Title: Fiscal Agent AIM/Core System Inactive Users

Issuance Date: April 27, 2023

(Must be reviewed annually)

Applicable Regulations, Guidelines, and AHS Policy:

Vermont statute or rule:

[Information Security Access Control Policy 5.03.pdf (vermont.gov)](#)

(Page.3) **AHS Information Security Access Control Policy**

> 4) Require that appropriate processes are used to support the management of accounts and that organizational standards are established for creating, enabling, modifying, disabling, and removing information system accounts;
>
> 5) Ensure that user, service, and system accounts undergo a periodic privilege review to ensure that accounts have been provisioned according to established requirements, and do not violate least privilege or separation of duties and that accounts that are no longer in use are disabled or removed, as appropriate; and

Purpose:

The purpose of this SOP is to keep the Department of Vermont Health Access (DVHA) and the state's fiscal agent in compliance with state and federal security guidelines.

Procedure:

- The fiscal agent's Account Security Officer sends Inactive User Report to distribution list on the first business day of each month. This report measures the last login to the Citrix landing page and access to the active directory. It does not measure access to AIM.

- The fiscal agent's Account Security Officer also sends the Business Objects (BOBJ) spreadsheet to the distribution list.
- MMIS M&O team member:
  - Saves the list and sorts by last logon date.

- o Highlights all users with inactive accounts over 180 days per the Inactive User Report from the fiscal agent.
  - o Reviews the BOBJ spreadsheet to determine whether inactive AIM users are also on the BOBJ report.
  - o If the user has BOBJ and is active with BOBJ, sends Notice #1,
  - o If the user has BOBJ and is **not** active with BOBJ, sends Notice #2.,
  - o Sends a group email with Notice #3 to all AIM users who do not have Business Objects.

- Email recipients are likely to respond in one of the following ways:
  - o Request a password reset.
  - o Request account termination.
  - o Log into MMIS AIM account, in which case no further action is required.
  - o Provide no response. The MMIS M&O team member notes the absence of a response and if the user does not respond for three consecutive months, the MMIS M&O team member notifies the user's supervisor.

- MMIS M&O team member saves the spreadsheet to reference the next month.

Revision History:

Date	Summary of Revisions
4/25/2023	Adjusted formatting and wording to comply with 2023 SOP Style Sheet.

Table 1 Revision History