

Password Standard Waiver Request  
Nebraska Department of Correctional Services

The Telestaff System is an electronic scheduling system, utilized as a roster assignment/roster management system, by the Department of Correctional Services. The Telestaff System is a configurable, commercial-off-the-shelf (COTS) system. Telestaff server infrastructure is supported by the Office of the CIO.

- **Agency name** – Department of Correctional Services
- **Name, title, and contact information for the agency contact person regarding the request** - Robert Shanahan, IT Manager, NDCS 402-479-5809
- **Title of the NITC Standards and Guidelines document at issue** - NITC 8-301 *Password Standard*
- **Description of the problem or issue** – Telestaff is designed to support notifications and signups associated with staff scheduling using multiple channels, including telephone and cellular phone. Outbound calls (offering overtime, or calling off-shift staff back to work) and inbound calls (requesting leave, or volunteering for extra duty) are a central function of the system and require user authentication. Most often, that authentication will occur using a telephone keypad. Most land line phones do not support capitalization or special character entry, and such entry is so cumbersome as to be unusable on phones that do support those characters. The Telestaff System is out of compliance with the NITC Password Standard Section 2.1 *Password Construction* in the following areas;
  - Must contain at least eight characters –Telestaff is configured to require a four character password (akin to a PIN number)
  - Sequential character limitation – there is no configurable setting in Telestaff to limit sequential characters
  - Contains three of four character types – there is no configurable setting in Telestaff to require special characters
  - Case sensitive characters – not recognized
- **Description of the agency's preferred solution, including a listing of the specific requirement(s) for which a waiver is requested**
  - The Department of Correctional Services has implemented Password expiration requirements and password reuse requirements for the Telestaff system in compliance with the NITC 8-301 password standard. The Department requests the following action;
    - NITC waiver of Standard 8-301 Section 2.1 for the Telestaff System, contingent on continued enforcement of the following minimum requirements;
      - Passwords must change at least every 90 days
      - Cannot repeat any of the passwords used during the previous 365 days

- **Any additional information and justification showing good cause for the requested waiver**
  - Data contained in Telestaff, and data entered by end users in Telestaff is not confidential and has a Security Classification Level of “Internal Use Only” (leave requests, position assignments, overtime assignments, etc.).
  - End users (non-supervisory staff) have very limited access to data within Telestaff following authentication. Non-supervisory user access is limited to:
    - Entry of leave request or volunteering for extra duty,
    - Bidding for posts and days off, when available
    - Viewing personal calendar
    - Viewing and updating the user’s contact information used by the system
  - The Department of Corrections has a significant interest in ensuring end users can easily and successfully authenticate and utilize the system. Facilitating interaction with the Telestaff system through telephone handsets will impact;
    - Success of contacting off duty staff to offer overtime and other opportunities. This directly impacts the amount and frequency of mandatory overtime required – which has a significant impact on employee morale and quality of work life.
    - Successful contact and retrieval of staff in emergency situations requiring call back to facility.
    - Facilitating employee volunteers for overtime posts – encouraging volunteers for overtime reduces the requirement to hold over staff to work additional shifts on mandatory status.
    - Success of efforts to utilize Telestaff to automate various communication and notification tasks – allowing Telestaff to originate and receive telephone communications that otherwise require Shift Supervisor time.