



Policy ID: ITS2018-011.1~~0~~  
Policy & Procedures

## County of Sullivan Identification/Access Card Policy and Two-Factor Authentication (2FA) Token Policy

**Issued by:** Information Technology Services (ITS)  
**Adopted:** September 18, 2018 – Resolution #408-18  
**Updated:** ~~September 15, 2022~~ ~~August XX, 2023 – Resolution #XXX-232~~

**Applies to:** All County of Sullivan full-time, part-time employees, volunteers, temporary contract employees, interns and visitors.

### 1-1. POLICY.

It is the policy of the County of Sullivan (County) to establish a process for issuing and controlling Identification/Access Cards and 2FA tokens to employees and certain visitors to County facilities in order to help maintain security. All County employees and designated individuals are required to wear an appropriate Identification/Access card (card) in accordance with the following procedures. County cards help maintain security by identifying authorized personnel at County work sites and residential or commercial properties served by the County.

### 1-2. SCOPE.

This operating procedure applies to all full-time, part-time employees, volunteers, temporary contract employees, interns and visitors.

### 1-3. PROCEDURE.

#### a. Building Access

1. The main entrance to the County is open to the public Monday-Friday, 9:00 AM – 5:00 PM. You will need a card to gain entry during all other times.
2. In order to enter a door using a card, look for a small, black, rectangular card reader next to the door. This reader has one (1) red light on the face of the unit. Place your card within four inches of the reader to activate it. The reader will emit a beep. If your card has been programmed to allow access through that door at that time, a green light will appear on the reader's face. Once the green light turns on, the door will unlock for five (5) seconds.
3. Employees should not open the door for others that do not have their own card, but rather direct the person to the Sheriff's Office Main Lobby Security Desk for assistance.

- b. Eligibility - The following individuals are eligible to receive a card or 2FA token (tokens only issued if a user ID to access our network resources has been created, - even for email only users.):

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1. Elected and appointed County officials;
2. Employees officially employed by the County and currently carried on the County payroll;
3. Individuals designated as a Contractor-Special Status and currently carried on the County payroll;
4. Individuals providing volunteer or special services who are officially designated by their department head to receive a temporary card.

c. Displaying Cards

1. All employees and designated individuals must wear cards with the front of the card visible or have the card available if the employee wears a uniform that displays their name when on duty, providing services, or accessing County facilities.

d. Maintenance and Control

~~1.~~ All employees are required to have an access card or they will not be allowed through the secured common areas of the buildings.

~~1-2.~~ Please note that the access card and 2FA token always remains the property of the County.

~~2-3.~~ Do not prop open doors as this will activate a security alert.

~~3-4.~~ Do not punch holes in the card, attach or affix any pins or decorations to the card, bend the card, or wash the card or token as it may be rendered the card inoperable.

~~4-5.~~ Cards and tokens should not be left unattended on desks, near door locks, or carried in such a manner to be susceptible to loss or theft.

~~6.~~ Only one door access card shall be issued to each eligible person and it must not be transferred ~~/or~~ loaned to, or used by any other individual.

~~5-7.~~ Only one 2FA token shall be issued to each eligible person and it must not be transferred, loaned, or used by any other individual as they are configured and assigned to a specific employee.

~~6-8.~~ Upon termination of employment, contract, or volunteer services, ITS shall be notified immediately so access cards and tokens can be deactivated. Prearranged departures shall be communicated to ITS prior to their effective date so scheduled deactivation can be accommodated and configured.

~~7-9.~~ Cards and tokens must be returned to the ITS Department. The Department Head of the department where the person was assigned is responsible for ensuring that the card is surrendered before the person leaves the County of Sullivan premises. It is the responsibility of the Department Head to return all surrendered cards and tokens to ITS for cataloging, deactivation and/or destruction, and in the case of tokens, recirculation/reissue.

~~8-10.~~ Temporary cards may be issued by a department to eligible persons for a

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limited time period (e.g., when an individual provides volunteer or special services), and must be returned to the issuing department by the end of the authorized period. Each department will be responsible for logging in/out the temporary cards in their possession.

~~9-11.~~ 9-11. When County employees encounter individuals in secured non-public areas of County facilities or work sites, without appropriate identification and without authorized escorts, they should inquire whether the individual needs assistance. Any suspicious or unusual behavior should be immediately reported to management personnel. **NO ONE SHOULD CONFRONT THE INDIVIDUAL EXHIBITING SUSPICIOUS OR UNUSUAL BEHAVIOR FOR THE EMPLOYEE'S OWN SAFETY.**

~~10-12.~~ 10-12. The access system is set up to automatically suspend any card not used in over any 60-day period. The card will be suspended but the information will be retained in the system.

~~11-13.~~ 11-13. If a card or token does not work for any reason, please contact ITS via the help desk at x0110 or (845) 807-0110.

e. Processing Requests for Identification Cards

1. Each employee is responsible for making a request, in person, to the ITS Department for a card. Initial requests for cards and photos are processed at the Sullivan County Government Center, 100 North Street, Monticello, NY 12701 in the ITS Department.
2. The ITS Department will supply the card with the carabiner, badge holder and/or lanyard.

f. Replacement of County Identification Cards and Tokens

1. A replacement card is required for a name change, transfer to a different department, change of job title, or for a lost, missing, stolen, or damaged card.
2. Employees/individuals must immediately notify their supervisor if their County identification card or token is lost, missing, stolen, or damaged. The supervisor shall notify the ITS Department or the Sheriff's Office (for Sheriff's Office issued cards) immediately upon notification. Please do so even if there is a chance that the card or token will be found. It is easy to reactivate a card that turns up later.
3. An old or damaged card or token must be returned to the ITS Department before a replacement card is issued.
4. The ITS Department will assess employees/individuals a fee of \$15.00 for each ~~a~~-replacement card and \$26.00 for each token replacement if their card/token was lost, missing or damaged. If the card/token is stolen and a police report is filed and produced, then there will be no charge. (Note: All collective bargaining agreement provisions cover employees while they are on the job and working. Cards or tokens lost, missing or damaged outside of an employee's regular scheduled working hours or while off-premises (remote) are subject to this replacement fee. For purposes of this policy and as an example: even if working regularly scheduled hours but are remote, if your dog/puppy/child/significant other, etc., destroys your card/token at any time of day, this is not considered "unintentionally damaged" during work and you

*will be responsible for replacement fees.)*

5. New photographs and signatures (except for a name change) are not needed when replacing County identification cards since all original photographs are retained in the database.
6. Every five (5) years from the date of issue, the employee cards will be replaced free of charge and a new photograph will be taken. Employees will be responsible for contacting the ITS Department for an appointment.
- 6-7. Every two (2) years, due to battery lifespan limitations, from the date of ITS acquisition (not the date issued to an employee), new 2FA tokens will be provided free of charge.

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**g. Training and Enforcement**

1. Each employee will be trained as to security needs of their work area as well as the building(s) in which they work.
2. It is the responsibility of Department Heads to ensure each employee has been trained and acknowledges the training they have received.
3. It is the responsibility of each County employee to comply with the requirements of this policy.
4. It is the responsibility of each County employee to report persons seen in restricted areas of a County facility who are not properly identified with an Employee ID card clearly displayed.

<b>Title</b>	Identification/Access Card Policy <u>and Two-Factor Authentication (2FA) Token Policy</u>			
<b>Description</b>	Establishing a process for issuing and controlling Identification/Access Cards to employees and certain visitors to County facilities in order to help maintain security.			
<b>Created By</b>	Lorne D. Green, CIO			
<b>Date Created</b>	August 27, 2018			
<b>Maintained By</b>	Lorne D. Green, CIO			
<b>Version Number</b>	<b>Modified By</b>	<b>Modifications Made</b>	<b>Date Modified</b>	<b>Status</b>
ITS2018-011.0	LDG	Initial creation edits after County Attorney and HR input.	08/31/2018	Final Draft
ITS2018-011.0	LDG	Added adoption date and resolution number to document header for publishing and distribution	09/25/2018	Adopted by the Legislature ( <u>Resolution #408-18</u> )
<u>ITS2018-011.1</u>	<u>LDG</u>	<u>Provisions for 2FA token replacement responsibility and fees added to policy</u>	<u>07/14/2023<del>08/27/2022</del></u>	<u>Resubmit for Legislative approval in August/September 2023<del>22</del></u>