

L&I, Office of Information Technology Policy SEC-010

Name:	Access Control for Non-Commonwealth Users Policy
Effective Date:	November 2016
Category:	Security
Version:	2.1

1. Purpose:

To specify the access controls and expected behavior regarding non-commonwealth users (hereinafter "contractors") and their access to Department of Labor & Industry (L&I) Information Technology systems and data. This includes contractors working directly with L&I's Office of Information Technology (OIT) staff, as well as external support entities.

2. Background:

This policy is published under the general authority of the Office of Administration / Office of Information Technology (OA/OIT) in conjunction with [IRS Publication 1075](#) Section 9.3 Access Control. L&I systems are protected by robust security measures in order to protect L&I's applications and information. Granting contractors elevated privileges to L&I production (PROD) systems could potentially compromise them. Without the proper safeguards and controls in place, L&I OIT staff may not be able to replicate, correct, or explain the matter. L&I PROD applications are valuable, sometimes mission critical, assets. Therefore, every possible measure must be taken in order to ensure their protection and maintenance.

3. Scope:

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

4. Policy:

L&I OIT staff will ensure only the necessary level of access is requested for contractors.

Contractors at L&I will not be given elevated or privileged account access to any L&I Production (PROD) environment without approvals following the procedures described in Access Control for Non-Commonwealth Users Procedures.

Contractors must access all L&I systems using their unique domain logon credentials. The use of anonymous, guest, or service accounts by contractors is forbidden and will be considered a security breach, without an exception following the Access Control for Non-Commonwealth Users Procedure.

Contractors must document all actions and activates on PROD systems.

Contractors must provide knowledge transfer to L&I Users to ensure familiarity with all systems, processes and activities so they may troubleshoot any issues that may arise.

L&I, Office of Information Technology Policy SEC-010

Contractors must supply all supporting documentation in accordance with Access Control for Non-Commonwealth Users Procedures.

Contractor accounts with elevated privileges will be reviewed annually.

5. Responsibilities:

A. L&I User responsibilities:

- Comply with all security policies, management directives and laws.
- Report any violations of policies promptly to [LI, OIT-DLICISO](#).

B. L&I management responsibilities:

- Comply with all L&I policies and ensure employees comply with the policies.
- Adhere to Access Control for Non-Commonwealth User Procedures.

6. References:

[L&I Policy Definitions Document](#)

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

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

[MD205.34](#) - Commonwealth of Pennsylvania IT Acceptable Use Policy

[ITP_SEC009](#) - Minimum Contractor Background Checks Policy

[ITP_SEC010](#) - Virtual Private Network Standards

7. Version Control:

<u>Version</u>	<u>Date</u>	<u>Purpose</u>
1.0	02/2012	Base Document
2.0	10/2015	Combined 340 with 340.1 and added content
2.1	11/2016	Format and content revision