

From: Smith, Clark </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CLARK.SMITH>
To: "Frey, Gregory </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Gregory.Frey>"; "Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson (b)(6)>
CC: "Freeman, Michael S </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Michael.s.freeman>"
Subject: FW: INC000002015637 Webmail Access Request
Date: 2014/05/01 17:06:59
Priority: Normal
Type: Note

Greg and Bob:

If you could make sure this gets done in a timely manner, I would appreciate the support. Connie is out Legislative Director and impact our/your budget in so many ways.

--Clark

From: LaRossa, Connie
Sent: Thursday, May 01, 2014 4:28 PM
To: Smith, Clark
Subject: FW: INC000002015637 Webmail Access Request

Clark-
This is the form that I completed for email access.....

Regards,
Connie

From: LaRossa, Connie
Sent: Tuesday, April 29, 2014 2:56 PM
To: Veitch, Alexandra (Alexandra.Veitch (b)(6))
Subject: FW: INC000002015637 Webmail Access Request

Alexandra,
Attached is the IT exemption form for access to my (b)(6). It is problematic when staff will email news articles or information that they may not want to share over the government system but they are still expecting a timely response. Since my work responsibilities require that I sit within the SCIF at NAC 19, I am not able to respond to the staff in a timely fashion without access to my (b)(6) account.

Attached is the form that requires your approval and then transmittal to ITSupport (b)(6)

Regards,
Connie

From: IT Support
Sent: Tuesday, April 29, 2014 11:01 AM
To: LaRossa, Connie
Subject: RE: INC000002015637 Webmail Access Request

Connie,

See the attached OCIO URL Access Request Form.

Per the below instructions, please fill this form out and forward to your CIO/COS, and have them forward the form along with an email containing their approval to ITSupport (b)(6)

Thank you for your time,
IT Support Desk
DHS HQ IT-NOVA Program
Toll Free: 1-800-250-7911
Email: ITSupport (b)(6)
RT2

From: Peterson, Robert
Sent: Monday, April 28, 2014 3:11 PM
To: LaRossa, Connie; IT Support
Cc: Manohar, Savitha; Peterson, Robert
Subject: RE: INC000002015637 Webmail Access Request

IT Support,

Please provide the exclusion request to Ms LaRossa.

Thanks,

Bob

Robert W Peterson, CISM, CGEIT, PMII, CORIII
Service Delivery Manager
Headquarters Services Division
Dept of Homeland Security

(b)(6)

From: LaRossa, Connie
Sent: Monday, April 28, 2014 3:48 PM
To: Peterson, Robert
Cc: Manohar, Savitha
Subject: RE: INC000002015637 Webmail Access Request

Robert thank you for the information. Can you please send me a request form so that I may complete it and send it to my COS?

Thank you
Connie

From: Peterson, Robert
Sent: Monday, April 28, 2014 11:46 AM
To: LaRossa, Connie
Cc: Manohar, Savitha; Peterson, Robert
Subject: RE: INC000002015637 Webmail Access Request

Dear Ms. Larossa,

Your webmail request was received by the IT Service Desk and was forwarded to me for review. As you know webmail access is not authorized for DHS HQ A-LAN users (see below MGMT Employee Communications).

Should your DHS core business needs depend upon access to webmail, you will need to submit an OCIO URL Access Request Form with the business justification in writing and obtain approval recommendation in writing from your CIO/COS. You can do this by forwarding this email with your business justification to your CIO/COS and have him/her provide their rationale why webmail is essential to your DHS core business. Then just forward the email back to the IT Service Desk (itsupport(b)(6)) who will forward it to Security and the System Owner for review.

Your COS is Alexandra Veitch.

From: MGMT Employee Communications
Sent: Wednesday, February 19, 2014 2:22 PM
Subject: Webmail
Importance: High

MEMORANDUM FOR: Management Directorate Employees

SUBJECT: Webmail

New restrictions are being implemented that will no longer allow employee access to personal webmail sites from government computers. This action is being taken to strengthen cybersecurity and enhance protection of the Department's computer networks. Effective tonight, access to webmail sites like AOL, Hotmail, Comcast, Gmail, Yahoo, and other email services will be prohibited.

As you know, DHS is the lead agency in securing the federal cyber-environment. The Management Directorate plays a significant role in this important effort. According to the Office of the Chief Information Officer, access to webmail using DHS networks is responsible for almost half of all attempts to compromise DHS network security. In August 2013, during a three-week period, 14 Trojan horses were detected on DHS computers as a result of webmail use. In December, 25 Trojan horses were detected.

In order to provide employees with the means to receive emergency messages, DHS employees are allowed limited personal use of their DHS email address for family members, school contacts, and emergency contacts.

Should you have any questions, please feel free to contact me.

Thanks!

Bob

Robert W Peterson, CISM, CGEIT, PMII, CORIII
Service Delivery Manager
Headquarters Services Division
Dept of Homeland Security

(b)(6)

Sender: Smith, Clark </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CLARK.SMITH>

Recipient: "Frey, Gregory </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Gregory.Frey>";
"Peterson, Robert </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Robert.w.peterson (b)(6)>";
"Freeman, Michael S </O=DHS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Michael.s.freeman>"

Sent Date: 2014/05/01 17:06:58

Delivered Date: 2014/05/01 17:06:59



URL Access Request Form

OCIO URL Access Request Form

Purpose:

*In concurrence with overarching Department of Homeland Security **strategic goals of awareness, prevention, and protection**; the Office of the Chief Information Officer (OCIO) has a mission to protect the Department from security threats and malicious intent. To this end, the **Secure Internet Gateway (SIG)** initiative was established to provide the Department with a reliable and effective mechanism to protect user's Personal Identifiable Information (PII) and to assist in the continuous goal of strengthening the Department's security posture.*

As a result of this initiative, the OCIO is blocking access to certain recreational websites, as they are actively used by hackers to attack computers and collect personal information such as credit card numbers, social security numbers, and personal addresses.

This form is to be completed by DHS personnel that would like to request access to a website that is essential in carrying out their job mission, but has been blocked as a result of the SIG initiative.

REQUESTOR INFORMATION

Name of Requestor: Connie LaRossa

DHS Office Phone Number: (b)(6)

REQUESTED URL INFORMATION

Requested URL: (b)(6) Mail

Business/Mission Need Statement:

Congressional staff will send political information from the hill that they do not want to transmit via government mail. As the Leg Dir for I&A, my office is located within the SCIF of NAC 19. I am not able to respond to congressional staff in a timely fashion with the inability to check my yahoo mail account.

REMEDY

Remedy Ticket Number: INC000002015637