

ATTACHMENT A

Granting Approval to Access E-mail Communications of Others

The following procedures and/or elements must be adhered to when requesting access to e-mail created by/addressed to DHHR employees:

1. Any supervisor or manager is authorized to **request** access.
2. Only Bureau Commissioners, Office Directors, and/or the Office of the Inspector General have the authority to **approve** requests.
3. Requests may be submitted to the Chief Technology Officer (CTO) in writing or e-mail. If in writing, a signature and date of the request must be included.
4. All employees involved in the monitoring activity are obliged to keep all information observed in the monitoring process confidential.
5. The information needed to determine whether a request should be approved is as follows:
 - A. Name and title of the person who is requesting to access the information;
 - B. Name, e-mail address, and userid of person whose e-mail communications will be accessed;
 - C. Justification for the access request; and
 - D. Required duration and/or time period(s) of the access.
6. After reviewing all of the information provided in #4, the CTO will approve or deny the request to access the employee's e-mail records.
7. If approved, the CTO may forward the access request to the manager of the Network and Technical Support (NTS) unit for processing. Otherwise, all documentation and reason for denial will be returned to the originating Bureau Commissioner, Office Director, and/or the OIG.
8. The Bureau Commissioner, Office Director, and/or the OIG will forward all materials to the originating requestor.