



Customer Action Required:	Yes	<input checked="" type="checkbox"/>
	No	<input type="checkbox"/>
Contains Secure Information:	Yes	<input type="checkbox"/>
	No	<input checked="" type="checkbox"/>

CUSTOMER BULLETIN: CLIENT COMPUTING SERVICES

NUMBER: 13-CNS-01
TITLE: ITS BLACKBERRY SECURITY POLICIES AND ADMINISTRATION
DATE ISSUED: February 12, 2013

Overview

As part of the IT Transformation effort and the transfer of IT staff to the Office of Information Technology Services (ITS), ITS is moving existing BlackBerry accounts for new ITS staff to the ITS group on the BlackBerry server on February 15, 2013. This will allow those BlackBerry accounts to be managed by the ITS administrators.

This change involves only those users whose email and BlackBerry accounts were on NYSeMail prior to the IT Transformation in November 2012.

Services Impacted

BlackBerry security policies and administration

Audience

New ITS staff with existing NYSeMail BlackBerry accounts

Assistance

If you have any questions regarding this Bulletin, or require assistance, please contact the ITS Customer Care Center at 518-408-6487.

If you no longer have a BlackBerry, please contact ITS Client Computing Services Outcome Management at 1-800-603-0877 or email oft.sm.cns.outcome.management@its.ny.gov.

Customer Action Required: Yes

Customers with a BlackBerry password not currently meeting the ITS BlackBerry security policies will be prompted to enter a new password. See the password requirements in the **Details** section below.

Details

As part of the IT Transformation effort and the transfer of IT staff to the ITS organization, your NYSeMail mailbox was recently moved into the ITS organizational unit (OU). It is now managed by the ITS email administrators rather than administrators from your former agency. As a follow-up to this mailbox move, your BlackBerry account will be moved into the ITS group on the BlackBerry server on February 15, 2013, so that it may also be managed by the ITS administrators.

Concurrent with this administrative move, the IT (security) Policy will be updated to match the ITS BlackBerry security policy. Depending on your originating agency, this new policy may not match your current BlackBerry policy. The specifics for the new password policy are as follows:

- Minimum password length is 8 characters.
- Characters may be alpha, numeric, special characters, or any mixture thereof.
- Passwords expire after 90 days.
- Users may not use any of their last 13 passwords.

Also note that the default Security Timeout is two (2) minutes, but it may be adjusted up to a maximum of 15 minutes.