

TEXAS WORKFORCE COMMISSION LETTER

ID/No:	WD 03-12, Change 1
Date:	May 15, 2012
Keyword:	TWIST; WorkInTexas.com
Effective:	Immediately

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



From: Laurence M. Jones, Director, Workforce Development Division

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

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.

This WD Letter provides Boards with updated information and guidance on the applicability of the following forms to Texas Veterans Commission (TVC) staff:

- **Form P-41, Information Resources Usage Agreement; and**
- **Form P-48, Systems Access Report for Other Agencies and Community Partners.**

CHANGES TO WD LETTER 03-12:

New information in this WD Letter is indicated by:

- A ~~strikethrough~~ of the original language, which indicates that language has been deleted; and
- **Bold** typeface, which indicates new or clarifying language.

BACKGROUND:

As Board partnerships expand, TWC 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 TWC'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, **Workforce Solutions Office staff**, **workforce service provider 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 TWC'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 to whom they are assigned 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 all users with access to WorkInTexas.com and TWIST complete and annually sign the TWC Information Resources Usage Agreement, Form P-41, available on TWC's Intranet¹ at <https://intra.twc.state.tx.us/intranet/gl/docs/p-41.doc>; and
- maintain a signed copy of the most recent Form P-41 for each user per the Form P-41 instructions, available on TWC's Intranet at <https://intra.twc.state.tx.us/intranet/gl/docs/p-41inst.doc>.

Additionally, Boards must be aware that Form P-41 applies to all TWC staff, Board staff, **Workforce Solutions Office staff**, workforce service provider staff, **TWC staff**, and **staff from** all other entities with access to WorkInTexas.com and TWIST.

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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 Information Security Standards and Guidelines](#). 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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¹ *The Intranet is not available to the general public.*

Boards must be aware that access to *TWIST Web Reports* is:

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- **authorized only for Board staff, Workforce Solutions Office staff, workforce service provider staff, and TVC staff; and**
- **not authorized for any other partners.** ~~not authorized and must not be included when providing access to customer information.~~

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.

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Boards must ensure that appropriate staff that does not have access to the [Texas Workforce Commission Information Security Standards and Guidelines](#) is aware of TWC'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, Form P-48, available on TWC's Intranet at <https://intra.twc.state.tx.us/intranet/gl/docs/p-48.doc>, 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, **Workforce Solutions Office staff, workforce service provider staff, and TVC staff.**

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INQUIRIES:

Direct inquiries regarding this WD Letter to wfpolicy.clarifications@twc.state.tx.us.

RECISSIONS:

WD Letter 03-12

REFERENCE:

Texas Workforce Commission Information Security Standards and Guidelines
(https://intra.twc.state.tx.us/intranet/its/docs/iris_standard.pdf)
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. All information with an NLF rating is indicated by “must” or “shall.”

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 information with an LF rating is indicated by “may” or “recommend.”