Department of Juvenile Justice
Administrative Procedure

Administrative Procedure # VOL. I-1.3-1	**Statutory Authority:** §§ 2.2-2005 et seq.; 2.2-2827; and 2.2-1201 (13) Code of Virginia
Subject: Computer Account Access	**Regulations:** 6VAC35-160 Regulations Governing Juvenile Record Information and the Virginia Juvenile Justice Information System
	Policy: ITRM Information Security Policy (SEC 519); COV ITRM IT Security Standard (SEC501)
	ACA # 4-JCF-6F-04

I.   PURPOSE

To establish a process to request Information Technology System accounts and to manage network and applications accounts for Department of Juvenile Justice (DJJ) employees through a single point of contact.

II.   SCOPE

This procedure applies to all DJJ personnel as defined herein that require an account to DJJ information technology systems (network accounts, electronic mail (e-mail), Balanced Approach Data Gathering Environment (BADGE) etc.).

III.   DEFINITIONS

DJJ personnel –individuals employed by, volunteering, or contracted with DJJ, including but not limited to full-time, part-time, and wage positions, contractors, volunteers, and interns.

Organizational Unit Head – The DJJ classified employee responsible for the operation of a division or unit who reports to the Chief Deputy Director or Director (e.g. Deputy Director of Administration, Deputy Director of Education etc.).

IV.   PROCEDURES

A. Organizational Unit Head

1. The Organizational Unit Head or designee shall notify the DJJ Account Facilitator (accountfacilitator@djj.virginia.gov) in writing within five (5) business days whenever a DJJ personnel in the unit:

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a. Is hired;
b. Changes to access are required; or
c. Transfers.

Note: Notifying Information Services (IS) within five (5) business days of any of the above occurrences is critical to establish appropriate accounts in a timely manner.

2. Additionally, the Organizational Unit Head or designee shall notify the DJJ Account Facilitator (accountfacilitator@djj.virginia.gov) in writing within 24 hours whenever a DJJ personnel in the unit:

a. Separates from DJJ;
b. Retires; or
c. Is terminated.

Note: Notifying IS within twenty-four (24) hours of any of the above occurrences is a requirement of the Commonwealth of Virginia ITRM SEC501-08.

3. Failure to provide timely notifications shall result in a report to the corresponding Deputy Director. Failure to comply with the requirements herein may result in disciplinary action.

B. Normal Users Account Management Process

1. A DJJ IS Access Request Form shall be completed for:

a. New DJJ personnel whose position responsibilities require access;
b. Changes to the accounts of existing DJJ Personnel;
c. Transfers; or
d. Removal/deletion of user accounts.

Please note the following:

1) The DJJ IS Access Request Form incorporates access requests to DJJ applications like the Commonwealth of Virginia (COV) Network, BADGE, etc., as well as access to COV Department of Accounts (DOA) external applications like Cardinal, Commonwealth Integrated Payroll Personnel System (CIPPS), Personnel Information Management System (PMIS), etc.

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>> 2) Instructions for making a COV Account Request for a new employee are in the Appendix (VOL. I-1.3-1 Computer Account Access Appendix) to this Administrative Procedure.

2. The completed form shall be sent via e-mail to the DJJ Account Facilitator (accountfacilitator@djj.virginia.gov).

3. A signed Information Security Agreement Form (ISA) (VOL. I-1.3-2 Information Security Agreement) for new users or changes to accounts of existing users shall be submitted to the DJJ Account Facilitator (accountfacilitator@djj.virginia.gov) along with the DJJ IS Access Request Form.

4. Prior to submitting the form to the appropriate support group for processing, the DJJ Account Facilitator shall verify that the sender has been authorized to submit the request and shall review the form for accuracy. The support groups are:

>> a. Virginia Customer Care Center (VCCC) – COV network and email accounts;
>> b. DJJ IS Application Support Group – BADGE accounts;
>> c. Virginia Department of Human Resource Management (DHRM) – DHRM hosted applications;
>> d. Accounting Department – DOA hosted applications; and
>> e. DJJ Procurement - Central Office building access, badge, and parking permits.

C. Emergency User Account Management Process

1. When a situation arises that requires an account to be terminated immediately without prior notice, an e-mail shall be sent to DJJ Information Security Officer (ISO) at iso@djj.virginia.gov. The ISO will immediately notify VCCC to expedite the removal of the COV network account.

2. A DJJ IS Access Request Form shall be accurately and completely filled out as soon as possible following the e-mail notifying the DJJ Account Facilitator of the emergency termination. Completing the form is necessary to ensure the removal and/or deletion of other user accounts. E-mail the form to DJJ Account Facilitator (accountfacilitator@djj.virginia.gov).

3. The DJJ Account Facilitator will verify that the information is accurate and will notify the appropriate support groups.

D. DJJ Human Resources Department Notification Requirements

1. The DJJ Human Resources Department is responsible for notifying the DJJ Account Facilitator (accountfacilitator@djj.virginia.gov) whenever an employee leaves DJJ.

2. The DJJ Human Resources Department will provide the DJJ Account Facilitator a monthly report of all the employees' terminations, separations, and retirements.

E. Requirements of the DJJ Account Facilitator

1. The DJJ Account Facilitator serves as the gatekeeper to DJJ data by ensuring that access control processes are followed. This responsibility includes the notification to management when processes are not followed. The DJJ Account Facilitator shall:

   a. Ensure that all information on the DJJ IS Access Request Form is accurate and complete prior to submitting the form to the appropriate support group within five (5) business days of receipt of a completed form;

   b. Verify that the sender has the appropriate authorization to submit the form;

   c. Maintain all documentation of requests and processing process;

   d. Maintain a Master List of those Organizational Unit Heads or designees authorized to approve the DJJ IS Access Request Form as well as a list of those individuals authorized to submit the form;

   e. Reconcile requests for account removal and deletion with the monthly reports provided by the DJJ Human Resources Department; and

   f. Process and review monthly reports to identify accounts that have been inactive for more than 90 days or are no longer needed and compare the report to the user's current access. Any discrepancies shall be investigated and reported to the ISO (iso@djj.virginia.gov).

V. RESPONSIBILITY

The DJJ Account Facilitator and Organizational Unit Heads, and Organizational Unit Head designees are responsible for the implementation of this Administrative Procedure.

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VI.   INTERPRETATION

The ISO is responsible for the interpretation of this Administrative Procedure and, with the Information Technology Director's approval, may authorize exceptions to this Administrative Procedure.

VII.   CONFIDENTIALITY

All procedures are DJJ property and shall only be used for legitimate business purposes. Any redistribution of the documents or information contained in the procedures or bulletins shall be in accordance with applicable state and federal statutes and regulations and all other DJJ procedures. Any unauthorized use or distribution may result in disciplinary and/or criminal action, as appropriate and applicable.

Approved by: _(signature)_	Date: 2/2/15
Effective Date: 2/15/2015	**Office of Primary Responsibility:** Division of Administration and Finance: Information Technology
Supersedes: Administrative Procedure VOL. I-1.3-1 Computer Account Access dated 6/25/2013; VOL.I-1.3-1 dated 3/22/2013; DJJ-8-Computer Access dated 8/15/2008 Forms/ Documents: Instructions for Hiring Manager or Other Requestor; VITA Email Mailbox and Account Form; Virginia Department of Juvenile Justice Information Form	**Forms / Documents:** DJJ IS Access Request Form; VOL.I-1.3-2 Information Security Agreement Form; VOL.I-1.3-1 Appendix A