

PMGS 14-1-2
Cooperative Extension Service
Computer and Digital Media Access Procedures

Summary – Contents of electronic files will be examined or disclosed only when authorized by their users or in an emergency situation or as approved by an appropriate Division official under provisions noted in PMGS 14-1. This addendum (14-1-2) identifies officials within the Cooperative Extension Service, and their designees, authorized to approve access to computers, data, and digital media owned by the University of Arkansas System Division of Agriculture Cooperative Extension Service. Authority is based on the reason for the needed access as follows:

(1) Suspected illegal activity

- a. Authorized approver: Associate Vice President for Agriculture – Extension or the following designees:
 - i. Executive Team*
 - ii. Civil Rights Compliance Officer
 - iii. Director of Human Resources
- b. Information required (in writing)
 - i. Reason for the request
 - ii. Name of the requestor (if other than the person making the request)
 - iii. Recipient of the access and/or information
- c. IT actions
 - i. User access to all impacted computers and accounts will be terminated immediately.
 - ii. Access will be granted to the recipient identified in the request.
 - iii. If requested, IT personnel will take physical custody of the computer.

(2) New or re-assigned employees

- a. Authorized approver: Hiring supervisor responsible for the open position
- b. Information required (in writing)
 - i. New Employee Profile form (New Employee Profile link from the CES Employee Links webpage – uaex.edu/links – under **Hiring/Personnel**)
- c. IT actions:
 - i. Access granted to new or re-assigned employee
 - ii. Accounts created

(3) Access request when employee is out of the office (AL, SL, business travel)

- a. Authorized approver: Data owner or the Associate Vice President for Agriculture – Extension or the following designees
 - i. Executive Team*
 - ii. Civil Rights Compliance Officer

- iii. Director of Human Resources
- b. Information required (in writing)
 - i. Reason for the request
 - ii. Name of the requestor (if other than the person making the request)
 - iii. Recipient of the access and/or information
- c. IT Actions:
 - i. Access granted to identified recipient

(4) Requests for password reset

- a. Authorized approver: Data owner or Associate Vice President for Agriculture – Extension or the following designees
 - i. Executive Team
 - ii. Civil Rights Compliance Officer
 - iii. Director of Human Resources
- b. Information required (in writing)
 - i. Reason for the request
 - ii. Name of the requestor (if other than the person making the request)
 - iii. Recipient of the access and/or information
- c. IT actions
 - i. Reset password

(5) Compromised accounts, network systems, software, or hardware (Examples include compromise due to SPAM, virus, etc.) Authorized approver: Director of Information Technology or Network Administrator

- a. IT actions:
 - i. Terminate access to compromised accounts, systems, and/or computer equipment, i.e. lock e-mail account
 - ii. Notify user of suspected activity
 - iii. Scan computers and/or examine accounts for malicious changes
 - iv. Clear problem and reset password

**Executive Team includes:*

- *Associate Director for Agriculture & Natural Resources*
- *Associate Director for 4-H & Family and Consumer Sciences*
- *Associate Director for Finance & Administration*
- *Assistant Director for Community & Economic Development*
- *Assistant Director for County Operations*
- *District Directors*