Spokane Colleges Administrative Procedure
8.10.02-A   IT Security

Implementing Board Policy 8.10.02
Contact: Information Technology, 533-4357

1.0   Purpose

The purpose of this procedure is to outline the scope, requirements and responsibilities for developing, implementing, and maintaining the Information Technology (IT) standards detailed in the Spokane Colleges Information Technology Security program. These standards apply to all Spokane Colleges organizational units that operate or manage IT services and equipment in support of administrative and instructional services.

2.0   Scope and Requirements

2.1   IT Security is defined as protecting the integrity, availability, and confidentiality of information assets managed by Spokane Colleges; specifically, protecting information assets from unauthorized release or modification and from accidental or intentional damage or destruction. Included is the protection of technology assets such as hardware, software, telecommunications, and networks (infrastructure) from unauthorized use.

2.2   Washington State Technology Solutions (WaTech) establishes security standards that define the practices and procedures necessary for implementing an agency-specific IT security program. These standards apply to all IT activities, whether they are operated by or for an agency. They include specific steps that shall be taken to ensure a secure IT environment is maintained and all agency systems provide for privacy and security of confidential information. These standards include, but are not limited to:

2.2.1   Personnel Security

2.2.2   Physical Security

2.2.3   Data Security

2.2.4   Network Security

2.2.5   Access Security

2.2.6   Application Security

2.2.7   Operations Management

2.2.8   Electronic Commerce

2.2.9   Security Monitoring and Logging

2.2.10   Incident Response

2.2.11   Maintenance

2.3   The Spokane Colleges IT Security Program applies to all faculty, staff, and administrators within the Spokane Colleges community with specific duties and responsibilities placed upon the Information Technology (IT) departments at each of the three organizational units (District Administration, Spokane Community College, and Spokane Falls Community College). It is the responsibility of all members of the college community to adhere to Board of Trustees policy 8.10.02, Information Technology and the security standards directly affecting network users as identified in the IT Security Program.

3.0 Responsibilities

3.1 Spokane Colleges management has the following responsibilities regarding the IT Security Program in accordance with WaTech Information Technology Security Policy:

3.1.1 Pursuant to RCW 43.105.017(3), agency heads are responsible for the oversight of their respective agency's IT security and shall confirm in writing that the agency is in compliance with these standards. The annual security verification letter shall be included in the agency IT portfolio and submitted to the ISB. The verification indicates review and acceptance of agency security processes, procedures, and practices as well as updates to them since the last approval. The head of each agency shall provide annual certification to the ISB by December 31 of each year that an IT Security Program has been developed and implemented. Spokane Colleges submits one letter of compliance, signed by the chancellor, on behalf of all organizational units.

3.1.2 Spokane Colleges shall have an audit performed once every three years for compliance with IT Security Policy and Standards. This audit shall be performed by parties independent of the agency's IT organization. Spokane Colleges is required to maintain documentation showing the results of the audit and corrective action plans for any material deficiencies identified by the audit.

3.1.3 All IT security program documentation shall be written in a clear, compelling, non-technical manner. Some IT security program documentation may contain sensitive information about the agency's business, communications, and computing operations or employees. Such information is to be shared only with personnel who need it to perform their official duties. Security program documentation, as prescribed in RCW 42.17.310(1), should be clearly labeled as "IT Security Information."

3.2 Compliance with WaTech Policies and Standards and: Spokane Colleges shall operate in a manner consistent with the goals of the WaTech IT Security Policies and Standards to maintain a shared, trusted environment within the Washington Community and Technical College (CTC) system for the protection of sensitive data and business transactions. Spokane Colleges shall provide secure business applications, infrastructure, and procedures for addressing the educational and business needs of its operating units. If Spokane Colleges procedure or process does not provide specific guidance, the applicable WaTech policy shall be consulted and adhered to.

3.2.1 In addition, Spokane Colleges may implement recommendations from relevant industry standards, including, but not limited to the most current standards put forth by NIST (National Institute of Standards and Technology) and CIS (Center for Internet Security), as needed to ensure the security of Spokane Colleges IT systems and infrastructure.

3.3 Principles of Shared Security: Spokane Colleges subscribes to the following principles of shared security:

3.3.1 Spokane Colleges shall assure that appropriate security standards are met when developing, purchasing, or using application systems or data access tools.

3.3.2 Spokane Colleges shall recognize and support the necessity of authenticating external parties needing access to sensitive information and applications.

3.3.2.1 External parties requesting access to the Spokane Colleges network must submit a written request to Spokane Colleges Information Technology no fewer than 10 business days prior to when the access is required. This request shall contain an explanation of why the

access is requested.

    3.3.2.2 External party accounts will expire every 90 calendar days and revalidation must be given in writing.

  3.3.3 Spokane Colleges shall develop and follow security standards for securing workstations, servers, telecommunications, and data access within its network; and

  3.3.4 Spokane Colleges shall follow security standards established for creating secure sessions for application access.

3.4 Secure Internet Applications: Spokane Colleges ensures that all Internet-based applications that conduct transactions for state business, with other public entities, citizens and business adhere to the WaTech standards for developing and documenting secure Internet applications.

3.5 Employee Training:

  3.5.1 All network users shall receive cybersecurity awareness training within 30 calendar days of their start date.

  3.5.2 All network users shall complete annual cybersecurity awareness training.

  3.5.3 Staff whose job responsibilities involve installation and maintenance of IT resources, client systems engineering, IT Security, or end-user IT support shall receive the appropriate training commensurate with their job responsibilities.

  3.5.4 Staff whose responsibilities include the handling of sensitive and/or confidential data (as defined by WaTech's Data Classification Standard) including, but not limited to financial data, payment card data, student data, and employee data, shall receive additional training to ensure the safety of said data.

3.6 Annual Review: Spokane Colleges reviews its IT security processes, procedures, and practices annually and makes appropriate updates after any significant change to its business, computing, or telecommunications environment.

4.0 Software

4.1 Spokane Colleges has built its IT architecture to use Microsoft 365 services for its' business purposes, including, but not limited to, Outlook, Word, and OneDrive. Every effort should be made to prioritize the use of these services when possible. Spokane Colleges IT Department shall review all software to be used on the IT network to ensure no unnecessary risk is incurred.

  4.1.1 Users of the Spokane Colleges IT Network will make every effort to use software that has already been approved.

  4.1.2 If there is a process that cannot be accomplished with software that is currently approved for use on the Spokane Colleges network, individuals must submit a written request to the IT Department no less than 20 business days prior to when the access is required. Requests will be approved or denied by the Director or Technology Services or the Information Security Officer.

5.0 Elevated Privileges

5.1 Elevated Privileges are account settings that allow a user to perform certain functions on an IT system or network, including, but not limited to, downloading and installing software, and changing configuration settings.

5.2   Elevated Privileges shall be granted only if the user's primary job duties, as stated in their written job description, require the use of said privileges frequently. Requests for elevated privileges will be approved or denied by the Chief Information Officer and the user's administrator, after a risk analysis has been performed and suggestions made by the Director of Technology Services or the Information Security Officer.

     5.2.1   For incidental uses, such as installing software, users shall request assistance from an IT technician.

6.0   Incident Response

6.1   IT shall develop and maintain an Incident Response Plan.

     6.1.1   The Incident Response Plan shall be reviewed annually.

     6.1.2   Selected IT Leadership, to include the CIO, ISO, and Directors shall maintain a physical copy of the Incident Response Plan in a secured location off CCS property.

6.2   Any suspected security incidents must be reported to IT as soon as the user becomes aware of the suspected incident.

7.0   Related Information

7.1   [Administrative Procedure 8.10.01-A](#) – Acceptable Use of Information Technology Resources

7.2   [RCW 43.105.017](#) – Legislative Intent

7.3   [WaTech - Securing IT Assets](#)

7.4   [WaTech Data Classification Standard](#)

7.5   [Spokane Colleges List of Approved Software](#) - List of approved software

7.6   Contact information for Spokane Colleges IT Support Help Desk: 509-533-4357