

<b>Change ID</b>	CRQ000000305280		
<b>Submit Date</b>	5/6/2014 8:51:48 AM		
<b>Last Modified Date</b>	11/19/2014 4:59:37 PM		
<b>Completed Date Time</b>	5/8/2014 11:18:24 AM		
<b>Status</b>	Closed		
<b>Summary</b>	VIP Non-Social Media Blocked Site Not on Proxy List (SIG) Request (b)(6)		
<b>Notes</b>	<p>This request is to provide access to a blocked website on the proxy list that is not designated as Social Media.</p> <p>Once created, relate the original incident to this CRQ. The original incident should have verified that this is in fact a blocked website.</p> <p>Website URL (only list one): (b)(6)</p> <p>Building or Remote Site Location: 7th &amp; D Floor: (b)(6)</p>		
<b>Customer First Name</b>	Connie		
<b>Customer Last Name</b>	LaRossa		
<b>Customer Phone Number</b>	(b)(6)		
<b>Customer Organization</b>	Intelligence and Analysis, Office of		
<b>Customer Department</b>	Intelligence and Analysis, Office of		
<b>Customer Site</b>	NAC - Nebraska Ave		
<b>Approval Status</b>	<b>Approver Signature</b>	<b>Signature Create Date</b>	<b>Signature Modified Date</b>
Approved	Bruce.MacDonald	5/6/2014 8:57:01 AM	5/6/2014 1:43:12 PM

5/6/2014 1:43:08 PM

Approved by Greg Frey - for (b)(6) mail and this user email with SIG

Approved by Greg Frey - for (b)(6) mail and this user

From: IT Support  
Sent: Tuesday, May 06, 2014 7:44 AM  
To: MacDonald, Bruce  
Cc: Peterson, Robert  
Subject: RE: FW: INC000002015637 Webmail Access Request

Bruce,

Please see the attached URL access form for Connie LaRossa's request to access (b)(6) Webmail.

Thank you for your time,  
IT Support Desk  
DHS HQ IT-NOVA Program  
Toll Free: 1-800-250-7911  
Email: ITSupport@hq.dhs.gov  
RT2

From: Peterson, Robert  
Sent: Tuesday, May 06, 2014 7:40 AM  
To: IT Support  
Cc: MacDonald, Bruce; Peterson,

Robert  
Subject: FW: FW: INC000002015637  
Webmail Access Request

IT Support,

Please find the form forwarded to you  
and forward to Bruce MacDonald so it  
can be processed ASAP.

Thanks,

Bob

Robert W Peterson, CISM, CGEIT,  
PMII, CORIII  
Service Delivery Manager  
Headquarters Services Division  
Dept of Homeland Security  
Des (b)(6)  
BB

From: Frey, Gregory  
Sent: Friday, May 02, 2014 8:24 AM  
To: Peterson, Robert; Smith, Clark  
Cc: Freeman, Michael S  
Subject: RE: FW: INC000002015637  
Webmail Access Request

We'll take care of this for Connie.

Gregory Frey  
Executive Director, Headquarters  
Support Division  
IT Services Office  
Office of the CIO

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From: Smith, Clark  
Sent: Thursday, May 01, 2014  
5:06:58 PM  
To: Frey, Gregory; Peterson, Robert  
Cc: Freeman, Michael S  
Subject: FW: INC000002015637  
Webmail Access Request  
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) email. 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@hq.dhs.gov.

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@hq.dhs.gov

5/6/2014 8:52:39 AM

Thank you for your time,  
IT Support Desk  
DHS HQ IT-NOVA Program  
Toll Free: 1-800-250-7911  
Email: ITSupport@hq.dhs.gov  
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  
D (b)(6)  
BE

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@hq.dhs.gov) 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  
D (b)(6)

Process Flow: Standard Process

5/6/2014 8:51:47 AM

BB (b)(6)

Status Transition: Draft > Request For Authorization > Request For Change > Planning In Progress > Scheduled For Review > Scheduled For Approval > Scheduled > Implementation In Progress > Completed > Closed