

TEXAS WORKFORCE COMMISSION LETTER

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Keywords: TWIST;
WorkInTexas.com

To: Local Workforce Development Board Executive Directors
Commission Executive Staff
Integrated Service Area Managers

From:  Luis M. Macias, Director, Workforce Development Division

Subject: Access and Security in The Workforce Information System of Texas
and WorkInTexas.com

PURPOSE:

To provide Local Workforce Development Boards (Boards) with policy regarding computer-based automation security and providing other agencies and community partners with access to The Workforce Information System of Texas (TWIST) and WorkInTexas.com.

REFERENCE:

Texas Workforce Commission Security Manual
(<http://intra.twc.state.tx.us/intranet/dp/html/smtoc.html>)
Master Board Contract, Section 2, Security Management

FLEXIBILITY RATINGS:

No Local Flexibility (NLF): This rating indicates that Boards must comply with the federal and state laws, rules, policies, and required procedures set forth in this WD Letter and have no local flexibility in determining whether and/or how to comply. Federal and state laws, rules, policies, and required procedures with a “No Local Flexibility” rating are indicated by the acronym, **NLF**, in the margin to the right of the applicable paragraph. Additionally, all information with a “No Local Flexibility” rating is indicated by “must” or “shall.”

Failure to comply with the federal and state laws, rules, policies, and required procedures with a “No Local Flexibility” rating may result in corrective action, up to and including sanction and penalty.

Local Flexibility (LF): This rating indicates that Boards have local flexibility in determining whether and/or how to implement guidance or recommended practices set forth in this WD Letter. All guidance or recommended practices with a “Local Flexibility” rating are indicated by the acronym, **LF**, located in the margin to the right of the applicable paragraph. Additionally, guidance or recommended practices with a “Local Flexibility” rating are indicated by “may” or “recommend.”

Boards are not subject to corrective action for failure to comply with guidance or recommended practices with a “Local Flexibility” rating.

BACKGROUND:

As Board partnerships expand, the Texas Workforce Commission (Commission) is providing policy to protect data security and unauthorized disclosure of information. The goal of data security is to prevent unauthorized access of files and records, and protect the Commission’s information from accidental or intentional destruction, disclosure, or misuse.

PROCEDURES:

Boards must:

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- determine, assign, and secure the WorkInTexas.com and TWIST computer access codes required for Board staff, Board subcontractors’ staff, and staff from other agencies or community partners to perform assigned job duties, including changing or resetting users’ local passwords and administering Resource Access Control Facility (RACF) security adds, changes, and deletes for users;
- ensure that users are aware of and comply with the Commission’s data security requirements;
- ensure that users understand that under no circumstances are user names, identification codes, passwords, or any other access security codes to be used by anyone other than the user they are assigned to and are not to be disclosed to anyone;
- ensure that users understand that they are responsible for any actions completed in WorkInTexas.com or TWIST under the use of their access security codes;
- require that users annually sign the *TWC Information System Security Agreement for Board Users and Other Users* (Form P-41b, included as Attachment 1); and
- maintain a signed copy of the most recent Form P-41b for each user.

When providing access to TWIST and WorkInTexas.com, Boards must use a strict “need to know” standard for other agencies and community partners with a valid need, as determined by the Board and in accordance with the *Texas Workforce Commission Security Manual*. In TWIST, other agencies’ and community partners’ access to customer information is limited to “read only” or “edit,” as required to perform assigned duties previously agreed upon by the Board. In WorkInTexas.com, permissions are limited to “Staff Access” (which allows “View” of job seeker, employer, and staff information) and “Edit.” Permissions are determined by the specific, assigned duties previously agreed upon by the Board.

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Boards must be aware that access to *TWIST Web Reports* is not authorized and must not be included when providing access to customer information.

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Boards must contact the state office's WorkInTexas.com staff at workintexas.supportunit@twc.state.tx.us when "State Role" access in WorkInTexas.com is requested or needed. Boards must receive authorization from the state office's WorkInTexas.com staff prior to granting State Role access.

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Boards must monitor and evaluate access to TWIST and WorkInTexas.com, and terminate or adjust other agencies' or community partners' access if their need is no longer valid.

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Boards must consider their level of oversight and the partners' supervisory authority over staff when determining whether access is required and what training must be provided.

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Boards must ensure that partner staff receives applicable training prior to granting edit access to TWIST or WorkInTexas.com.

NLF

Boards must ensure that appropriate staff that does not have access to the *Texas Workforce Commission Security Manual* is aware of the Commission's standards, procedures, and guidelines regarding information security, and that violations thereof may result in adverse disciplinary action and criminal prosecution."

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Boards must submit basic information to their senior contract manager using the *Systems Access Report for Other Agencies and Community Partners* (included as Attachment 2) when providing access to staff of other agencies or community partners. Boards must be aware that this reporting requirement does not apply to the access provided to Board staff or subcontractor staff.

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ACTIONS REQUIRED:

Boards must ensure that appropriate staff is apprised of and complies with the requirements in this WD Letter.

INQUIRIES:

Direct inquiries regarding this WD Letter to the assigned contract manager for your local workforce development area.

ATTACHMENTS:

Attachment 1: TWC Information System Security Agreement for Board Users and Other Users (Form P-41b)

Attachment 2: Systems Access Report for Other Agencies and Community Partners

Rescissions: None	Expiration: Continuing
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