TO: **County Directors of Social Services**
                   County Information Security Officers

DATE: **July 6, 2017**

SUBJECT: **Review of User Access to All Information Systems**

I.   BACKGROUND

Modifications to the reporting process for system access control reviews were implemented last year (see PM-REM-AL-01-2016 and PM-REM-AL-02-2016). These modifications were required to comply with Section 020101 of the North Carolina Statewide Information Security Manual. The new requirements include:

   a) Reviewing those employees with "Administrator" rights to Division of Social Services (DSS) systems on a quarterly basis;
   b) Reviewing ALL employees with standard user access rights to DSS systems on an annual basis; and
   c) Submitting verification to the Division on a quarterly basis that the reviews have been conducted. The verification submitted for the fourth quarter should include verification of both the quarterly "Administrator" review and the annual "All User" review.

For these reviews, an "Administrator" will be considered any employee whose level of access to a system allows them to take actions in the system beyond those that would be possible for a "standard" user. Such actions include, for example, deleting records, editing/altering records in a manner that would not be possible for an ordinary user, granting access to the system or similar functions.

Counties have been conducting Quarterly User Access Reviews for employees with "Administrator" access since June 2016 and submitting their findings via email to DSS.Security.Review.Manager@dhhs.nc.gov using the **Quarterly State System Access Control Memorandum**.

II.   Current Quarter/Annual Review

Verification of user access to all systems reported on the **Quarterly State System Access Control Memorandum** for the current quarter (April – June 2017) must include documentation for both the quarterly review of employees with Administrator access and the annual review of **all** employee access to DSS

systems. Each county must submit the **Quarterly State System Access Control Memorandum** to DSS.Security.Review.Manager@dhhs.nc.gov by **July 25, 2017**.

Annual reviews conducted since July 2016 are acceptable for this reporting period, but should be reviewed for any necessary updates. In accordance with DHHS Security Policy, it is the Supervisor's responsibility to insure appropriate access to systems based on the employee's job responsibilities. Supervisors should work with their Information Security Officer to document the result of the reviews and keep verification that reviews were conducted.

Resources that may assist in conducting these reviews include the e-IRAAF system and individual security reports for the various systems; however, additional methods may be required for systems not covered by these resources.

The attached Excel workbook (**DSS Employee Systems Access Review.xlsx**) is provided as a tool for tracking systems access for all employees, including employees with "Administrator" rights. The "Quarterly Review" and "Annual Review" worksheets include columns for "Section" and "Employee" for each work unit on the left and list relevant systems at the top. **Please note the list of systems now includes the Child Welfare ASSIST application made available in April of this year.** Counties may need to modify the document to align with their organizational structure or to add local systems not included on the form. Use of these templates is not required, but the county will need to have sufficient documentation to satisfy an audit of the Quarterly and Annual review process.

The workbook includes Instructions for using the Quarterly and Annual Review templates and text for the **Quarterly State System Access Control Memorandum** which can be copied to your county's letterhead for completion and submission of your report.

If you have any questions, please contact DSS Performance Management/Reporting and Evaluation Management Section at 919-527-6270.

Sincerely,

Hank Bowers

Hank Bowers, Chief
Performance Management/
Reporting and Evaluation
Management Section

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Attachments:
PM-REM-AL-01-2017a.xlsx