisors and employees must regularly review their local office procedures for consistency with prudent security methods. Be cautious of procedures that allow total access to all spaces and printed or electronic files. Procedures oriented toward maximum flexibility in response to all office tasks can sometimes be counter to methods limiting control over documents and equipment access.

The challenge to the daily office routine is developing a balance in security procedures that provides a reasonable, cost effective approach, without posing serious obstacles to getting work done. The alternative approach with no controls at all, allowing personnel unlimited access to all areas, can create an office vulnerable to fraud, theft of client information, and unauthorized access to communications equipment.

Methods used for authorized access to work areas or security control options are varied and differ greatly in costs. The more commonly available security options are listed below.

- Key control administration
 - Office space key assignments
- Physical controls
 - Lobbies, desks, counters, limited access signs, etc. which mark and limit outside access to the inner office spaces.
 - Self-closing locked doors
 - Locked Doors
- Personnel Access Controls
 - Establish personnel standards for security access
 - Establish security standards for confidential access
- Non-employee access to work areas either by individual or group requires an employee escort to the office space/employee being visited. The employee visited is required to escort the visitor off the premises upon concluding the visit or interview.

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2.2 PRINTED CLIENT FILES

Hard copy prints of client information from EIS data base files are confidential and as such require secure areas for storage and controlled access. Printed EIS client information left on top of desks, filing cabinets, or stacked on floors is subject to compromise.

Anyone having access to printed EIS client information is strictly prohibited from taking the information home. Employee briefcases and other forms of carrying items are subject to being opened by the employee for supervisory scan.

2.3 TRASH DISPOSAL

Inattentive or indiscreet disposal of printed client information from EIS data files or unneeded client documents subjects the client to the potential loss of confidentiality and the potential misuse of proprietary state data.

The use of paper shredding machines to shred printed EIS client information, security key assignments, etc., is a procedural requirement within the Division of Public Assistance. In the absence of on-site paper shredding equipment, you may have a contract for shredding confidential documents with a private firm able to guarantee the same level of security and confidentiality required in a DPA office.

2.4 TELEPHONE SECURITY

All telephone switching equipment, servers, HUBs, modems, patch boards, and controller equipment will be maintained in secure rooms with limited access. Rooms containing communications switching equipment will be used exclusively for those purposes and not become multipurpose areas for storing stationary supplies, forms, etc.

Individuals who identify themselves as telephone repair/maintenance personnel must be challenged to show proof of identity and company ID prior to being allowed access to switching rooms. Escort must be provided for personnel who need access for safety and fire inspections.

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2.5 PERSONAL COMPUTER (PC) OR TERMINAL SECURITY

State owned or service provider PCs for accessing EIS used by authorized employees and/or service providers must be located in secure areas. Attention to details of access can extend to an EIS work area in an unoccupied office and determining the feasibility of locking the office until an employee is assigned. Employee work or interview office spaces containing PCs must be locked (where possible) upon the absence or departure of the employees for the day.

Common work areas with several PCs present and no controls that limit access to authorized persons only may require special employee procedures in the office.

Anyone unfamiliar to the office work force being observed at a PC must be asked to identify her or himself and explain their purpose at the computer.

2.6 EQUIPMENT HAZARDS

Electrical and fire hazards in facilities are normally covered by periodic fire and building inspections. In the absence of regular municipal building safety and fire inspections, managers must consider building, fire, and electrical safety as part of their overall security considerations to the equipment in their charge. Type and placement of fire extinguishers must be considered to ensure their suitability for electrical applications. The availability of and access to building fire containment and suppression equipment must be reviewed. Potential water hazards from flooding or fire sprinkler systems on the facility's computer equipment must be included in the office contingency planning.

The impact of high dust environments on equipment and personnel are considerations in facility selections. As a state on the Rim of the Pacific, earthquakes and even volcanic dust need to be part of an office contingency plan. On the presumption there will be some lead time prior to volcanic dust settling down in a DPA office area, supervisors must ensure computer equipment is shut down and covered/wrapped in plastic.

Computer equipment must be protected with surge protectors. Power lapses for as little as one/one hundredth of a second have been known to cause permanent disk damage.

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3. System Security

3.1 PASSWORDS

Passwords are used daily as a means of authentication. The password validates your identity and authorization to sign on to EIS. The security key used with a password verifies the menu selections you are allowed. When changes are made to client records, the password and security key determine your identity on the EIS action log.

Keeping your password secret is most important. When someone is using your password and security key, they are impersonating you.

3.2 GENERAL PASSWORD GUIDELINES

EIS users must observe the following guidelines relating to passwords.

- Do not look over someone's shoulder as they are typing in their personal password.
- **NEVER REVEAL YOUR PASSWORD** to anyone.
- Change your password frequently (thirty day standard for log on and network passwords).
- Avoid the use of easily guessed passwords such as: spouses' names, children's names, current month, and popular leisure activities (fishing, skiing, etc., unless misspelled like phishing).
- If a password must be written down, keep it in a locked or secure place.
- Never hesitate to change your password if you suspect that its secrecy has been compromised.
- Notify the EIS Security Officer at Systems Operations immediately via email to the EIS Help Desk (EISHELP@alaska.gov - or type EIS Help and hit enter) of personnel terminations, transfers, and name changes. The EIS Security Officer or Assistant will affect the change.
- Shared Logon ID's compromise security and accountability. ITG requires agency data processing managers to obtain unique Logon ID's for each employee who accesses the system.

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3.3 CHANGING OR ESTABLISHING PASSWORDS

CICS passwords are changed on the PRIMARY MENU. (You will hear the Primary Menu called the “Morning Menu” by some EIS users.) You must change your personal password every month. Passwords must be seven to eight characters in length and can be a combination of numbers and alpha characters.

At the bottom of the Primary Menu screen, the EIS user will see the following fields:

Id: _____ PASSWORD: TIME: 10:54:56
LU: CABL NEW PASSWORD: VERIFY: DATE: MM/DD/YY

Enter your assigned Logon ID into the “Id” field. Enter your personal password in the “PASSWORD” field. Passwords must not be less than eight characters long, it must contain at least one number, and it cannot consist of repeating characters (such as do11ar22). When the password is near its expiration date (45 days), an edit in message will appear reminding you that your password must be changed.

Password changes require entry into three fields. You must enter your current password along with the new password as follows:

- Enter the current password into the “PASSWORD” field,
- Enter a new personal password into the “NEW PASSWORD” field, and
- Re-enter the new password into the “VERIFY” field, then press the ENTER key. You will access your personal menu screen next, if the new password has been verified.

As shown above, the TIME and DATE readout fields are displayed at the bottom right-hand portion of the Primary Menu screen.

The readout field “LU” (Logical Unit) is located at the bottom left-most portion of the screen. Logical unit is mainframe address. “Terminal ID” is used on an interchangeable basis with logical unit by almost all EIS users. Those using TCP/IP don’t get the same LUs each time they log on to the mainframe.

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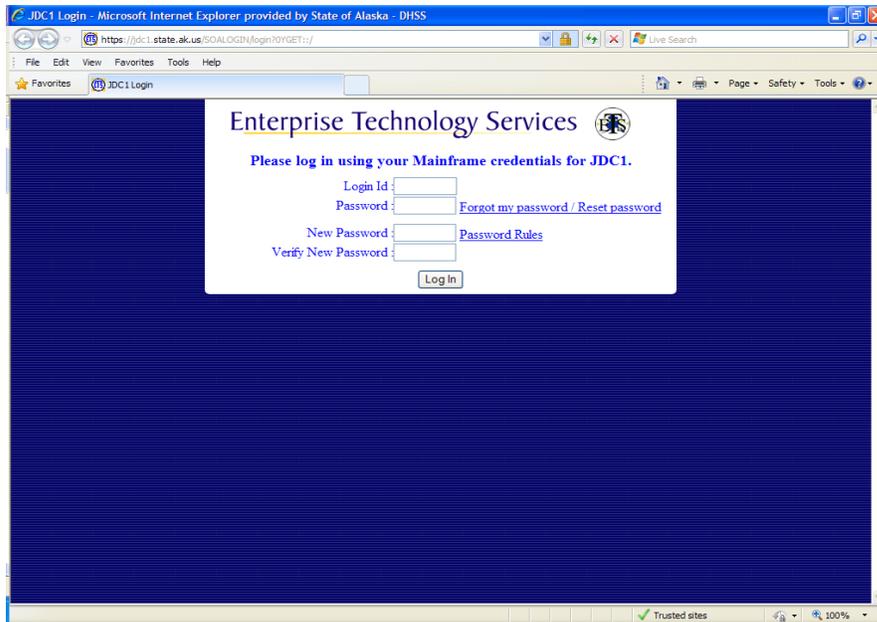
3.4 PASSWORD RESETS

In the event you have forgotten your mainframe password or have been 'locked out' email the EIS Help Desk (EISHHELP@alaska.gov) requesting a password reset. Contact Systems Operations with any difficulties in logging on or password access.

State employees, if you have registered your email address prior to needing a reset; you will be able to obtain an immediate password reset. See instructions below for registering your email address:

Password Registration Procedure

- 1 Using your web browser, enter the URL <https://jdc1.state.ak.us> (most users can also enter just jdc1.state.ak.us).
- 2 Log in by entering your Login Id and password and click on the "Log In" button.



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Click on “Password Registration”



Enter your current state of Alaska Email address (ending in @alaska.gov) on the “JDC1 Password Registration” page and click on ‘submit’.



If the registration is successful, a message will be displayed on the page telling you that your Email address was successfully updated

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If you forget your password or get ‘locked out’. Go to this link and put in your Logon—ID and click *‘forgot password’*, then click the ‘log in’ button.



It will ask for you to verify your email. Enter your full email address and click the button and it will tell you that your password has been reset and send you a new temporary one via email.

Remember to create and verify a new password before hitting the ENTER key. Temporary passwords will not allow access to EIS more than once before requiring a new password to be established.

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3.5 SECURITY AUDITS

The Systems Operations Security Assistants conduct security audits of all EIS users statewide throughout the year. A security audit consists of sending new EIS and Network Security Agreements to a designated security contact for everyone in a section. Each person in the section completes a new agreement. The supervisor reviews and signs off on the agreements and they are returned to Systems Operations. The new agreements are compared to the authorized EIS users we have in the section. Any person for whom an agreement is **not** received will be deleted from EIS security. This is also a good time to review the EIS and Network Service Security Manual.

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4. Network Services

4.1 INFORMATION TECHNOLOGY GROUP CONNECTIONS

The Information Technology Group (ITG) provides access to EIS, Internet, email and other business critical systems VIA the State of Alaska Wide Area Network (WAN). The network consists of routers, software, telecommunications equipment, and data circuits maintained by ITG and local telephone companies.

4.2 WORKSTATION CONNECTIONS TO MAINFRAME

DPA offices access the Alaska Data Center mainframe through the State of Alaska (WAN). Staff PCs are connected via a CAT 5/5E twisted pair network cable to a network switch, which is connected to a router. The router is connected via DSU/CSU to a commercial data circuit. All State of Alaska offices on the WAN are connected this way. A series of HUB routers in the primary cities are linked together as the WAN core. The Alaska Data Center is located in one of the core sites.

4.3 LOCAL AREA NETWORK (LAN)

A Local Area Network (LAN) is a collection of PCs, printers, servers, and other devices that are connected together in a single location and share resources such as files, disk storage, communications devices, and software. Some common terms are:

- Network Node. A physical device connected to a network. These might include PCs, servers, switches, scanners or printers.
- Workstation. These are PCs on staff's desks.
- Server. A versatile computer that provides multi-user functionality and services and can be set up in a mobile or distributed environment. Examples of services include email, file storage, shared printers, WEB/Intranet, electronic forms, and databases.
- Tape Backup. A tape drive built into a server and used to make a copy of data files that are stored on the server. Some staff may be assigned responsibility to operate the tape backup system for their site.

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- Network Drive. Commonly called the K:\ or H:\ drive. It is a virtual container or section on the server hard drive that can be assigned to a user to store files. It's a logical or virtual disk drive as opposed to a physical disk drive. In offices with a server, each staff member connected to a LAN will be assigned a network drive where they can store computer files they create or receive. This is a secure storage location on the network server that is accessible from any location.

- Network Interface Card (NIC). A circuit board card installed in the PC that allows connection of a network cable.

- Uninterrupted Power Supply. A battery backup power supply device intended to protect servers against electrical power line failures.

- Patch Cable. The network cable that connects the PC to the wall jack.

- Switch. A central communications device that allows connections of many workstations to network devices or services.

- Router. A communications device that manages signal traffic within the WAN.

4.4 INTERNET

The Internet is a worldwide network of other networks all connected together by a series of core routers in strategic locations throughout the world. All DPA staff have access to the Internet. The Internet is one of the many business critical systems used by DPA staff. Internet use by DPA staff is subject to the State of Alaska, Department of Health and Social Services and DPA policies for the Use of Technology. There is a great deal of inappropriate material accessible through the Internet. The Department of Health and Social Services has specific training requirements and Internet agreement form to be signed prior to staff accessing the Internet. (Please refer to DHSS P&P 650-2.)

4.5 SPONSORED TERMINALS

Non-state agencies seeking to be connected to the state network must be sponsored by a state agency. ITG charges all costs associated with the installation and annual operation of the network connections to the sponsoring agency.

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4.6 INSTALLATIONS OUTSIDE STATE OFFICES

ITG sets forth the following criteria for agencies and individuals outside the state government and for DPA staff that are out stationed in non-State offices to have access to the data network.

- The sponsoring state agency assumes all costs of installation of the network service.
- The non-state entity has physical security limiting access to PCs.
- Password and account security is maintained.
- ITG reserves the right to monitor the activity and data sets of non-state personnel using the ITG data network. This data will be treated as confidential unless there is sufficient evidence that the non-state office is illegally using state computing resources.
- The methods of connectivity to network resources are:
 - 1) Router and data circuit connection to the State of Alaska WAN;
 - 2) Open connect accounts which provide Internet access to a TN3270 session;
 - 3) Internet provider dial-up accounts that provide PC modem connections to the State of Alaska WAN.

4.7 MISCELLANEOUS SECURITY CONSIDERATIONS

Network logon passwords require the same safeguards as mainframe and EIS passwords. **Never give out your password.**

LAN servers must be located in secured areas and access to them should be restricted.

All PCs must have anti-virus software running to protect against infections. All floppy disks must be scanned for viruses before accessing files.

All files stored on the PC hard drives are done so at the user's risk. Files should be stored on the user's network drive because it is backed up regularly. On PCs not connected to networks and PCs in offices without servers, users must back up their own files on floppy disks. Always have at least two copies of critical files. If you store files on floppy disks only, you should have your files on at least two floppy disks.

PCs generate radio frequencies that can be monitored.

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4.8 REMOTE ACCESS TO EMAIL THROUGH THE INTERNET

The availability of email through the Internet has become a valuable tool for staff. This replaces MAP 30-4 and updates the DPA policy and procedure regarding DPA employees' access to DPA email.

Employees may access email through the Internet during non-work hours or while on leave. They may not claim overtime or adjust annual or sick leave usage for such activity without prior written approval from their supervisor. Primary use of email through Outlook Web Access (OWA) must be work related. Employees will not be restricted from accessing their DPA email through the Internet unless improper use is suspected.

Employees may access their DPA email through the Internet using OWA, a messaging tool that allows email communications using any Internet browser.

How to Access Email through Outlook Web Access using the Internet:

Go to the State of Alaska website/State Employees

<http://www.alaska.gov/employeeHome.html>

Under Tech Corner—Select 'Web Mail (Outlook Login)

If you need more assistance, contact DPA Network Services Help Desk for instructions on accessing OWA (**Outlook Web Access**).

Call 907-269-3444 Or
Email: dpahelp@alaska.gov

Please remember: To ensure proper system security employees accessing DPA email through the Internet must properly log off.

5. Guidelines

5.1 OFFICE ENVIRONMENT

Management must ensure that adequate security procedures are in place for work areas under their charge. Employees must comply with and maintain the procedures that protect the EIS files, computer resources, and networking devices. This is a team effort. Keeping EIS free from harm requires reminders from one another that our jobs depend on an efficient computer operating system.

The following are your personal responsibilities:

- ✓ You are responsible for the protection of your password and guaranteeing this information is not available to unauthorized persons.
- ✓ Use a different password for accessing networks and the Internet from the password used to access EIS.
- ✓ You are responsible for making only those changes to the EIS client files that you are authorized to make.
- ✓ You are responsible for logging off (backing out to the Primary Menu) the EIS when you are going to be away from within close proximity of your PC.
- ✓ It is your responsibility to report security violations such as unknown persons at a computer terminal with access to EIS to your supervisor.
- ✓ You are responsible for maintaining the privacy and the confidentiality of data you enter into the EIS.
- ✓ You are responsible for securing your work space at the end of the day. This includes the following steps at a minimum:
 - ✓ Log off EIS and computer terminal power off.
 - ✓ Turn off electrical accessories/equipment off (printers, desk lamps, etc.)
 - ✓ Return printed client data back to the appropriate file and the client file back to protected storage.
 - ✓ Close and lock windows (if any).
 - ✓ Lock your personal office door (if available) upon departure.
- ✓ You are responsible for changing your password on a monthly basis. If a password has not been changed by thirty eight days, an edit message (YOUR PASSWORD WILL EXPIRE ON {time/date}) will appear on the screen as you are logging on to EIS.
- ✓ You are responsible for the security of printed client information you receive.

- ✓ Any software obtained from outside state government must be approved by DPA's Network Services prior to installation on state computing equipment.
- ✓ Always make backup copies of your original documents.

5.2 PERSONNEL TURNOVERS

Supervisors must notify the EIS Security Manager via the Help Desk (EISHELP@alaska.gov) immediately of any employee termination or resignation. Effective date of EIS access termination must be provided in the notification.

Requests for additional levels of EIS access for persons with new assignments are to be sent with justification to Help Desk by the regional managers or their designees.

5.3 PROHIBITIONS

EIS users and other persons will not cause damage to state computer equipment, operating resources, and data files.

Authorized EIS users will not allow unauthorized persons access to their work station equipment and will not allow those persons to gain unauthorized access to EIS resources and data file.

Do not interfere with any EIS user in the safe and efficient performance of their job by altering their computer equipment or cable connections without their knowledge.

Do not use state computing and communication resources to interfere or disrupt network users, services, or equipment.

It is strictly prohibited to access networks for copying and distributing indecent or obscene material or child pornography when using state computing and communication resources.

Do not use state computing and communication resources to access and distribute computer games that are not related to the agency's mission or training.

Do not seek passwords from or exchange passwords with others.

Do not develop or use programs designed to harass or threaten other users, or inveterate state computers or computing systems, or damage or alter state software components.

Do not use state computing and communication resources or database files for commercial purposes or a personal private business.

Do not send fraudulent computer mail via networks, or break into another's electronic mailbox.

Do not read someone else's electronic mail without their permission.

Do not send fraudulent electronic transmissions such as:

- Fraudulent requests for confidential information,

- Fraudulent electronic authorizations, and
- Fraudulent electronic vouchers or requisitions.

Do not include your password in macros to automatically sign into either EIS or your network account.

Some people delight in finding ways around guidelines and rules. Evading security requirements is not an option in DPA. If you are found to be circumventing system security requirements, you will lose access to EIS and/or the respective network.

5.4 SERVICE PROVIDER ACCESS PRIVILEGES

The Department as owner grants access to its computer, communications and database resources based upon the following factors:

- Relevant laws and contractual obligations,
- The service provider's need to know,
- The information's sensitivity,
- Risk of damage to the Department, and
- Risk of loss by the Department.

The Department as owner reserves the right to limit, restrict, or extend computing privileges and access to its information resources. Service Providers complete and submit the Service Provider EIS Security Agreement to obtain access to EIS.

Access must not violate any Department policies, license agreement, or any federal and state law.

5.5 INVESTIGATIONS

Any unauthorized use of your account must be reported immediately to your supervisor.

In the event of evidence that malicious misuse of computing a resource has occurred, and if that evidence points to an individual or network, the Department may take the following steps:

- Take appropriate action to protect EIS integrity and user files.
- Notify alleged abuser's supervisor of the investigation.
- Suspend access during investigations of system problems.
- Inspect employee's disks and files if strong evidence exists regarding questionable computing activities.
- Enforcement under the laws and regulations of the State of Alaska will be pursued if appropriate.

6. CONCLUSION

The flow of daily life these days depends on computers running reliably without problems. There are many physical hazards to computer reliability. Potential hazards range from accidental beverage spills to momentary lapse in electrical power. The hazardous journey involved in transferring data places the so-called information society at risk.

Security seems to always focus on willful and malicious activities. Careless actions can be an even larger problem. Financial loss caused by errors and omissions can be more costly than a criminal act.

In the end, everyone who works with computers bears a measure of responsibility for system security. The responsibility can be deciding what measures should be taken, what safeguards to maintain, or simply not to betray them.