

Privacy/Security

UPDATE

DEPARTMENT OF HUMAN SERVICES

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Resources

Privacy Program

(503) 945-5780

Information Security

(503) 945-6812

Information Security/ Privacy Web site

[www.oregon.gov/DHS/
admin/infosec/](http://www.oregon.gov/DHS/admin/infosec/)

Privacy Help Email

PrivacyHelp, DHS

Information Security Email SECURITY, DHSINFO

Privacy Policies

[www.dhs.state.or.us/policy/
admin/privacylist.htm](http://www.dhs.state.or.us/policy/admin/privacylist.htm)

Information Security Policies

[www.dhs.state.or.us/policy/
admin/infosecuritylist.htm](http://www.dhs.state.or.us/policy/admin/infosecuritylist.htm)

*Send requests for
future Privacy/Security*

Update topics to:

dhs.privacyhelp@state.or.us



Evolution of access control

The earliest forms of access control systems assigned privileges to individual users on an individual basis. This was a time-consuming and expensive way of controlling a user's access because an administrator had to specifically grant permission to each file or individual application.

The next evolutionary step up the access control chain was the addition of user groups. This allowed file or application permissions to be grouped together. Now a user could be assigned to a group and have access to multiple files or applications. This was less time-consuming and expensive than individual rights but was still fairly labor intensive.

Role-Based Access Control (RBAC) is the current evolutionary step in access control. RBAC enables administrators to assign authorizations to files, applications, systems, or processes to arbitrary roles. Single or multiple roles can then be assigned to a user. This provides more granular control of authorization which enhances information security.

Here's how it works: Job functions are evaluated to determine required access to systems, files and/or applications. Similar job functions and access requirements are grouped together. This grouping is called a "role." A role is usually associated with a specific authorization to perform the job function.

What makes RBAC so efficient is that many functions across an organization are extremely similar. This similarity allows administrators to create a role and then assign the role authorizations to many different operating systems, applications, and geographic locations. A user can now be defined to a role and they will immediately have all the access rights assigned to the role instead of an administrator having to specifically assign all of the rights to the individual user. Single or multiple roles can be assigned to a user which will allow the user different levels of access depending on the role they are performing.

RBAC can help operational performance and provide strategic business value by streamlining and automating transactions, business processes, and providing users with the resources to efficiently perform their jobs.

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RBAC based organizations are positioned better to meet their own privacy and confidentiality statutory and regulatory requirements, and contractual obligations. Managers are better able to monitor how data is accessed and used for the purpose of preparing more accurate reports.

RBAC also reduces IT service and administrative costs for internal as well as external users (i.e., partners, providers, counties staff, and citizens). Granting access to information assets for new hires becomes faster and easier, as does the revoking access to information when employees depart. Employees typically find that the built-in process automation of RBAC systems increases their efficiency and productivity by eliminating most of the redundancy and mindless administrative tasks required under previous "siloed" security systems.

As with any evolution there is pain in the growing process, but in the end the finished product will be an efficient and streamlined way of doing business.

PRIVACY Tip of the Month

DAS Shuttle Service can not deliver to post office boxes. For shuttle delivery a physical address is required. To ensure accurate and timely shuttle delivery of your envelopes or parcels, address them to a physical address, and always include detailed return address information. PO Box mail must be prepared for delivery by the US Postal Service, not shuttle.

For more information on effective mail processes you can access the new Mail Processes and Privacy Web site at www.dhs.state.or.us/mail/

Privacy Help at Your Fingertips

Do you have questions about use and/or disclosure of sensitive, confidential information? Do you pause before sending an email, not sure if it's okay to use a client's name and case number in the message? Are there times when you're not sure about re-disclosing a client's psychiatric report, even though the client has signed an authorization form? Do you still have moments of wondering what HIPAA is all about?

For answers to these and other privacy issues, submit your questions to PrivacyHelp,DHS. This email box is checked many times every day by staff in the Information Security Office Privacy Program. You will get a response within 24 hours. The initial response may be a request for additional information, or to tell you that your question requires research and contact with your program area Privacy Representative. But you will get an answer. Give it a try!

Authorization to Use or Disclose Information (form #2099)

The authorization form used by DHS meets both state and federal requirements, and is approved by the Oregon Department of Justice. To supplement the form there are self-guided instructions (form #2099i). The form and instructions can be accessed at this address: <http://dhsforms.hr.state.or.us/forms/databases/FMPRO>

There are several significant factors to keep in mind when completing an authorization form with your clients. Clients own the information in their

DHS records. They have the right to decide who gets access to what specific information. Clients have the right to “informed consent.” They should have full understanding of what they are signing and for what purpose. The purpose noted on the form must be specific and clearly stated. Clients should never be asked to sign a blank or incomplete form.

Section B (Release From) on the form allows for only ONE record holder. Listing more than one creates an inappropriate and unauthorized

disclosure by informing the other record holders where the client has received other services.

Section C (Release To) allows you to identify to whom records will be disclosed. More than one record recipient can be listed here if the disclosure is going to a team.

If you have questions about completing the authorization form, you may contact your program area privacy representative or email your question to PrivacyHelp,DHS.

Business Continuity Planning (BCP) Moves Ahead

What has been accomplished and the direction the program will move toward next

eBRP Tool Implementation

This nationally recognized software, purchased by DHS and several other agencies in Oregon as well as Washington State to capture planning data, allows plan managers a simplified process for maintaining plans and key data, provides the department a holistic look at key information, processes, resources, dependencies, systems and applications for all business interruptions

Accomplishments this last year:

- **Implementation of eBRP Toolkit** – Took place in 2007 through statewide efforts with 10 other agencies.
- **Statewide eBRP Core Team** – This DAS-led group coordinates statewide structure and timelines for implementing the eBRP tool for 10 state agencies.

What's next in this area:

- DHS to purchase a stand-alone server and instance and set up for a mirrored/and back up location and will allow access to eBRP from locations outside the DHS worksites. (February/March 2008)

BCP Ground Work and Structure

In order for the department to successfully develop plans for business interruptions whether it be a power outage or a major flood, structural processes needed to happen within the divisions as well as within eBRP.

Accomplishments this last year:

- **Business Continuity Management – beyond BCP:** Recognizing that DHS had several planning efforts in place, a department-wide Planning Steering Committee was developed, which includes Emergency Management (both large and small scale events), Business Continuity Planning, and Vulnerable Populations Planning and IT Recovery efforts across the department. This committee looks at department-wide planning issues that are identified and makes recommendations and resolutions.

- **DHS BCP policy** – A draft policy is in place for review by a BCP department-wide policy workgroup
- **DHS coordinators identified** – Most divisions have a representative, (and in some cases a backup coordinator). These individuals have been responsible for acting as liaison with their division teams for providing input to the BCP process. They have coordinated their own functional unit's preparation of detailed backup and recovery procedures/activities.

“BCP” continued on page 4...

KUDOS

.....to DHS staff trainer, Kathy Todhunter, for supporting privacy and security practices. It was observed in a recent “Word” class, that she reminded participants to close out their screens when stepping away from their computers. Thank you Kathy for promoting the “out of your seat, ctrl/alt/delete – enter” practice.

"BCP" continued from page 3...

- **DHS BCP plan managers identified** – Plan managers responsible for writing or coordinating the writing of their division plans with ISO guidance. They are responsible for maintenance and updating. Plan managers have been trained to use eBRP and have the ability to assign staff to use eBRP for entering detailed data specific to their division functions.
- **eBRP administration process** – Process in place to add new users and a change management process for eBRP.
- **BCP planning consultation sessions** – ISO program staff have been meeting with divisions regarding next steps, eBRP coaching, setting up divisions' processes, assisting with data implementation, team development within eBRP and presenting to leaders or sub-planning groups.

What's next in this area:

- **Policy workgroup** – The following will serve on a DHS BCP policy workgroup to review the existing draft and make recommendations. CAF, Leona Gildersleeve; Blue Mountain Recovery Center, Maria Walchi; HR, Julie Davie; Facilities, Sharon Domashovsky; OCP, Kelly Stohl; DMAP, David Hutchings
- **Additional positions** – will be added to the BCP program area in order to provide continued support for eBRP/planning efforts.
- **Department crises management structure** (Incident Command Structure) – will be developed for department incidents.
- **Moving forward with the Business Continuity management concept/proposal** – Continued to look at planning efforts for Emergency Response, Vulnerable Populations, Business Continuity and IT Recovery.
- **McKinsey Group/Lean management processes** – Divisions to leverage from the current work being accomplished around identifying processes and the data being collected for those processes.

Education and Awareness and Resources**Accomplishments this last year:**

- **BCP program update(s)** section added to the ISO newsletter.
- **eBRP User Training** – 60 DHS eBRP Toolkit Users have been trained.
- **Process modeling template** – This is the first required step to planning within the BCP Program – eBRP has a process modeling component that collects critical information regarding core organization components.
- **Plan template** – This is the "guiding" document that portrays options and continuity strategies for continuation and recovery during an incident.

What's next in this area:

- **Continued Process Modeling template and Plan updates** – as divisions continue to add their data for "each" process and begin plan development, certain issues surrounding the structure of the templates could result in modifications to make the documents as user friendly and useful as possible.
- **Process modeling deadline dates** – Each division will need to select "three" (or more) key process for completion by March 31, 2008. Divisions have been working on process modeling data collection since June of 2007.
- **eBRP Users Group** – continued learning as a team, meeting monthly. Interested parties contact Kelli Heflin 503-947-5230.
- **Computer-based training module (CBT)** – BCP 101 for all employees.

DHS BCP Coordinators

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