Approved for Release
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DEPARTMENT OF COMMERCE
OFFICE OF HUMAN RESOURCES MANAGEMENT

HUMAN RESOURCES (HR) BULLETIN #194, FY15

SUBJECT: Guidance on the Procedures, Roles, and Responsibilities for Providing Access to HR Connect and Workforce Analytics Systems at the Department of Commerce.

EFFECTIVE DATE: Upon release of this HR Bulletin

SUPERSEDES: None

EXPIRATION DATE: Effective until superseded or revoked

PURPOSE: This HR Bulletin provides guidance on the procedures, roles, and responsibilities for Servicing Human Resources Offices (SHROs), who are responsible for submitting and tracking HR Connect (HRC) and Workforce Analytics (WA) system access requests and assigning roles within the HR Connect system.

BACKGROUND: Each SHRO is tasked with determining the HRC and WA security access roles needed for its employees. Once determined, SHROs must have at least one primary and one secondary security officer assigned for HRC/WA. Using the HRC and WA-required procedures, these security officers have the responsibility of submitting HRC and WA access requests to the DOC's HRMS Operations Support Team (HRMS OPS), which is the primary liaison between the Department of Commerce (DOC) and the U.S. Department of the Treasury, who hosts the systems.

COVERAGE: This bulletin applies to HR Subject Matter Experts (SMEs), HR Specialists, and HR Assistants in the SHROs. Roles are assigned by HRC Security Officers based on the job description and security clearance assigned. Since these users are assigned access by the HRC Security Officers, they fall within the scope of this policy. Outside the scope of this policy are supervisory-level employees; roles for them are automatically assigned based on the "position code indicator" (manager supervisory code) associated with their specific position and responsibilities. That role is automatically assigned to them and is not the responsibility of the HRC Security Officer(s).

PROCEDURES: It is the responsibility of the SHROs to:

- Assign at least one primary and one secondary HRC Security Officer, to ensure that security functions can continue if the primary officer is unavailable.

- Inform the HRMS OPS team (via an e-mail to HRMSProject@doc.gov) of any changes in HRC Security Officer personnel.

It is the responsibility of the SHROs' HRC Security Officers to:

- Be educated on what accesses are granted within each role in working with HRC and WA. Contact the HRMS OPS team for clarification when needed. (Please refer to "HR Connect Role Assignment" on HRC's Connect-2-Learn site.)

- Make appropriate adjustments to the HRC roles and responsibilities via the bureau maintenance module in HRC.

- Forward ALL system access requests to the HRMS OPS team (via an e-mail to HRMSProject@doc.gov). Use the current Security Access Request form when submitting system access requests. A tracking ticket will be assigned to ensure proper completion.

- Perform semiannual (Q1 and Q3) internal audits of all HRC and WA security accesses currently in effect to ensure that the level and scope of access is still valid and required. Results of the review must be sent to the HRMSProject@doc.gov mailbox. The HRMS OPS Team will initiate this recurring activity. This supplements the HRC Security Officer's ongoing access control process that reviews and modifies access as needed (e.g., changes in area of responsibility for HR SMEs, new hires, and terminations) as part of the daily operational process.

- Convey Personally Identifiable Information (PII), if required, to the HRMS OPS team by following two methods:
    1. Via direct phone interaction with the HRMS OPS team working on the access (no PII is to be left on voice mail); or
    2. Send securely through the DOC Accellion or other DOC-approved secure file transfer to the HRMS OPS Team mailbox: HRMSProject@doc.gov.

- Follow HRC and WA system access guidelines for HRC Security Officers:
    1. Serve as the liaison between agency users and the HRMS OPS Team.
    2. Provide security awareness information to those employees who received user-access accounts to HRC or WA. Inform employees that they are to keep their user accounts safe and to not divulge their password.
    3. Submit properly completed Security Access Request forms to the HRMS OPS team (to HRMSProject@doc.gov) and make sure PII data is encrypted. If the request is for a contractor, include the expiration date.
    4. Immediately suspend access to users who have separated, or as otherwise instructed, and submit a request to have those user accounts deleted (to HRMSProject@doc.gov).
    5. Review monthly security access reports to ensure that only authorized current employees have access to agency resources and to ensure that access for separated employees has been removed. To obtain security access ad hoc reports, send a request to HRMSProject@doc.gov.
    6. Refrain from requesting security access changes for one's own user ID.

7. For troubleshooting, call the HRMS OPS team at (202) 482-0202 or send a request to HRMSProject@doc.gov if you require assistance. Include the user's exact error message (provide a screenshot) if possible.
8. Attend HRC Security Officers' training as needed.
9. Users whose accounts are about to expire will be prompted when they login. After three failed access attempts, your account will be locked. Contact the HRMS OPS team to unlock an account.
10. Be sure to review and act upon security notifications.

ACCOUNTABILITY:

- SHROs are required to provide validation that they performed the required internal review audits (the re-certification process) by sending an e-mail to the HRMSProject@doc.gov mailbox. The validation must consist of a narrative explaining the results, which includes at a minimum:
  - Who performed the audits;
  - When they were performed;
  - What was audited: that is, a complete list of all HR subject matter experts (HR Specialists and HR Assistants) checked, including any HR servicing contractors; and
  - A resolution of issues found must also be included in the validation narrative.

- Validation and results narrative must be completed by the 15th day after the end of the quarter (i.e., January 15 for Q1, and July 15 for Q3) or the next business day if the 15th falls on a non-business day to the HRMSProject@doc.gov mailbox.

- The DOC HRMS Program Manager will review the validation submissions to ensure completeness and to look for systemic issues that need to be addressed either DOC-wide or within an SHRO.

REFERENCES: HRC privacy and security policy can be found at: https://www.hrconnect.treas.gov/hrc_privacy_pol.pdf

HUMAN RESOURCES MANAGEMENT SYSTEM: Robert Hostetter, Program Manager, rhostetter@doc.gov, (202) 482-0483

OPERATIONS SUPPORT SPECIALIST: Kenneth Moorman, kmoorman@doc.gov, (202) 482-0202