

# Security Procedure



**Policy:** See N-09 Disabling Accounts Quickly at [www.cosdcompliance.org](http://www.cosdcompliance.org)

**Definitions:** See HHSA Policy N-13 Security Definitions

**Procedures:**

The process to disable an account quickly must be handled in a confidential manner and conducted in the following order:

1. The manager/supervisor calls the Information Technology Division (ITS) Password Reset Authorizer(PRA) at (619) 767-5068 to request to disable a user's account(s) quickly and provides the following information:
  - o User name and LAN account login ID
  - o Specify what computer access to remove
  - o Informs that the DHRO is aware of the situation.
2. The ITS PRA then calls the COSD Help Desk to begin the 'quick termination' process to disable the account(s) and to remove computer access.
3. The COSD Help Desk creates and dispatches a call ticket number to the appropriate teams to complete the request within the hour. The LAN account password will be reset in the meantime to prohibit the user from logging in.
  - o COSD Help Desk then informs the ITS PRA when the work is done.
  - o The ITS PRA then informs the manager/supervisor the request is complete and provides the ticket number for reference.
4. The manager/supervisor then submits a Computer Service Registration Form (CSRF) immediately to document the actions completed, and indicates the ticket number in the CSRF special instructions as reference.
  - o If there are home directory files and/or emails to retrieve from the user's computer account, please call the Agency Compliance Office for assistance at (619) 338-2634.

**QUESTIONS/INFORMATION:** HHSA Information Security Manager at (619) 338-2634