

## L&I, Office of Information Technology Procedure

<b>Name:</b>	Contractor Account Administration Procedure
<b>Effective Date:</b>	June 2017
<b>Category:</b>	Security
<b>Version:</b>	1.3

### 1. Scope:

This policy applies to all contracted employees, temporary personnel, agents and vendors in the service of L&I for all bureaus, divisions, boards, commissions and councils within L&I (hereinafter referred to collectively as "L&I Users").

### 2. Procedure:

The procedure is implemented by the Department of Labor & Industry (L&I) Enterprise Security and Compliance Section (ESC), in response to inputs from L&I Users.

#### A. Contractor Account Creation

<u>Step</u>	<u>Responsibility</u>	<u>Action</u>
1.	L&I User	<p>Sends an email to the OIT ESC resource account <a href="mailto:RA-LICONTRACTOR-REQS@pa.gov">RA-LICONTRACTOR-REQS@pa.gov</a>, including all necessary documentation.</p> <ul style="list-style-type: none"> <li>• The email must include the Business Partner/Contractor Assignment Form and Pennsylvania State Police (PSP) Access to Criminal History (PATCH) or Commonwealth Law Enforcement Assistance Network (CLEAN), OIT-6, and OIT-8 as necessary, and any necessary approvals.</li> </ul>
2.	ESC	<p>Reviews the request for completeness.</p> <ul style="list-style-type: none"> <li>• If the request is incomplete, it will be returned to the requestor unprocessed.</li> <li>• If the criminal background check states, "no criminal history," the request is processed.</li> <li>• If the criminal background check has a criminal record(s), the request must include supervisor/division chief approvals and ESC chief approval.</li> <li>• If the criminal background check has a misdemeanor/felony record(s), the request must include supervisor/division chief, ESC chief, and deputy chief information officer (DCIO)/chief information officer (CIO) approval.</li> </ul>

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| 3. | ESC | Submits a request to the Office of Administration (OA) with a complete criminal records check and approvals.      |
| 4. | OA  | Creates the c-user account and initiates HR-40 onboarding processes within the IT Service Management (ITSM) tool. |

#### **B. Contractor Account Terminations/Separations**

<b><u>Step</u></b>	<b><u>Responsibility</u></b>	<b><u>Action</u></b>
1.	L&I User	<p>Sends an email to OIT ESC <a href="mailto:RA-LICONTRACTOR-REQS@pa.gov">RA-LICONTRACTOR-REQS@pa.gov</a> including all necessary documentation.</p> <ul style="list-style-type: none"> <li>• The email must include the business Partner/Contractor Separation Form.</li> </ul>
2.	ESC	Reviews the request for completeness and, if necessary, submits a request to the Office of Administration (OA) to initiate the HR-40 process.

#### **C. Contractor Account Annual Checks**

<b><u>Step</u></b>	<b><u>Responsibility</u></b>	<b><u>Action</u></b>
1.	L&I User	<p>Sends an email to the OIT ESC <a href="mailto:RA-LICONTRACTOR-REQS@pa.gov">RA-LICONTRACTOR-REQS@pa.gov</a> including all necessary documentation.</p> <ul style="list-style-type: none"> <li>• The email must include the PATCH, or CLEAN</li> </ul>
2.	ESC	Verifies the OIT-6 & OIT-8 if necessary, have been signed.
3.	ESC	<p>Reviews the request for completeness and updates the ITSM tool for the user record.</p> <ul style="list-style-type: none"> <li>• Date of the PATCH, criminal history and control number shall be recorded</li> </ul>
4.	ESC	Destroys paper forms or electronic forms that contain sensitive data in accordance with retention and audit policies

### **3. References:**

[L&I Policy Definitions Document](#)

[SEC-007](#) - Contractor Account Administration

[SEC-010](#) - Access Control for Non-Commonwealth Users

[SEC-011](#) - Remote Access to the Commonwealth Network

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[SEC-012](#) - Audit, Accountability, and Reporting Policy

[ITP\\_SEC-009](#) - Minimum Contractor Background Checks Policy

[MD 210.5](#) - Records Management

### **4. Version Control:**

<b><u>Version</u></b>	<b><u>Date</u></b>	<b><u>Purpose</u></b>
1.0	08/2014	Base procedure
1.1	05/2016	Edits for clarity
1.2	03/2017	Updates to policy references, format and annual background requirements.
1.3	06/2017	Annual review & content revision