

PROCEDURE

Series: Information Technology

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Procedure Name: User Access and Acceptable Use
Procedure Number: IT-810
Reviewed Date: 2/7/17, 4/16/24, 10/20/2025
Revision #/ 12/4/2020
Effective Date: 5/21/10

Applicable to: Family Partnerships of Central Florida (FPOCF) staff, consultants and partner providers co-located in FPOCF Facilities and individuals approved to have access to the FPOCF Network and/or Facilities.

Purpose: The purpose of this procedure is to define a standard process for granting, changing, or removing appropriate individual user access to client data, the FPOCF Data/Phone Networks, and FPOCF Facilities. It also outlines the appropriate equipment allocated for the employee to perform their duties and the employee's responsibility to safeguard and protect issued equipment.

References: FPOCF Policies/Procedures: IT-805 Security Awareness Training

Definitions: **User** – refers to any authorized person who has/needs access to the FPOCF data/phone network or a FPOCF facility.

Authorizer – refers to the person/position that is responsible for controlling access to systems, facilities, networks, or other items listed on the Forms.

User Access Group - An email distribution list that contains personnel in positions that establish, at a minimum, the access requested.

FPOCF IT Staff – IT Technicians that are responsible for establishing new user accounts in Azure AD for access to the FPOCF Network, and that authorized access is provided to specific share drives and folders. They add/change or remove user accounts and/or permissions based on the type of User Access Form submitted by a supervisor to the User Access Group.

Facility Manager – Each Facility is responsible for providing building access either through the issue of building keys and/or setting up building access codes for the security system for new users and departing ones.

Security Officer – The Data Security Specialist fills the roles and responsibilities of ensuring that only approved users are granted access to State Systems and works directly with the DCF Zone to ensure that all required security documentation is completed to either grant or terminate access. This role is also responsible for providing access to the other systems itemized in the User Access Form (i.e., Mindshare TACF/PSAM).

Procedure:

A. New User Access:

1. The Requesting Supervisor (RS) is responsible for initiating, coordinating, and following up on the User Access process with all parties involved including FPOCF IT, Facilities, HR, and the Data Security Specialist, etc.
2. The RS or designee will complete a User Access form and indicate specific access required. This is submitted electronically to the HR department who will review, obtain required signatures, and email to the User Access Group. All User Access Forms for employees of Family Partnerships of Central Florida will be placed in the employee purple folder once fully executed. Those partner provider agencies are managed in accordance with those agency procedures. The HR department will send the form to two (2) recipients:
 - a. Via email to the 'User Access Group.' The form will be attached to the email.
 - b. The subject line for both the email and work order should read "New User Access-Employee Name."
3. The Authorizer will respond to the RS via email when the access has been granted for their area of responsibility (as noted on the User Access Form).
4. The employee is responsible for all equipment issued to them. It is the employee's responsibility to use and to keep all issued equipment in good working order. If equipment is damaged, lost, or stolen, it is the employee's responsibility to replace or make provisions for repairs. The organization will only make provisions for one-time issue of equipment. For example: cat chews your docking station power cord or chews your cell phone wall charger; these items will be replaced at the employee's expense.

Note: It is strongly recommended that the New User Access Form be completed and approved 2 weeks prior to a new user's start date or date of change (when possible) to allow IT time to prepare equipment and network access on the day required. A delay in timely submission may result in the equipment and/or access not being available on the day requested.

B. Change User Access:

1. The RS will review the initial New User Access form that was completed on the employee and complete the Change User Access form requesting the identified changes to the employee.
 - a. On the Change User Access Form, only the areas of access to be changed should be completed on the form.
 - b. The subject line for the email and work order should read "Change User Access-Employee Name."
 - c. Send forms via email to the HR Director/Manager or designee for review and signature routing. The form will be attached to the email.
 - d. HR will email the form to the 'User Access Group.'
 - e. Once the work order is received, IT will implement required changes.
2. The requester will be notified via email once the change has been completed.

C. Termination User Access

1. The RS will review either or both New User Access Form or Change User Access Form that was completed on the employee and complete the Termination User Access requesting termination of access no later than 24 hours after termination but ideally 72 hours prior to termination.
 - a. All access to be terminated must be noted. The RS can request a copy of the user's previous New User Access Form or Change Users Access Form from the Human Resources Director/Manager (based on where it has been filed) if they are unsure of what access a User has.
 - b. Send forms via email to the HR Director/Manager or designee for review and signature routing. The form will be attached to the email. The subject line for the email and work order should read "Termination User Access-Employee Name."
 - c. HR will email the form to the 'User Access Group.'
 - d. Employees are responsible for returning all issued equipment and accessories.
2. The RS in conjunction with HR will ensure that the User's network and facility accessible items are collected on the User's final day. This includes all items that were indicated on the New User Access Form. The Form should not be processed until all items have been returned and accounted for. All collected items will be returned to the HR Director/Manager or FPOCF's IT department with the form attached. The RS is ultimately responsible for ensuring that the off-boarding process is completed, and all issued equipment has been returned in good condition.

Note: Termination User Access Forms for users who are separating employment from any agency where FPOCF IT provides support should be provided minimally one week in advance. HR will be involved with all Separations whether planned or if it is an unexpected separation, it is incumbent on the HR Department to contact the FPOCF IT department it still is incumbent for the RS or HR department to collect all items issued to the employee.

Attachments:

1. New User Access Form
2. Change User Access Form
3. Termination User Access Form

BY DIRECTION OF THE PRESIDENT AND
CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI
President and Chief Executive Officer
Family Partnerships of Central Florida

APPROVAL DATE: 11/21/2025