Desk Aid for Local Information Security Officers

In addition to the requirements listed in the Workforce Solutions Information Security Standards and Guidelines, the LISO will use the Workforce Security Database to report selected User information and to manage User information to ensure the information is accurate and appropriate. The LISO can access the Workforce Security LISO Database with this link (http://legacy.wrksolutions.com/systemwide/login.asp).

1. New User

When requesting access for a new user, the LISO will select "Add New User" and complete the information on the form. After saving this information and all requested documentation is submitted to workforcesecurity@wrksolutions.com, Workforce Security will receive an email with the new user information. Workforce Security will enter the information into the database. Workforce Security will assign user-ids and passwords to requested Workforce Solutions information sources once H-GAC receives an emailed copy of the Information Resources Usage Agreement and LISO has recorded the date(s) the user successfully completed the training modules. Certificates for training must be retained by LISO.

2. TIERS Access

New or Suspended User Requesting
When requesting TIERS access for a new user or for a user that has been suspended due to not logging on to the system in 90 days or longer, the following forms must be emailed to workforcesecurity@wrksolutions.com.

- Request for TWC-Provider User Access to HHSC System
- Health and Human Services Acceptable Use Agreement (AUA) (Formerly known as the Computer Use Agreement or CUA) 05/13/19

Once TIERS grants access, TIERS will contact user directly with password.

Resetting TIERS Password
The User with access to TIERS who needs her password reset will contact the HHSC Consolidated Help Desk directly at 800-214-4175 or 512-438-4720. Staff will choose option 2 and will be directed to Password Resets. A staff person will assist with resetting the TIERS password.

Blue text Indicates new or revised material

3. Changes to User Database Not Requiring LISO to Notify Workforce Security

The LISO can make the following changes directly to the User Database
once a profile has been created.

- The date the LISO assigned access or removed access to the TWC Mainframe (if appropriate).
- The phone number and extension used to contact the User
- Signed Documents Dates
  - Information Resources Usage Agreement
  - Code of Conduct
  - Equal Opportunity Employee Acknowledgement Form
- Online Training Dates
  - CyberSecurity Awareness
  - Fraud Awareness Training
  - Diversity, EEO, and Discrimination Prevention
  - Human Trafficking
  - WIOA Discrimination Complaint Process

4. Changes to User Database Requiring LISO to Notify Workforce Security

The LISO must request Workforce Security make changes to the User Database not included in section 3. The LISO will send an email to Workforce Security (workforcesecurity@wrksolutions.com) and provide detail about what changes need to be made for a User. The LISO must use this format in the subject line of the email.

Subject Line: System Name - User Last Name, User First Name – Subject (such as "Change to Database" or "Inactivation" or "Reset Password").

- Example: WIT - Doe, Joan – Change to Database

5. Inactivating User and Notifying Workforce Security

When notifying Workforce Security, a user is inactive (ex. Termination, FMLA), the LISO will send an email to Workforce Security no later than the last day of employment.   Please use the format for the subject line described in section 4.

6. Reset Password Requests and Other Communication to Workforce Security

When submitting requests to reset passwords or any other communication regarding staff, the LISO will send an email to Workforce Security (workforcesecurity@wrksolutions.com). Please use the format for the subject line described in section 4.

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