



2011: SB33

MEMORANDUM TO: Superintendents of Plant
Superintendents of Planning
School Business Officials

FROM: Nancy Whynot
Director
Capital Programs Branch

DATE: December 2, 2011

SUBJECT: **Account Protocols for SFIS and TCPS™**

The ministry has recently undertaken a security analysis of the School Facilities Inventory System (SFIS) and the Altus TCPS™ asset management database. The purpose of the analysis was to ensure the Ministry is able to safeguard these databases and ensure user accountability in accordance with mandatory Government of Ontario Information Technology Standards, Guidelines, Policies and Procedures (GO-ITS). These databases contain sensitive information and, in the case of SFIS, information that has an impact on school board funding. As a result, access must be controlled to ensure the confidentiality, availability and integrity of the data.

As a result of this analysis, the Ministry is making some changes to how the systems are accessed, and how user accounts are managed. The new account management protocols support school boards and Ministry business requirements for the SFIS and TCPS™ databases. Boards are to ensure that anyone with access to these databases is aware of the requirements of the protocols.

Highlights:

- All SFIS accounts to be specific to individual users and cannot be shared
- All boards to have an Administrative User for SFIS
- Existing generic SFIS accounts will be cancelled on January 27, 2012
- Number of TCPS™ accounts per board to be reviewed

SFIS

With the new account management protocol for SFIS, all accounts must be specific to individual users. Current accounts that lack individual user name and contact information will be accessible only until January 27, 2012, at which point they will be cancelled. The basic process for creating and updating accounts is outlined below.

The account management protocol follows as Appendix A and is available on the SFIS website: <https://sfis.edu.gov.on.ca>.

School Board Administrative Users

All boards must have one Administrative User who will make all account-related requests to the ministry. The board should ensure that the Administrative User is also listed as the SFIS contact in SFIS. To create an Administrative User, the board's Superintendent of Facilities, Plant or Business should fill out the **Administrative User SFIS Account Action** form attached in an editable form as Appendix C, or available on the SFIS website, and email it to the board's Capital Programs Branch (CPB) analyst. The board's CPB analyst will review the request and it will be processed by SFIS staff.

New Account Requests

The board's Administrative User will request accounts for any board staff member (permanent or contract) or consultant who requires access to the system. The Administrative User will fill out the **School Board SFIS Account Action** form attached in editable form as Appendix D, or available on the SFIS website, and email it to SFIS@ontario.ca.

All account requests must provide the user's name, title, phone number and email address and the type of access required (read or read-write). When applying for accounts for consultants or contract staff, boards are to indicate contract length, and for consultants, the purpose of the contract. Account duration for consultants or contract staff will be based on the length of the contract.

The ministry will process all requests for school board staff within five business days. Requests for accounts for consultants will take approximately seven business days.

Keeping Accounts Up-to-Date

Boards are responsible for keeping accounts and user information up-to-date by using the *School Board SFIS Account Action* form.

The Ministry will review all accounts in September of each year and inactive accounts will be cancelled, after consultation with the board's Administrative User.

TCPS™

There is also a new account management protocol for TCPS™. The protocol builds on the existing account management processes established by Altus with additional information about account allocations. The account management protocol for access to the TCPS™ database follows as Appendix B. This information will also be posted on the www.edu-altus.com portal.

Unlike the new protocol for SFIS, existing TCPS™ users will not be required to request new accounts. As well, each board already should have an identified Administrative User for TCPS™.

Altus has also implemented changes to TCPS™ to enhance security, including new password requirements and application timeouts.

Contacts

Please contact Amy Olmstead at 416-326-9921 or amy.olmstead@ontario.ca if you have any questions about the account management protocol for SFIS and TCPS.

Please contact Christie Kapos at 416-325-7659 or christie.kapos@ontario.ca if you have any questions about SFIS.

Please contact Sazan Bimo at Altus at 416.234.4201 or sazan.bimo@altusgroup.com if you have any questions about TCPS™

Thank you for your cooperation in working with the Ministry to ensure the integrity and effectiveness of our key information databases.


for Nancy Whynot
Director, Capital Programs Branch

Appendix A SFIS Account Management Protocol

Purpose

The purpose of this protocol is to outline the updated account management practices for the School Facilities Inventory System (SFIS) for school boards in order to support ministry and board security and business requirements.

Account Allocations

The Ministry will provide accounts as requested to support school board business requirements for the use of SFIS. Eligible school board users are board staff (permanent or contract) who require access to fulfill their responsibilities. Eligible school board users also include non-board staff (consultants) hired by the board who require access to SFIS to complete their contractual responsibilities.

Authorizations and Account Requests

All boards are to have an Administrative User approved by the school board's Superintendent of Facilities, Plant or Business. At the Ministry's SFIS website, there is an **Administrative User SFIS Account Action** form to request an Administrative User account. The appropriate Superintendent is to email the form to the school board's Capital Program Branch (CPB) analyst. The analyst will review the account request and, if approved, forward it to the Community Services I&IT Cluster (CSC). CSC will then call the school board superintendent to confirm the request.

Upon confirmation, CSC will email the Administrative User and the superintendent to notify them of the account creation. CSC will then call the Administrative User with the username and password. The Administrative User is to be listed on the SFIS website as the board's SFIS contact.

The Administrative User will make all account requests for their board to the Ministry. At the Ministry's SFIS website, there is also a **School Board SFIS Account Action** form to request a user account. This form is to be emailed to the CSC at **SFIS@ontario.ca**. All account requests are to provide the user's name, title, phone number and email address. When applying for accounts for consultants or contract staff, boards are to indicate contract length, and for consultants, the purpose of the contract. Account duration for non-board staff and contract staff will be based on the length of the contract. User account requests must also indicate whether it is a request for a read-write account or a read-only account.

The user and the Administrative User will be informed via email that an account has been created. CSC will then call the user with the username and password.

Appendix A

SFIS Account Management Protocol (con't)

Account Management

The *Administrative User SFIS Account Action* and *School Board SFIS Account Action* forms on the SFIS website are also to be used to change information for an existing user and to cancel accounts.

The Administrative User is responsible for keeping accounts and account information up-to-date. Examples of situations where account updates are required include:

- Staff member no longer requires SFIS access and the account is to be cancelled
- Staff member continues to require SFIS but has new contact information, which is to be updated
- Staff or consultant contract expires and the account is to be cancelled
- Staff or consultant contract has been extended and the account needs to be extended

The user and the Administrative User will be informed via email that an account has been modified. The Administrative User will be informed via email when an account has been cancelled.

The board superintendent is responsible for requesting changes to the Administrative User's information and for canceling the account when the Administrative User changes. The Administrative User and the superintendent will be informed via email that an account has been modified. The superintendent will be informed via email when an Administrative User account has been cancelled.

Annual Review

The Ministry will review account utilization on an annual basis for the purpose of identifying accounts that are not actively used and for reviewing the overall allocation of accounts. This review will occur in September of each year.

As a result of this review, the Ministry will send a list of a board's accounts that were inactive for the previous school year to the board's Administrative User for review. Boards will then have 30 days to review the accounts and make a case to the Ministry to retain some or all of the inactive accounts. If there is no response within 30 days, the inactive accounts will be cancelled.

CPB staff, in conjunction with CSC, will also review the account allocations to determine whether they are appropriate for the effective operation of SFIS.

Appendix B

TCPS™ Account Management Protocol

Purpose

The purpose of this protocol is to outline the updated account management practices for school boards to support the security and business requirements of the TCPS™ asset management program.

School Board Account Allocations

In developing the Condition Assessment Program, the Ministry worked with school boards to determine the base account allocations for TCPS™ for school boards:

- Boards with 0 to 60 schools: 3 licenses
- Boards with 61 to 100 schools: 5 licenses
- Boards with 101 to 200 schools: 7 licenses
- Boards with more than 200 schools: 9 licenses

Boards, through the Administrative User, are to seek approval from Altus for the creation of any TCPS™ user account. Accounts that are within the board's base allocation will be processed by Altus. Where boards seek additional accounts above the allocation, they are to request approval from the ministry, through Altus. The ministry will only approve additional accounts above the allocation as required by board business processes, which boards are to explain.

Accounts for contract staff will be set to expire at the time of the contract's expiry date, which the board must provide. Accounts can be extended if the contract is extended.

When applying for accounts for non-school board staff (i.e. consultants), boards are to provide evidence of the contract and the contract length.

As a continuation of current practice, boards are to provide user information to Altus including name, contact information, email address and the kind of database access required.

Ongoing Account Management

Each board has an Administrative User. The Administrative User is responsible for:

- Requesting new accounts;
- Determining the appropriate level of access for each user;
- Updating the contact information of existing users, where required;
- Ensuring that accounts are closed when board staff no longer require access, due to a change in responsibilities or the completion of a contract; and
- Any other monitoring required to ensure the integrity of the TCPS™ system.

Appendix B

TCPS™ Account Management Protocol (con't)

Annual Review

In January of each year, the ministry will review account utilization. The ministry will review this with Altus to assess system use, account allocation and account management.

Where a board has accounts that have not been active for three consecutive months or more, Altus will share this information with the board's Administrative User. The Administrative User will be required to review the accounts to determine whether they are still required for business purposes. They will then provide Altus with an update regarding the continuation of access for these user accounts within 30 days of the notification. Altus will recommend to the ministry actions on the accounts.

Where boards have accounts that exceed their base allocation as of November 2011, all accounts will continue pending further review by the ministry. No action is required on the part of boards at this time.

User Support and Training

User support and training will only be provided through the Condition Assessment Program to:

- All approved school board users; and
- Approved third-party consultants under contract to a board to undertake work that requires access to the database, if the board is within its base account allocation.