

## External Security Notification Process

The Child Welfare and Juvenile Services Reform asked the N-FOCUS Workgroup Subcommittee to develop a process as to as to how information is communicated with the service area when the Contractors are in need of an employee to have N-FOCUS and other DHHS Applications access or when an employee's access to N-FOCUS and other DHHS Applications needs to be terminated.

- A.** Each Contractor will identify one to three people that will be their designated Security Administrator. As of 01/25/10 the designated contract staff are:
- 1) KVC
    - a) Becky Brown
    - b) Kris Kirchner
  - 2) NFC
    - a) Andy Biben – 402.498.1233 – [andy.biben@nebraskafc.org](mailto:andy.biben@nebraskafc.org)
    - b) Anita Bigger – 402.498.1220 – [anita.bigger@nebraskafc.org](mailto:anita.bigger@nebraskafc.org)
  - 3) CEDARS
    - a) Andrea Dunkle – 402.437.8805 – [adunkle@cedars-kids.org](mailto:adunkle@cedars-kids.org)
    - b) Angela McClelland – 402.437.8848 – [amcclelland@cedars-kids.org](mailto:amcclelland@cedars-kids.org)
  - 4) VISINET
    - a) Lynn Castrianno - [lynn.castrianno@visinetinc.com](mailto:lynn.castrianno@visinetinc.com)
    - b) Maggie Dworak – [Maggie.dworakm@visinetinc.com](mailto:Maggie.dworakm@visinetinc.com)
  - 5) Boys & Girls.
    - a) Julie Lynner - [lynnerrj@bghome.net](mailto:lynnerrj@bghome.net)
- B.** The Contractor Security Administrator names will be shared with the Service Area Security Administrators and the Service Area Contract Liaisons. The Service Area Contract Liaisons will only accept requests for adding and terminating access from the Contractor's designated Security Administrator. The Contractor is responsible for notifying the Department of any change in Contractor Security Administration.
- C.** The Service Area Contract Liaison will submit completed new hire/termination requests to the Service Area Security Liaison. Please utilize the forms provided by the Department in requesting access.
- 1) The Help Desk requires additional information at the time you are requesting either a termination for N-FOCUS or Citrix access for one of your employees. Please use the "Tag" title when informing us of a request to terminate N-FOCUS or Citrix access.

| <b>Tag</b>          | <b>Description</b>  |
|---------------------|---|
| Staff Termination   | For contractor staff who terminate employment with the contractor. All access to N-FOCUS and CITRIX will be removed.  |
| Access Termination  | For contractor staff who continues to work for the contractor but who no longer need access to N-FOCUS. All Access to N-FOCUS and CITRIX will be removed.                       |
| N-FOCUS Termination | For contractor staff who will continue to need access to Infoview and CITRIX but no longer need access to N-FOCUS application. Only N-FOCUS application access will be removed. |

|                        |   |
|------------------------|---|
| Termination for Cause  | For contractor staff who has been terminated by the contractor for violation of DHHS and N-FOCUS access rules defined in the contract. All access to N-FOCUS and CITRIX will be removed.        |
| Inactivate for Cause   | For contractor staff who are involved in an internal investigation by the contractor. All N-FOCUS and CITRIX access will be inactivated but not removed.  |
| Temporary Inactivation | For contractor staff that is on extended leave but who will be returning in the future (i.e. maternity leave or sick leave). All N-FOCUS and CITRIX access will be inactivated but not removed. |

- D.** Contractor request to add or terminate a contract employees access to N-FOCUS and subsequent data systems, must be completed on the Department approved form (being developed by IS&T) and submitted to the Service Area Contract Liaison for processing. The Service Area Contract Liaison will submit completed paperwork to the Service Area Security Administrator.
- E.** Training related to this entire process will be conducted by IS&T and will include the Contractor and State Security Administrators. This will include the importance of submitting ORIGINAL External Access paperwork; identifying persons who have previously been employed by DHHS; terminating access for employees that have left and/or are terminated.
- F.** Contractor requests regarding the status of a contract employee's access will be directed to the Service Area Contract Liaison.
- G.** Contractors having conflicts or concerns will utilize the Conflict Resolution Process identified in the Operations Manual.

**Note:** Training will be conducted by IS&T regarding this process and all the materials that need to be submitted. Contract Security Liaisons, Service Area Contract Liaisons and Service Area Security Liaisons will all be required to participate in the training. Dian Carroll from IS&T will take the lead in scheduling and providing this training.