



North Carolina Department of Health and Human Services Division of Social Services

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Courier # 56-20-25

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Sherry S. Bradsher
(919) 733-3055

March 15, 2010

Dear County Director of Social Services

ATTENTION: All State and Local Security Officials

SUBJECT: Remote Access Control Facility (RACF) and Online Verification (OLV)
Monthly Access Control Reports

In accordance with the memorandum titled "Inadequate User Access Controls" (attached to this letter), issued by Secretary Cansler on October 30, 2009, the Department of Health and Human Services is implementing a new access control requirement for all division and county employees with access to RACF and OLV. This new measure, consisting of two reports that must be reviewed on a monthly basis, will be available via NCXPTR for RACF verification and through the WIRM portal for OLV verification.

A report is now available through NCXPTR listing all employees with access to systems through RACF. The report is located in the DHRBDA directory. The report name is DHRBDA DHHS RACF USERID REPORT. County data is displayed under OFFICE AGENCY: DSSZ0XX with XX being the county number. As of now, the report shows the user's RACF ID, the user's name, the date of last access, the status of the account, the password interval and the date the password was last changed. Attention should be given to ensuring that access is granted and/or removed appropriately based on employees' current employment and work responsibilities.

A second report is now available through WIRM listing all employees with access to OLV and their respective roles. To access this report, log into the WIRM portal (<https://wirm.dhhs.state.nc.us>) and click on the icon labeled "WIRM Report Prod". As stated above, attention should be given to ensuring that access is granted and/or removed appropriately based on employees' current employment and work responsibilities.

All Information Security Officials (ISOs) will be required to review both of the above reports on a monthly basis. ISOs must confirm that, based on their job responsibilities, it is appropriate for every individual listed on these reports to have the indicated access rights. If, during the review of these reports, it is discovered that a change to an employee's access rights is needed, the ISO must complete an Information Resource Access Authorization Form (IRAAF) and submit it to the DIRM Customer Support Center (DHHS.SECURITY.REQUEST@DHHS.NC.GOV) as soon as possible. Please be aware that due to the heavy workload currently experienced by the Customer Support Center, names may appear on the following months' reports even though an IRAAF had been previously submitted to delete or modify the access. Do not submit a new

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IRAAF for the same access change. You will need to monitor these IRAAFs to ensure that the appropriate action is completed. It may be helpful for you to note the date of any IRAAF forms submitted on your copy of the reports.

The attached template titled "Local DSS System Access Control" will be used by county Departments of Social Services to report the results of your review each month to the State DSS Performance Management Section. E-mail the completed report form to DSS.Security.Review.Manager@dhhs.nc.gov. When reporting, use the e-mail subject line "Monthly Access Control Report". It is required that each county report monthly, even if there are no changes to employees' access status. State Child Support staff will be handled by the Central Office.

The results of your first monthly review will be due to the Performance Management office via e-mail by March 26, 2010. Subsequent monthly reviews will be due to Performance Management by the 20th of each month. The existing security reviews, as listed in the Security Manual, must continue to be performed at least twice per year.

We realize that this new requirement may be a hardship to county staff. However, it is imperative that we comply with Secretary Cansler's directive to ensure that only appropriate staff are utilizing our systems.

Sincerely,

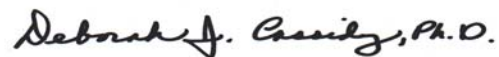


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SSB:rr
Attachments

PM-REM-02-2010
AFS-03-2010