

**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF PUBLIC WELFARE**

INFORMATION TECHNOLOGY POLICY

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Document History

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1.0	05/18/2011	David Johnson	Draft	Initial Creation
2.0	06/21/2011	Tom Zarb	Baseline	Revised per Tom Zarb review
2.1	10/11/2013	Pamela Skelton	Updation	Revised per Pamela Skelton review

1 Introduction

1.1 Purpose

This policy establishes requirements for ensuring that all employees and contractors understand their roles and responsibilities in the protection of information systems and information assets held by DPW, and are adequately trained to perform them. Information assets include any valuable or sensitive information in any form (i.e., written, verbal, or electronic), created, gathered, used or stored as a component of a DPW business process, regardless of the source.

1.2 Scope

All DPW employees, contractors and business partners with access to DPW information and information systems are responsible for understanding and complying with this policy.

1.3 Compliance

All DPW employees, contractors and business partners are expected to be familiar with and comply with this policy. Violations of this policy may lead to revocation of system privileges and/or disciplinary action.

1.4 Exemptions

Any exceptions to this policy will require written authorization by the Chief Information Security Officer (CISO). Any exceptions granted will be issued a policy waiver for a defined period of time.

1.5 Policy Review and Update

This document, and its supporting standards and procedures, will be reviewed at least once every year, and updated as needed.

2 Security Awareness Training

All information system users have a responsibility for the protection of information assets and need to understand their role in protecting these assets and the consequences for not doing so. In order to ensure that system users understand their role, DPW must provide mandatory Security Awareness Training to all DPW employees and contractors with access to DPW information and information systems.

DPW Policy

General Security Awareness Training

- a. The DPW workforce shall receive general security awareness training needed to support DPW security policies and procedures in the course of their normal work. This mandatory, general training may be web-based and/or classroom-based, and consists of Initial Security Awareness Training and Annual Security Awareness Training.
- b. Initial Security Awareness Training: Newly hired DPW employees and contractors must complete security awareness training as part of their orientation and as a condition of being granted Commonwealth of Pennsylvania (CoPA) network access.
- c. Annual Security Awareness: Training: All users must complete security awareness training annually.
- d. Security Awareness Training must include the following:
 - Acceptable and correct use of information resources
 - How to report an information security incident
 - HIPAA security and privacy requirements
 - IRS security and privacy requirements

DPW Policy

- General handling of data
 - End User Acceptable Use Policy
 - How to react in case of business disruption, disaster; and
 - How to react in case of information security incident (refer to the Continuity of Operations (COOP) plan)
- e. The respective DPW Program Offices shall ensure that their staff and contractors receive training in security awareness and accepted security practices annually and when required by system changes.
- f. The respective DPW Program Offices shall maintain records of the annual security awareness training participation of their staff and contractors. Unless a waiver is granted by the CISO, user accounts and access privileges, including access to email, will be disabled for those DPW employees who do not complete annual refresher training.
- g. Training content must be refreshed/ reviewed annually.
- h. Training records shall be maintained to having received the security and awareness training either in writing or electronically as part of the training course completion.

Security Awareness Training for DPW Business Partners

- a. DPW business partners shall conduct initial (for new hires) and annual security awareness training for all staff. This training shall discuss, at a minimum, the requirements listed in 'd', above.
- b. DPW business partners shall contact their respective program offices to obtain the current security awareness training materials provided to DPW employees and contractors.
- a. Program offices shall: (a) ensure that all business partner staff complete initial and annual security awareness training, (b) maintain security awareness training records for all business partner staff, and (c) if requested, submit training records to the CISO.

3 Appendix

3.1 Supporting DPW Policies

Document	Type
MD205.34, Commonwealth of Pennsylvania, Information Technology Acceptable Use Policy	CoPA Policy