

Security Procedure



Policy: See N-12 Generic Accounts at www.cosdcompliance.org

Definitions: See HHS Policy N-13 Security Definitions

Procedures:

A. Generic Account Requests

1. A generic account must have prior written approval from the Agency Compliance Office before it can be created. The memo of approval process is followed to document the business justification and owner of the generic account.
2. A generic account must be deleted when the account is no longer needed. The account must not be used for any other purpose that it has not been approved for.
3. A generic account must not be logged into directly to access Protected Information. It can only be accessed with delegated permissions in order to maintain individual accountability in the use of the account.

B. Generic Account Owner:

1. The owner of the generic account is responsible for the management and appropriate use of the account.
 - o Delegated users are current.
 - o Ensure delegated users access and use the account appropriately.
2. A 'Transfer of Ownership' memo must be completed to document a change of owner.

C. Types of Generic Accounts

1. **Generic LAN account** - Provides access to the County Network and requires the changing of passwords every 90 days by the account owner. This type of account is mostly used in training computer labs. The generic userID and password is locked to a specific asset. A manual log is kept when assigning the use of the generic LAN account to a user. A generic LAN account is granted standard access with no access to Protected Information.
2. **Generic local account** - Provides access to only the assets hard drive (C:\Drive). It does not authenticate to the County Network. This type of account is mostly used on designated laptops for presentations and/or for Internet access only. The local ID and password is locked to a specific asset.

3. **Generic Email Account** – Provides access to a special inbox designated for a specific purpose or type of communication. This type of account is mostly used to provide customer service and respond to questions/inquiries about a specific program or service. Access to a generic email account is granted through delegated rights to maintain individual accountability. The 'From' field will indicate, for example, "John Doe on behalf of (name of generic account)". Generic email accounts can also be set up to synch with RightFax.
4. **HSA Resource Accounts** – Provide access to a Calendar in MS Outlook. This type of account is mostly used to check availability and make reservations for a Conference Room. Access to a Resource account is granted through delegated rights to maintain individual accountability. A Resource account can also be a Distribution List.

D. **Quality Assurance**

Generic accounts will be reviewed periodically by the Agency Compliance Office to ensure owners are current and an ongoing need still exists.

Violations or suspected violations of this policy will be referred to the Agency Human Resources for appropriate personnel action or investigation.

QUESTIONS/INFORMATION: HSA Information Security Manager at 619-338-2634