



**STATE OF CONNECTICUT
Department of Mental Health & Addiction Services**

Implementing Procedures for Computer Access Controls

STATEMENT OF PURPOSE: The Department of Mental Health and Addiction Services (DMHAS) abides by the policies set forth by the Department of Administrative Services/ Bureau of Information Technology Solutions (BITS) relating to access to systems. The State of Connecticut (SOC) has developed a comprehensive set of acceptable use policies for networking, telecommunications and electronic mail systems.

PROCEDURE:

- A. The Network has various drives which allow users to share data in a secure environment, store data in a unique place for each individual and access data which has been purchased for any employee at the Hospital.

Before gaining access to the Department of Mental Health and Addiction Services (DMHAS) Network, the user will complete the Computer Use Policy LMS Training and acknowledge that they have read and understand this policy and also agree to adhere to it. They will also be given an Access Request Form to fill out and submit to the Information Technology (IT) Department. The form should be signed by the employee and the Division/Department Director or his/her designee. After the Information Technology (IT) Department has created the LAN/email account, they will contact the user or person designated in the department who is responsible for notifying the user.

For Security purposes, when a user calls the Local IT staff or the central Information Technology (IT) Department to have their password reset, they will need to provide their employee identification number.

Staff having any problems with the Network should contact their local IT support and if the local IT support needs assistance they will contact central Information Technology (IT) help desk at 860-622-2500. If it is an emergency or off normal business hours and there are no off hours support locally then the user should contact their local Information Technology (IT) support if applicable or they should call 860-622-2500 IT Service Desk and have the on call technical support person paged.

1. *“User” Drive:* The User (U) drive is a place for users to store documents and data related to their State job only. The Information Technology (IT) Department will periodically search the User (U) drives for files which are not allowed such as but not limited to; pictures, music, program files, video files and games. The User (U) drive is backed up daily and is a secure folder for each individual.

2. *“T” drive:* The “T” drive or Groups on the “T” drive is a place for two or more users to share data in a secure environment.

Groups on T: or the “T” drive: The “T” drive is unique to each user. In order to have a folder created on the “T” drive, a user should email the IT service desk and describe what the folder should be named, who should have access to it and if that access should be ALL rights or Read Only. The user requesting the folder be created will become the “Owner” of the folder. The Information Technology (IT) Department will send an email to the requestor confirming the folder has been created. The requestor will then notify the other users. The Information Technology (IT) Department can help answer any questions regarding new folders or existing folders on the “T” drive. If a user Transfers to another location, access to the folders will be removed by IT.

Users requesting access to existing folders on the “T” drive, need to email the IT service desk. The Information Technology (IT) Department will send an email to the “Owner” of the folder requesting permission to add the user. If the user’s request was rejected by the Owner, the Information Technology (IT) Department will send a notification to the requestor.

3. *“S” Drive:* The “S” drive is for users to post notices of interest for **all employees** to view. It is not a private folder.
- B. *Passwords:* User passwords will expire every sixty days. The user will need to enter a unique password when his or her account has expired.

Rules on passwords:

- a. Minimum of nine characters
- b. Must be combination of upper and lower case letters
- c. Must have at least one number
- d. Cannot repeat any of the last 25 passwords
- e. Do not use identifiable information (login name, SSN, DOB, children’s or spouse’s names, titles, and pet’s names).
- f. Try to make your password difficult for someone to guess.

- C. *Viruses:* The Information Technology (IT) Department will make sure that each computer has up to date virus protection software.
- D. *Employment change:* Upon an employee’s separation from the Department, IT will disable all access from all DMHAS systems effective the date of termination. Upon an employee’s transfer from one DMHAS facility to the other, IT will disable all access from the facility the employee is transferring from and provide the necessary access at the new facility, with exceptions approved by both CEO’s and/or senior management. It is the departed workers Supervisor who is responsible to ensure that the employee who is leaving has transferred any files needed to the designated person prior to their last day. The agency reserves the right to

terminate and or temporarily disable access of any employee with just cause including but not limited to all types of involuntary leave (administrative, medical, workers compensation, etc.). The action of disabling or terminating an account will be approved by the Director of Labor Relations and/or Commissioner or Commissioner's designee.

REFERENCES:

The following are links to the Office of Policy and Management (OPM) and Department of Administrative Services/ Bureau of Information Technology Solutions (BITS) Policies, which the Department of Mental Health and Addiction Services (DMHAS) abides by:

- [Acceptable Use of State Systems \(Internet and E-Mail\)](#)
- [Telecommunications Equipment](#)
- [Network Security and Procedures](#)
- [State Property Control](#)
- [Security for Mobile Computing and Storage Devices](#)
- [HIPAA Security Policy](#)
- [Social Media Policy](#)
- [Implementation/Deployment of State Agency Internet Sites and Extranet Sites](#)