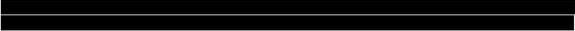
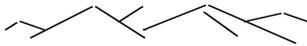

System Access Controls - Management of CBS User Accounts and User Access



**Bureau of Land Management
National Operations Center**



Denver, Colorado

Collections and Billings System Security Procedure

Division of Business Services (OC680)
Branch of Financial Systems

TITLE: System Access Controls - Management of the Collections and Billings System (CBS)
User Accounts and User Access

PURPOSE: Requirements for the Management of User Accounts

SCOPE: Applies to the CBS

PROCEDURES:

I. General

A. Individual Accountability

To ensure individual accountability for use of the CBS, each user will be assigned their own user account, to be used only by them.

B. Single User Account Per Person

1. Each user will be assigned a single user account for the CBS unless they are servicing multiple offices.
2. If a user is servicing multiple offices, a separate CBS Access Request Form must be authorized by their supervisor and submitted for each individual office access requested.

C. Requesting User Accounts and User Access

1. Complete the attached "CBS Access Request Form" (Form # 1372-8) (this form is also located on the "CBS Start Up" page in the CBS). Forward the form to your State Core Team Lead. The request must include the user's legal name including middle initial, organization code, email address, approval signatures and the CBS access needed. For a list of State Core Team Leads, please see the [CBS State Core Team Leads](#) on the CBS Start-up page.
2. Verbal or email access requests will not be accepted.

System Access Controls - Management of CBS User Accounts and User Access

3. Prior to establishing a CBS user account, the CBS State Core Team Lead will review the “CBS Access Request Form” to ensure that the request adheres to a proper separation of duties. (See the “Collections Reference Guide”.)
4. The CBS access will be granted as requested, unless doing so would constitute a security violation, violation of procedure, or conflict of duties. If conflict of duties should occur, the user must provide a written justification, signed by the user’s supervisor, to the CBS Customer Service Desk of why the office cannot assign the roles to other individuals to meet the separation of duties requirement. The Customer Service Desk has the authority to approve or disapprove such requests.
5. The State Core Team Lead will fax a signed copy of the “CBS Access Request Form” to the CBS Customer Service Desk for creation of the CBS user account and temporary password.
6. After establishment of the CBS user account, the CBS Customer Service Desk will email the requesting supervisor, the new user, and the CBS State Core Team Lead with notification that the new user account has been established. The email instructs the new user to contact the CBS Customer Service Desk directly to obtain their user account name and temporary password.

D. Password Basics

1. Upon issuance of the new user account, the person to whom the user account is assigned will immediately log in and establish a new password known only to them.
2. Passwords will be kept secret, will not be given to anyone, and will not be posted, stored, or written down in any manner that may make the password available to unauthorized individuals.
3. Passwords must be twelve characters and contain at least one numeric character, at least one special character (#, @, \$, etc.), and a combination of lower and upper case letters.
4. The CBS application requires passwords to be changed every 60 days. The application will notify the user that their password has expired and requires renewal. At that time, simply type in a new password and verification. Passwords should change by at least two characters. Passwords cannot be re-used within 480 days or eight changes.
5. Change your password whenever you believe it has been compromised and report the incident to the CBS Customer Service Desk.
6. If a user account name and password are keyed in three consecutive times without correctly accessing the system, then the password will be systematically disabled. Contact the CBS Customer Service Desk for resetting your CBS password at 303-236-6795.

System Access Controls - Management of CBS User Accounts and User Access

E. Password Resets or Revoked User Account ID's

Since sound security practice requires positive identification of the requestor as the person to whom the user account ID is assigned, as a prerequisite to resetting any password, you may be asked questions to ensure the ID belongs to you.

F. Request Reset of Your CBS User Account:

Contact the CBS Customer Service Desk for reactivating your CBS user account at 303-236-6795.

G. Inactive User Accounts

1. After one year of inactivity, the user will be changed to "Inactive" status. For reactivation, the user will be required to fill out a new "CBS Access Request Form" and be treated as a new user.
2. Infrequent users are responsible for keeping their user account in an "Active" status. To retain a current "Active" status, simply log into the CBS system once each 60 days.

H. Inactivation of User Accounts for Transferred, Terminated, or Retired Individuals

1. The State Core Team Lead will immediately (within one day) notify the CBS Customer Service Desk of CBS user accounts for individuals (Federal and Contractor) who leave their current position and/or location (i.e., terminations, transfers, or retirees). After notification, the CBS Customer Service Desk will ensure the CBS user account ID is changed to an "Inactive" status within three days, with a goal of one day.
2. As a secondary precaution, the State Information Technology Security Manager (ITSM) will immediately (within one day) notify the CBS Customer Service Desk (via email to BLM_CBS_CustomerService@blm.gov) of any BLM employee (Federal or Contractor) who leave their current position and/or location (i.e., terminations, transfers or retirees). After notification, the CBS Customer Service Desk will ensure the CBS user account ID is changed to "Inactive" status within three days, with a goal of one day.
3. The BLM National Human Resources Management Center (NHRMC) has developed a process for listing terminated BLM Federal employees that require removal or disabling from BLM financial systems. NHRMC will run a departing report every two weeks from the Federal Personnel Payroll System (FPPS) and send those reports to the CBS Customer Service Desk. The CBS Customer Service Desk will ensure the CBS user account ID is changed to "Inactive" status within three days, with a goal of one day.

I. Periodic Review of Authorized User Accounts and Appropriateness

1. Quarterly each fiscal year, (per The Department of the Interior Information Technology Security Policy Handbook), the BLM National Operations Center (NOC) CBS Security Coordinator will mail each State Core Team Lead a "Security Report" showing the CBS user accounts as well as the level of access (appropriateness) for all individuals under their realm of responsibility.

System Access Controls - Management of CBS User Accounts and User Access

2. The State Core Team Lead will have **30 days** to review the “Security Report” for inaccuracies, (i.e., individuals no longer employed, validity of access, review of user account appropriateness, role validation, etc.), and annotate any corrections needed on the report.

After review and notations, the State Core Team Lead will complete and sign the “CBS User Account Review Concurrence Section” of the “CBS USER ACCOUNT MANAGEMENT REVIEW FORM” and forward it to their supervisor or manager.

3. The State Core Team Lead’s supervisor or manager will have 15 days to review the “Security Report” for inaccuracies (i.e., validity of access, review of user account appropriateness, role validation, etc.) in the State Core Team Lead’s user account and annotate any corrections needed on the report.

The supervisor or manager of the State Core Team Lead also grants the authority for conducting said security review to the State Core Team Lead. The supervisor or manager will complete and sign the “CBS User Account Review Verification Section” of the “CBS USER ACCOUNT MANAGEMENT REVIEW FORM” and return it and the “Security Report” to the State Core Team Lead.

4. The State Core Team Lead will return the “Security Report,” along with the signed “CBS USER ACCOUNT MANAGEMENT REVIEW FORM” to the BLM NOC CBS Security Coordinator within 45 days of the fiscal quarter.
5. The CBS Security Coordinator will complete any necessary changes. The CBS Security Coordinator will also maintain a folder containing the returned “Security Report” and “CBS USER ACCOUNT MANAGEMENT REVIEW FORM.”

II. CBS State Core Team Leads

For a list of State Core Team Leads, please see the [CBS State Core Team Leads](#) on the CBS Start-up page.

III. BLM NOC CBS Security Coordinator

NAME	EMAIL ADDRESS	PHONE #	FAX #
Steven C. Thompson	steven_thompson@blm.gov	303-236-9512	303-236-7124

IV. Attached CBS Security Documents

CBS Access Request Form 1372-8 (2 pp)
CBS Access Request Supplemental Procedures (1 p)
CBS User Account Management Review Form (1 p)

System Access Controls - Management of CBS User Accounts and User Access

1372-8
(Feb 2009)
UNITED STATES

DEPARTMENT OF THE INTERIOR
BUREAU OF LAND MANAGEMENT

CBS ACCESS REQUEST FORM

User's Name: _____
Last Name First Name MI

Office Name: _____ Office Code: _____

Office Telephone: _____ E-mail Address _____

Send an e-mail request to the **BLM CBS CustomerService** when you need to:

- ▶ Change roles for an already-active CBS user
- ▶ Delete a user's access to the CBS

Use this form only to set up a new CBS User. **Fax this form to your State Core Team Lead.** All *roles* listed below a **Function** will be assigned to the employee unless otherwise indicated.

Note: An employee should not have **Mailroom**, **New Transaction** (Collections) and **Cash/Check/EFT** (Deposit). However, an employee may have two of the three roles. For exceptions, contact either your **State Core Team Member** or the **CBS Customer Service staff at 303-236-6795**.

- | | | |
|--|--|---|
| <input type="checkbox"/> Mailroom
Mailroom Entry
Mailroom Verify

<input type="checkbox"/> Accounting
<input type="checkbox"/> <u>Deposit Office</u>
<input type="checkbox"/> <u>Non -Deposit Office</u>
Bank information
Check/Cash/EFT
(for depositing office)
Delete Mailroom Items
<i>Deposit Transfer</i>
(for non depositing office)
Foreign Checks (for deposit office)
New Customer
Reconcile - Non User Daily
Reconcile - Office Daily
Reprint Deposit Ticket
Reprint Receipt
Reprint ROR/CT
Transfer/Reversal
Update Customer
Update Office

<input type="checkbox"/> Supervisor Oversight
Refund Approval
Reprint Deposit Ticket
Reprint Receipt | <input type="checkbox"/> Collections
Collections Acceptance
Collection Transmittal
Delete Mailroom
New Customer
New Transaction
Payment
Reprint Receipt
Reconcile - User Daily
Return Remittance
Update Customer
Update Transaction

<input type="checkbox"/> Billings
Demand Letters
New Bills
Print Bills (only)
Search Bills (update & pay bills)

<input type="checkbox"/> Resource Specialist
Refund Authorize
Print Bills (only)
Reprint Receipt

<input type="checkbox"/> Manager Oversight
Bill Cancel
Reprint Deposit Ticket
Reprint Receipt | Refund Approval

By Request Only
(Please specify)
DDA Management
<input type="checkbox"/> Create
<input type="checkbox"/> Update
<input type="checkbox"/> Transfer
<input type="checkbox"/> Subscriptions

CD/LOC/NS/Timber
<input type="checkbox"/> New LOC/CD
<input type="checkbox"/> Update LOC/CD
<input type="checkbox"/> New Timber Sale
<input type="checkbox"/> Update Timber Sale

Fix Interface errors
<input type="checkbox"/> Fix LR2000 Rejects
<input type="checkbox"/> Fix LIS Interface Rejects
(AK Only)

Other _____

_____ |
|--|--|---|

(Continued on page 2)

**System Access Controls -
Management of CBS User Accounts and User Access**

CBS RULES OF BEHAVIOR

Access to the Bureau of Land Management (BLM) Collections and Billing System (CBS) is controlled to protect sensitive financial information. Requests for access must be justified based on the BLM production requirements. Access is granted only to authorized users. Unauthorized use of a user account includes, but is not limited to; the use of a user account to access the CBS computer system by any person other than the authorized user listed; theft; damage to or corruption of the database; destruction of or tampering with government information; disclosure of any sensitive information; or any non-government related reasons.

I, _____, acknowledge that unauthorized use of any United States government computer system is punishable under public law 98-473. I understand that I am accountable for any and all actions performed as a result of access to the CBS computer system via my user account and that unauthorized actions may subject me to disciplinary actions. By signing below I acknowledge that I have read this certification form and I agree to protect the security of the system and its contents. Any suspected illegal access will be reported immediately.

Signature Date

Title

Supervisor or Field Manager: Please include title, and if you are acting for a Manager or Supervisor. Please fax the access form to your state's CBS Core Team Member.

Signature Date Printed Name

Title

Phone Number

CBS Core Team: Fax to the CBS Customer Service at 303-236-6618.

Signature Date Phone Number

Instructions:

User: Please read and sign the User Security Agreement.

Supervisor: Please read and sign the User Security Agreement and fax this access form to your state CBS Core Lead or Core Team Member.

Supervisor: Use due diligence when selecting roles to maintain a proper separation of duties. The BLM requires that each of the three primary functions be performed by a different individual. We currently assign an individual with as many as two, out of the three, primary functions. For exceptions, please call 303-236-6795. The three key functions are:

Mailroom: (Receive) Open checks in the mailroom and immediately enters into the CBS.

Collections: (Receipt) Apply payment in the CBS and create a receipt for the customer.

Accounting: (Deposit) Creates a deposit in the CBS and takes or sends the funds to the bank or the Federal Reserve.

CBS Core Team member: Please review and verify that the roles requested are appropriate. Sign approval. Retain a copy for your records. Fax this access form to the CBS Customer Service at 303-236-6618.

Questions about separation of duties may be addressed to State Office Core Team members or CBS Customer Service at 303-236-6795.

(Form 1372-8, page 2)

AUTHORITIES

BLM Collection and Billing System (CBS)
Supplemental Form – CBS Roles Definition Sheet

Item in **BOLD** indicates the Main Roles in the CBS

MAILROOM FUNCTIONS:

Mailroom Entry – Enter Cash or Checks in the mailroom (Receiving)
Mailroom Verification

COLLECTION FUNCTIONS:

Accept Payment – Payment, Update payments before they are deposited
Collections Acceptance - Responsibility from mailroom staff to accounts staff
Collection Transmittal – To forward checks to other BLM offices
Delete Mailroom Items – (Should not be a mailroom employee)
New Customer – Change customer information on an existing customer
New Transaction – Create a receipt (Receipting)
Payment – Accepts Payment, Update payments before they are deposited
Reconcile – User Daily – Reconcile funds for user listed above
Reprint Receipt – Reprint any receipts created in the CBS
Return Remittance – To return checks to the customer (Should not be a mailroom employee)
Reprint ROR/CT – Reprint Return Remittance and Collection Transmittal
Update Customer – Change customer information on an existing customer
Update Transaction – Update information on a receipt

ACCOUNTING FUNCTIONS:

Bank information – Update your office bank information
Deposit Cash/Check – Person who is depositing for the office (Depositing)
Deposit Foreign Check – Person who is depositing for the office (Depositing)
Deposit Transfer – Small office transfers funds to larger office that makes bank deposits
New Customer – Enter a customer into the database
Reconcile – Office Daily – Reconcile for that office (The depositor)
Reconcile – Nonuser Daily – Reconcile for any person in your office (The depositor.)
Reprint Deposit Ticket – Reprint Deposit Ticket (Depositing personnel and supervisors)
Reprint Receipt – Reprint any receipts created in the CBS
Reprint ROR/CT – Reprint Return Remittance and Collection Transmittal
Transfer/Reversal - Transfers, Credit Card Credits, Inter-governmental Payment and Collections, Debit Vouchers, and Refunds
Update Customer – Change customer information on an existing customer
Update Office – Update the office address which prints out on the receipts

BILLING FUNCTIONS:

Demand Letters – When Accounts Receivable Bills are not being paid
New Bill – Create an Accounts Receivable bill to a customer
Print Bill (Only)
Bill Search – Used to Edit a bill, apply a Late Charge, Pay a Bill

RESOURCE SPECIALIST FUNCTIONS:

Refund Authorize - Only a Specialist has authority to authorize refunds
Print Bill (only) -
Reprint Receipt - Reprint a Receipt in the CBS
Note: An approving supervisor is required to review funds prior to authorizing the refund in CBS.

SUPERVISOR OVERSIGHT FUNCTIONS:

Refund Approval - Supervisor of the employee who processes refunds
Reprint Deposit Ticket - Reprint a Deposit Ticket (It will show deposit details)
Reprint Receipt - Reprint a Receipt in the CBS

MANAGER OVERSIGHT FUNCTION or ACTING MANAGER:

Bill Cancel - A Field Office Manager can approve a bill cancel.
Reprint Deposit Ticket - Reprint a Deposit Ticket (It will show deposit details)
Reprint Receipt - Reprint a Receipt in the CBS
Refund Approval

BY REQUEST ONLY

DECLINING DEPOSIT ACCOUNT (DDA):

- ▶ Create – DDA (Funds given to the BLM to hold until the customer wants a product, typically done in the state office).
- ▶ Update – Deposit, modify and close out a DDA account (state office).
- ▶ Transfer – Transfer money to and from other DDA (state office).
- ▶ Subscriptions – Charges against the DDA for repetitive mailing (state office)

Certificate of Deposit (CD)/Letters of Credit (LOC)/Negotiable Securities/TIMBER:

- ▶ New CD/LOC - Employees with responsibility for tracking the LOC and CDs.
- ▶ Update CD/LOC – Updating information in the LOC and CDs.
- ▶ New Timber Sale – Employee with responsibility for entering New Timber Sales.
- ▶ Update Timber Sale – Updating information from the Timber Sale.

FIX INTERFACE ERRORS:

- ▶ Fix LR2000 Rejects – This fixes any errors from the LR2000 interface (state office, should not be an LR2000 employee)
- ▶ Fix LIS Interface Rejects (AK only) – This fixes any errors from the LIS interface

SYSTEMS ADMINISTRATOR (SA) FUNCTIONS: (OC ONLY)

- ▶ SA - ALC
- ▶ SA - Authno Types
- ▶ SA - Barcodes
- ▶ SA - Bill Adjustments
- ▶ SA - Bill Waivers
- ▶ SA - CC Debit Vouchers
- ▶ SA - CC Deposit Clearance
- ▶ SA - CC Unreconciled
- ▶ SA - Crosswalk Search All
- ▶ SA - Deposit Adjustment
- ▶ SA - Deposit Reversal
- ▶ SA - E-Commerce Crosswalk
- ▶ SA - Fix FFS Rejects
- ▶ SA - Foreign CK Clearance
- ▶ SA - Generate CSAP
- ▶ SA - Message
- ▶ SA - New Negotiable Securities
- ▶ SA - New Timber Sales
- ▶ SA - Review BX Hold
- ▶ SA - OPAC Interim
- ▶ SA - Tables
- ▶ SA - Undo Reversal
- ▶ SA - Undo Transfer
- ▶ SA - Update Action
- ▶ SA - Update Commodity
- ▶ SA - Update Customer SSN/TIN
- ▶ SA - Update Negotiable Security
- ▶ SA - Update Product
- ▶ SA - Update Subject
- ▶ SA - Update Timber Sales
- ▶ SA - Users and Roles
- ▶ SA - Write Offs

CBS USER ACCOUNT MANAGEMENT REVIEW FORM

The National Operations Center (NOC) is conducting a review of user accounts and appropriateness for the Collections and Billings System (CBS). Attached you will find a current listing of the CBS users that are located in your state/division. Please review this list and complete the form below. Return both the attached list of users and this completed form to the Bureau of Land Management (BLM) NOC CBS Security Coordinator by _____.

If you have any questions or if you are not the CBS Core Team Member for your state/division that handles the CBS, please call the BLM NOC CBS Security Coordinator.

Thank you for your assistance in this matter.

CBS User Account Review Concurrence Section (To be completed by the CBS Core Team Member)

I have reviewed the current CBS "Security Report" for users under the scope of my responsibility and have made notations as to any additions, changes, or deletions as necessary to confirm the user accounts and appropriateness are correct. I concur that all unmodified user information is required to accomplish the functions for each user.

CBS Core Team Member signature: _____

Printed Name: _____

Date: _____

Core Team Member Phone Number: _____

CBS User Account Review Verification Section (To be completed by the CBS Core Team Member's Manager or Supervisor)

I verify that the CBS Core Team member has performed the user account management review of the CBS. I have also granted the authority for conducting said review of appropriateness for the CBS user accounts, to the State Core Team Lead, who has completed this security review. The granting of this authority to the State Core Team Lead is in accordance with Chapter One, Section E "CORE TEAM RESPONSIBILITIES" of the "Collections Reference Guide".

Signature of Supervisor or Manager completing this form: _____
(Please include title, and if you are acting for a Manager or Supervisor)

Printed Name: _____

Date: _____

Manager/Supervisor Phone Number: _____