



STATE OF TENNESSEE  
**DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT**  
DIVISION OF WORKFORCE SERVICES  
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**Workforce Services Guidance- Managing Network Access Rights and Obligations**

**Effective Date: June 16, 2017**

**Duration: Indefinitely**

**To:** Local Workforce Development Areas and WIOA Partners, Operators, and Service Providers

**Subject:**

This document explains the procedures involved in creating, monitoring, and ensuring that staff access is terminated to all Workforce Systems networks.

**Scope:**

Adult Education (AE), American Job Center (AJC), American Job Center Operator (AJC Operator), Division of Workforce Services (WFS), Local Workforce Development Areas (LWDAs), Local Workforce Development Boards (LWDBs), Tennessee Department of Human Services (TDHS), Tennessee Department of Labor and Workforce Development (TDLWD), Workforce System Subrecipients (Subrecipients), Workforce System Partners (Partners), One-Stop Operators, WIOA Contracted Service Providers

**Background:**

The development and implementation of a technology-based data and case management system, including Jobs4TN and other workforce systems, has transformed the way information is collected and shared across programs. The system fully integrates Adults, Dislocated Workers, Youth, Veterans, SNAP E&T, TAA, RESEA, and Unemployment Insurance programs under one system. The addition of the Adult Education program (July 1, 2017) and interfacing of Vocational Rehabilitation services (date TBD) in the near future will establish a more integrated and seamless system for data and program information management. Tennessee has worked diligently to build on the Governor's launch of

Jobs4TN.gov; improvements include the addition of modules and components to move to a real-time system of data collection, allowing identification of trends and quicker response to the customers being served. The public Workforce System is well served to encourage both job seekers and business to utilize the resources provided within Jobs4TN.gov. This trend has been strong over the last several years as more customers use technology to seek employment; Tennessee is well positioned through this platform to quickly identify, respond to, and enhance the customer's experience engaging in job searches and training. All WIOA partners (OSO, Career Service Providers, Contractors, Local Workforce Development Boards, staff to Local Workforce Development Boards, and State Agencies) must follow and implement the steps outlined within this guidance.

**I. Acceptable Use:**

All staff given access to any workforce systems — or using state servers — must read, sign, and date the Acceptable Use Policy Network Access Rights and Obligations. The policy can be accessed at the following website: <http://www.tn.gov/assets/entities/finance/oir/attachments/Acceptable-Use-Policy.pdf>. The signed and dated document should be attached to the Formstack request and a copy should be maintained at the local level as well.

**II. Process for Granting Access to New State Staff:**

Staff in One-Stop Service Delivery Systems must be given user accounts in order to access information and document services to participants. To begin this process, access [http://teamtn.gov/workforce/article/access\\_change\\_labor](http://teamtn.gov/workforce/article/access_change_labor), and select the appropriate division. For State staff, the supervisor will need the following information in order to process the request:

- Signed and scanned Acceptable User Policy
- Speedchart number
- Social Security Number
- Work location
- Phone number
- Data jack number
- Computer tag number
- Privilege group staff member will be assigned to
- Staff member's default office location

Upon completion of this process, the supervisor will receive an e-mail confirmation that the request has been submitted. This e-mail should be saved for audit purposes.

**III. Process for Granting Access to New LWDA Staff:**

Access [https://stateoftennessee.formstack.com/forms/access\\_change\\_lwda](https://stateoftennessee.formstack.com/forms/access_change_lwda) and fill out the form. The supervisor will need the following information:

- Requestor's name, e-mail address, and phone number
- Employee's name

- Scanned signed Acceptable User Policy
- Last 4 digits of the employee's Social Security Number
- Employee's job title
- Zip code
- Staff member's default office location
- Privilege group staff member will be assigned to - in most cases this will be WFS staff
- Staff member's e-mail address

After the supervisor completes this electronic form, provides a digital signature, and selects to submit the form it will be electronically submitted to the appropriate information technology (IT) staff. IT staff will then route the request to WFS management for approval of the user account. The supervisor will also receive an e-mail confirmation that the request has been submitted, which should be saved for audit purposes. If approved, the State IT department will create the account and send the login information to the supervisor. The staff member will be given a temporary password and will be prompted to change that password the first time that they log into the system.

**IV. Process for Activating Accounts that have been Inactivated:**

If a state or LWDA staff member's account has been inactivated for any reason, the procedures in section II (for state staff) and III (for LWDA staff) should be followed to request that the account be re-activated.

**V. Process for Granting Access to New Staff for Grants4TN:**

For staff access to the Grants4TN system, the Grants and Budgets unit should receive an e-mail from a signatory authority asking for a user to be added. The e-mail should be sent to [WSPayment.Requests@tn.gov](mailto:WSPayment.Requests@tn.gov).

**VI. Responsibility of the User:**

It is the responsibility of the user to ensure the protection of proprietary, personal, privileged, or otherwise sensitive data that is accessed using Jobs4TN as well as the State server.

**VII. Monitoring Access and Usage:**

It is the responsibility of the supervisor to ensure that training is provided on the correct use of the Jobs4TN system; supervisors must also monitor staff activities to ensure that data is being entered correctly and in a timely fashion. The State does have additional security measures to automatically deactivate staff accounts that have not logged in for 90 days.

TDLWD will also conduct monitoring to ensure that program data is being correctly entered and in a timely fashion using reports generated through the Jobs4TN

administrative site, which logs changes made and staff responsible for making those changes. This process takes place every thirty (30) days.

#### **VIII. Exit Process and Procedures:**

The State is placing an emphasis on timely access removal. Strategic Technology Solutions has established the criteria for determining timely removal of access for all workforce systems, which is “by the close of business on the user’s last working day.”

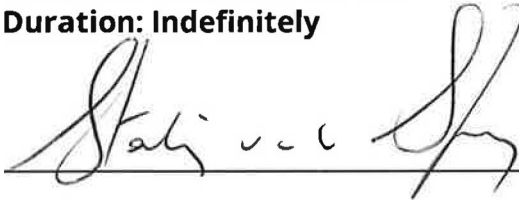
- For staff removal from access to the Grants4TN system, the Grants and Budgets unit should receive an e-mail from a signatory authority asking for a user to be removed. The e-mail should be received by the close of business on the user’s last working day and should be sent to [WSPayment.Requests@tn.gov](mailto:WSPayment.Requests@tn.gov).
- For all LWDA staff — the supervisor or appropriate contact at the LWDA can complete the electronic form at [https://stateoftennessee.formstack.com/forms/access\\_change\\_lwda](https://stateoftennessee.formstack.com/forms/access_change_lwda) in advance of the employee’s last working day. One of the fields in the form allows the supervisor to indicate the employee’s future last working day. Therefore, their access can be removed on their last working day. Accounts that have not been accessed in 90 days are automatically inactivated by the Jobs4TN system, however this does not absolve the supervisor’s responsibility for removing the staff’s access on the last date of employment.
  - Upon completion of this process, the supervisor will receive an e-mail confirmation that the request has been submitted. This e-mail should be saved for audit purposes.
- For all state staff — the supervisor can complete the electronic form at [http://teamtn.gov/workforce/article/access\\_change\\_labor](http://teamtn.gov/workforce/article/access_change_labor) in advance of the employee’s last working day. One of the fields in the form allows the supervisor to indicate the employee’s future last working day. Therefore, their access can be removed on their last working day. Accounts that have not been accessed in 90 days are automatically inactivated by the Jobs4TN system, however this does not absolve the supervisor’s responsibility for removing the staff’s access on the last date of employment.
  - Upon completion of this process, the supervisor will receive an e-mail confirmation that the request has been submitted. This e-mail should be saved for audit purposes.

#### **Contact:**

For any questions related to this document, please contact Nicholas Bishop - Director of Compliance and Policy for Workforce Services at [Nicholas.Bishop@tn.gov](mailto:Nicholas.Bishop@tn.gov)

**Effective Date: June 16, 2017**

**Duration: Indefinitely**

A handwritten signature in black ink, appearing to read "Sterling van der Spuy", written over a horizontal line.

Sterling van der Spuy, Administrator of Workforce Services