



WS 11-28
November 9, 2011
Information Security
Expires: Continuing

To: Workforce Solutions Contractors

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Subject: Information Security Standards and Guidelines

Purpose

Transmit updates and revisions to Workforce Solutions Information Security Standards and Guidelines, Desk Aides, and forms. This issuance replaces WS 10-22.

Information Security

Workforce Solutions is the public workforce system for the Houston-Galveston 13-county region. In our work, we use several different information systems to collect and store data for and about our customers.

The information we store about our customers is confidential. Workforce Solutions staff members must make sure they take all reasonable steps to ensure this confidentiality. Part of this responsibility includes understanding and adhering to Workforce Solutions Information Security Standards and Guidelines.

We will remove all access to Workforce Solutions information resources for any user who does not comply with our security policies and procedures described in this issuance and its attachments.

Security Agreements

Any user of Workforce Solutions information systems and all staff must execute the **Information Resources Usage Agreement (Oct11)** and acknowledge in writing that they received, read, and understood Workforce Solutions Information Security Standards and Guidelines. This is done at hire and annually in October.

Note: the Information Resources Usage Agreement was revised in October 11 to incorporate critical new elements.

This agreement covers the following information systems: Texas Workforce Commission Mainframe/Intranet, E-mail, TWIST, Work-in-Texas, Financial Aid Communication System (FACS), Financial Aid Management System (FAMS), Child Care Automated Attendance (CCAA), Citrix and Child Care Management System (historical data).

There are separate agreements for access to Texas Health and Human Services Commission information.

- Contractors should limit staff access to Texas Health and Human Services Commission databases to staff in supervisory positions or special designees.

The contractor is responsible for maintaining completed original Information Resources Usage Agreement and the Texas Health and Human Services Commission agreements (two forms).

Online Training

All Workforce Solutions Information Systems users must complete Texas Workforce Commission's online trainings - IT Security Awareness and Fraud Prevention and Detection. The contractor is responsible for maintain the certificates showing successful completion of these trainings.

Staff must take these trainings at hire and annually in October.

Local Information Security Officer (LISO)

Each contractor and each career office must have staff assigned as a primary and a secondary Local Information Security Officer (LISO) for each location. The responsibilities for LISO's are detailed in Workforce Solutions Information Security Standards and Guidelines. In summary, the LISO must:

- Complete the RACF Managers Training Module before managing RACF rights for her location.
- Discuss the need for strict confidentiality of Workforce Solutions information sources with each staff person signing the Information Resources Usage Agreement.

- Provide each staff person with a copy of – Information Security Standards and Guidelines
- Update Workforce Solutions user database as appropriate.
- Review the information of staff members on the Workforce Solutions user database for accuracy monthly.
- Notify H-GAC no later than the same day if a staff person is no longer employed by Workforce Solutions contractor or if job duties change resulting in changes to access to data systems.
- Manage TWC Mainframe/Intranet access for staff – add, delete, change passwords. Staff selected as LISO, primary and backup, must complete RACF Management training before having management access to their location.

Action

1. Make sure that each staff member receives, reads and understands Workforce Solutions Information Security Standards and Guidelines.
2. Make sure each staff member signs an Information Resources Usage Agreement (Oct11) at hire and annually in October. For 2011, staff should sign the Information Resources Usage Agreement (Oct11) by November 30, 2011.
3. Make sure each staff member takes the TWC trainings at hire and annually in October. For 2011, complete the TWC trainings by November 30, 2011.
4. Update Workforce Solutions user database as appropriate.
5. Notify H-GAC's Workforce Security team (WorkforceSecurity@wrksolutions.com) no later than the same day staff with access leave employment.
6. Review and correct as necessary staff information in the Workforce Solutions user database by the 4th of each month.
7. Provide Workforce Security with a complete list of current LISO (name, telephone number and email address) for each location.

Questions

Staff with questions about information security should speak to their supervisor or manager first. Direct questions to Workforce Security at WorkforceSecurity@wrksolutions.com.

Attachments

- Workforce Solutions Information Security Standards and Guidelines
- Information Resources Usage Agreement (Oct11)
- HHSC Request for User Access Form
- HHSC Security and Privacy Agreement Form
- Desk Aid Workforce Security October 2011

The TWC IT Security Awareness online training is found at
<https://intra.twc.state.tx.us/intranet/train/cbt/itsecu/index.html>

The TWC Fraud Prevention and Detection training is found at
<https://intra.twc.state.tx.us/intranet/train/cbt/fraud/index.html>