

ACCESS TO TECHNOLOGY ASSETS

Purpose

The purpose of this procedure is to define processes for granting access to and safeguarding the District's electronic assets. These technology resource assets include software as well as confidential and sensitive data contained on District and vendor networks and computers related to students, faculty and staff in addition to research and other intellectual property.

It is the practice of the District to provide necessary access to technology resources that are required for the performance of job duties. In order to facilitate access, the District Information Technology Department maintains a central account authentication system that is used at all sites for employees to identify themselves to network and other centrally managed software systems such as Colleague, email and learning management systems. Control of authorization within each of the Districtwide systems is provided on an as-needed basis upon approval from appropriate manager(s).

Maintaining accurate, effective access controls is critical to protecting District technology resources. Ongoing communications between managers, college/District Human Resources and the Information Technology departments is essential in maintaining viable controls.

This procedure is intended to ensure District compliance with governmental and contractual regulations including, but not limited to:

- Family Educational Rights and Privacy Act (FERPA);
- Health Insurance Portability and Accountability Act (HIPAA);
- California SB 1386 – California Database Breach Act; and
- Payment Card Industry Data Security Standards (PCI-DSS).

Scope

- A. This procedure is applicable to all personnel employed in any capacity by the District and to all software and electronic assets owned/rented by the District.
- B. For procedures related to access control devices, refer to Business Procedure 10.53. For procedures related to non-technology related assets, refer to Business Procedure 10.55. For Employee Check-In, Employee Exit, and Asset and Access Device Assignment forms, refer to Business Procedure 10.56. These procedures are all related, and all should be reviewed when a new employee is hired by any CCCC Unit. When changes are made to this procedure, all related procedures should be reviewed to ensure they remain consistent.

Access

Access to electronic assets will be granted at the minimum level required which allows for the routine performance of assigned job duties. Exceptions may be granted for cause and must be documented and authorized.

Recordkeeping

Maintaining accurate records of the access granted is critical to protecting District electronic assets. The District Information Technology Department will maintain records for tracking access granted, revised and revoked for Districtwide resources. Each college information technology unit, in conjunction with division managers, will be responsible for tracking and maintaining records on access to local technology assets.

Definitions

Technology assets (referred to as "technology" in this procedure) include software as well as confidential and sensitive data contained on District and vendor networks. The following definitions are used in this procedure.

- A. Returning Employee: Any employee (classified, faculty or student worker) who has not received a pay check for two years and who is being processed for reactivation.
- B. College HRA: Human Resource assistant(s) at a college.
- C. Staff Assistant: Human Resource staff assistant(s) at the District Office.
- D. Districtwide Technology: Any technology for which the District Information Technology Department is responsible or technology asset located in the District Information Technology Department.
- E. Local technology: Technology that is located and controlled at the campus, such as shared drives, projectors, presentation stations, printers etc.

Granting Access to Districtwide Technology

The following processes define how access to technology shall be granted to differing types of employee groups Districtwide.

- A. New faculty (full- and part-time)
 - 1. College HRA/staff assistant gathers the necessary forms
 - 2. College HRA/staff assistant enters basic information about new employee into Colleague
 - 3. Information entered into Colleague will trigger:
 - a. email/portal account creation;
 - b. auto-generated email back to dean requesting him/her to complete an '*account request*' form; and
 - c. information sent back to dean by District Information Technology after account setup is completed.
- B. New full-time classified employee
 - 1. College HRA/staff assistant gathers the necessary forms
 - 2. College HRA/staff assistant enters basic information about new employee into Colleague
 - 3. Information entered into Colleague will trigger:
 - a. email/portal account creation;
 - b. auto-generated email back to manager requesting him/her to complete an '*account request*' form; and
 - c. information sent back to dean by District Information Technology after account setup is completed.
- C. New classified hourly employee
 - 1. Manager sends a "request to process" to college HRA/staff assistant
 - 2. College HRA/staff assistant enters basic information about new employee into Colleague
 - 3. Information entered into Colleague will trigger:
 - a. email/portal account creation;
 - b. auto-generated email back to manager requesting him/her to complete an '*account request*' form if employee needs access to Colleague; and
 - c. information sent back to dean by District Information Technology after account setup is completed.
 - 4. College HRA/staff assistant sends a "requisition" to District Human Resources with an END DATE
 - a. District Human Resources will enter END DATE on the wage line

- D. Returning part-time faculty (teaching)
1. District Information Technology will run process to identify part-time faculty entered into class schedule and do the following:
 - a. activate previously disabled email/portal account for faculty;
 - b. send email to campus HRA letting them know that a faculty member is returning;
 - c. send email to District Human Resources to activate a new wage line for the faculty member; and
 - d. assign new telephone voicemail box number.
- E. Returning classified hourly and returning part-time faculty (non-teaching)
1. Manager sends a "request to process" to college HRA/staff assistant
 2. College HRA/staff assistant sends a "requisition" to District Human Resources with an END DATE
 - a. District Human Resources will create a new wage line with the new END DATE
 3. District Information Technology will re-activate employee access
 4. If position or location has changed, District Information Technology will disable the employee Colleague access (if they previously had one) until the manager submits a new request to District Information Technology.
- F. Student workers
1. Manager sends a "student employment card" to college HRA/staff assistant
 2. College HRA/staff assistant sends a "student employment form" to District Human Resources
 - a. District Human Resources will enter END DATE of June 30th of fiscal year on the wage line
 3. Once a week, District Information Technology will deactivate anyone that has no active wage line
 4. Student workers shall not be granted access to confidential data, including the Colleague system
- G. Gratuitous workers
1. Manager sends a "request to process" to college HRA/staff assistant
 2. College HRA/staff assistant sends a "requisition" to District Human Resources
 - a. District Human Resources will enter END DATE of June 30th of fiscal year on the wage line (zero pay)
 3. Gratuitous workers shall not be granted access to confidential data, including the Colleague system
 4. Once a week, District Information Technology will deactivate anyone that has no active wage line

Deactivation of Access to Districtwide Technology

The following processes define how access to technology shall be deactivated for differing types of employee groups Districtwide.

- A. Full-time employees
1. Accounts for full-time employees will be disabled the day after the employee's last day of work as specified in the resignation letter
 2. Employees who retire from District will continue to have access to email but access to other systems/software will be removed as of their last day of work.

- B. Part-time faculty (instructional)
 - 1. During week ten of the fall and spring terms, District Information Technology will deactivate email/portal accounts for those that are not assigned to teach a section in current or future terms
 - 2. Any telephone voicemail box will be deleted (new number will be assigned upon return)
- C. Hourly classified and part-time non-instructional faculty
 - 1. Once a week, District Information Technology will deactivate any employees that have no active wage line

Removal of Employee Permissions from Districtwide Technology

The following process defines how access to technology accounts shall be removed for part-time and hourly employees Districtwide.

- A. Part-time and hourly employees
 - 1. In April of each year, any employee that has not been paid by the District within the past two years will be terminated in the Human Resources system and their accounts to email/portal will be deleted
 - 2. Employees returning after two-year absences will follow the appropriate new employee procedure

Granting Access to Local Technology

College information technology, in conjunction with managers, will be responsible for providing access to local technology assets and maintaining appropriate records.

Deactivation of Access to Local Technology

College information technology staff will deactivate access to local technology for individuals that have been deactivated from access to Districtwide technology, as described above.

Periodic Audit

These records are subject to periodic audit by Internal Audit Services.