



# Office of Information Technology Services

State Capitol P.O. Box 2062  
Albany, NY 12220-0062  
[www.its.ny.gov](http://www.its.ny.gov)

<b>New York State Information Technology Standard</b>	<b>No:</b> NYS-S14-013
<b>IT Standard:</b>  <b>Account Management/ Access Control</b>	<b>Updated:</b> 12/01/2020
	<b>Issued By:</b> NYS Office of Information Technology Services  <b>Owner:</b> Chief Information Security Office

## 1.0 Purpose and Benefits

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The purpose of this standard is to establish the rules and processes for creating, maintaining and controlling the access of a digital identity to New York State (NYS) applications and resources for means of protecting NYS systems and information.

## 2.0 Authority

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Section 103(10) of the State Technology Law provides the Office of Information Technology Services (ITS) with the authority to establish statewide technology policies, including technology and security standards. Section 2 of Executive Order No. 117, established January 2002, provides the State Chief Information Officer with the authority to oversee, direct and coordinate the establishment of information technology policies, protocols and standards for State government, including hardware, software, security and business re-engineering. Details regarding this authority can be found in NYS ITS Policy, [NYS-P08-002 Authority to Establish State Enterprise Information Technology \(IT\) Policy, Standards and Guidelines](#).

## 3.0 Scope

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This standard applies to all “State Entities” (SE), defined as “State Government” entities as defined in Executive Order 117, established January 2002, or “State Agencies” as defined in Section 101 of the State Technology Law. This includes employees and all third parties (such as local governments, consultants, vendors, and contractors) that use or access any ITS resource for which ITS the SE has administrative responsibility, including systems managed or hosted by third parties on behalf of the ITS SE. While an SE may adopt a different standard, it must include the requirements set forth in this one.

This standard covers all systems developed by, or on behalf of NYS, that require authenticated access. This includes all development, test, quality assurance, production and other ad hoc systems.

## 4.0 Information Statement

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Account management and access control includes the process of requesting, creating, issuing, modifying and disabling user accounts; enabling and disabling access to resources and applications; establishing conditions for group and role membership; tracking accounts and their respective access authorizations; and managing these functions. SE should carefully consider relevant rules and regulations, as well as the need and breadth of access, to carefully determine how to best protect State Data and resources. SE may need to create their own policies and procedures to implement the guidance in this standard.

### 4.1 Account Management/Access Control Roles

Account management and access control require that the roles of Information Owner, Account Manager and, optionally, Account Administrator and Entitlement Administrator, are defined and assigned for each resource and application. A listing of authorized users in these roles must be documented and maintained. The associated tasks and responsibilities for each role are described below. Each role may belong to one or more individuals depending on the application. In some cases, a single individual or group may be assigned more than one of these roles.

- a. **Information Owner:** Information owners are people at the managerial level within a SE who:
  1. Delegate Account Managers to ensure the appropriate level of information access is provided. Delegation can be to individual users, groups and/or third parties (e.g., another SE).
  2. Define roles and groups, as well as the corresponding level of access to resources for that role or group.
  3. Determine who should have access.
  4. Determine the identity assurance level for the application and/or data via the [NYS-P20-001 Digital Identity Policy](#).
  5. Review that accounts and access controls are commensurate with overall business function and that the associated rights have been properly assigned, at a minimum, annually.
  6. Require business units with access to protected resources to notify Account Managers when accounts are no longer required, such as when users are terminated or transferred and when individual access requirements change.
  
- b. **Account Manager:** Account Managers maintain accounts. They are the delegated custodians of SE protected data. Account Managers:
  1. Maintain appropriate levels of communication with the SE information owners to determine the level or degree of access granted to an individual.

2. Determine the technical specifications needed to set access privileges.
3. Delegate account management functions to Account Administrators, if applicable.
4. Create and maintain procedures used in managing accounts.
5. Perform all Account Administrator duties as required.

**c. Account Administrators:** Account Administrators are an optional subset of the Account Manager role. They do not determine procedures. System rights and/or responsibilities are assigned to them by the Account Manager. All Account Administrator responsibilities are contained within the role of Account Manager should an Account Administrator not exist. A subset of Account Administrator duties may be assigned as appropriate. For example, a role for password reset only may exist for service desk employees. Additionally, some of these responsibilities may remain with the Account Manager should that Manager determine it is necessary. For account management, the Administrator may:

1. Maintain any necessary information supporting account administration activities, including account management requests and approvals.
2. Enroll new users.
3. Enable/disable user accounts.
4. Create and maintain user roles and groups.
5. Assign rights and privileges to a user or group.
6. Collect data to periodically review user accounts and their associated rights.
7. Assign new authentication tokens (e.g., password resets).

**d. Entitlement Administrator:** Entitlement Administrators are an optional subset of the Account Manager role. Rights and/or responsibilities are assigned to them by the Information Owner and generally include:

1. Assigning rights and privileges to a user or group.
2. Collecting data to periodically review user accounts and their associated rights.
3. Maintaining any necessary information supporting account administration activities including account management requests and approvals.

## 4.2 Account Types

Account types used in NYS include: Individual, Privileged, Service, Shared, Default Non-Privileged (e.g., Guest, Anonymous), Emergency, and Temporary. All account types must adhere to all applicable rules as defined in the [NYS-S14-006 Authentication Tokens Standard](#). SEs must determine which account(s) are appropriate for access to systems or resources based on the principle of least privilege.

- a. Individual Accounts:** An individual account is a unique account issued to a single user. The account enables the user to authenticate to systems with a digital identity. After a user (e.g., NYS citizen, resident, employee, or other applicable user type) is authenticated, the user is authorized or denied access to the system based on the permissions that are assigned directly or indirectly to that user.
- b. Privileged Accounts:** A privileged account is an account which provides increased access and requires additional authorization. Examples include a network, system or security administrator account. A privileged account may only be provided to members of the workforce whom require it to accomplish their job duties. The use of privileged accounts must be compliant with the principle of least privilege, with access restricted to only those programs or processes specifically needed to perform authorized business tasks and no more. There are two privileged account types - Administrative Accounts and Default Privileged Accounts.
1. **Administrative Accounts:** Accounts given to a user that allow the right to modify the operating system or platform settings, or those which allow modifications to other accounts. These accounts must:
    - i. Be at an Identity Assurance Level commensurate with the protected resources to which they access.
    - ii. Not have user IDs that give any indication of the user's privilege level, e.g., supervisor, manager, administrator, or any flavor thereof.
    - iii. Be internally identifiable to the SE as an administrative account per a standardized naming convention.
    - iv. Be revoked in accordance with the [NYS-S20-001 Digital Identity Standard](#).
  2. **Default Privileged Accounts:** Default privileged accounts (e.g., root, Administrator) are provided for a particular system and cannot be removed without affecting the functionality of the system. Default privileged accounts must:
    - i. Be disabled if not in use or renamed if technically possible.
    - ii. Only be used for the initial system installation or as a service account. When technically feasible, alerts must be issued to the appropriate personnel when there is an attempt to log-in with the account for access.
    - iii. Not use the initial default password provided with the system.
    - iv. Have password known or accessible by at least two individuals within the SE, if password is known by anyone. As such, restrictions for shared accounts, outlined below, must be followed.
- c. Service Accounts:** A service account is not intended to be given to a user but is provided for a process. It is to be used in situations such as to allow a system to run jobs and services independent of user interaction. Service accounts must:
1. Have an assigned owner responsible for documenting and managing the

account.

2. Be restricted to specific devices and hours when possible.
3. Never be used interactively by a user for any purpose other than the initial system installation or, if absolutely required, for system troubleshooting or maintenance. Wherever technically feasible, administrators should leverage “switch user” or “run as” for executing processes as service accounts.
4. Never be for any purpose beyond their initial scope.
5. Be internally identifiable to the SE as a service account per a standardized naming convention, where possible.
6. Not allow its password to be reset according to any standardized and/or forced schedule. However, should an employee with knowledge of said password leave the SE, that password must be changed immediately.
7. Have password known or accessible by at least two individuals within the SE, if password is known by anyone. As such, restrictions for shared accounts, outlined below, must be followed.

**d. Shared Accounts:** A shared account is any account where more than one person knows the password and/or uses the same authentication token. Use of shared accounts is only allowed when there is a system or business limitation preventing use of individual accounts. These cases must be documented by the information owner and reviewed by the Information Security Officer (ISO)/designated security representative. Additional compensatory controls must be implemented to confirm accountability is maintained. Shared accounts must:

1. Have the tokens (e.g., password) reset when any of its users no longer needs access, or otherwise in accordance with the [NYS-S14-006 Authentication Tokens Standard](#).
2. Be restricted to specific devices and hours when possible.
3. Wherever technically feasible, have its users log on to the system with their individual accounts and “switch user” or “run as” the shared account.
4. Have strictly limited permissions and access only to the system(s) required.

**e. Default Non-Privileged Accounts:** The default non-privileged account (guest or anonymous user) is an account for people who do not have individual accounts. An example of where this might be necessary is on a public Wi-Fi network. This account type must:

1. Be disabled until necessary.
2. Have limited rights and permissions.
3. Only be allowed after a risk assessment
4. Have compensatory controls that include restricted network access.
5. Be assigned a password that the user cannot change but that is changed monthly, at a minimum, by an administrator.
6. Not allow the account to be assigned for delegation by another account.
7. Have a log maintained of users to whom the password is given.

**f. Emergency Accounts:** Emergency accounts are intended for short-term use and include restrictions on creation, point of origin, and usage (e.g., time of day,

day of week). SEs may establish emergency accounts in response to crisis situations and with the need for rapid account activation. Therefore, emergency account activation may bypass normal account authorization processes. Emergency accounts must be automatically disabled after 24 hours.

- g. Temporary Accounts:** Temporary accounts are intended for short-term use and include restrictions on creation, point of origin, usage (i.e., time of day, day of week), and must have start and stop dates. SEs may establish temporary accounts as a part of normal account activation procedures when there is a need for short-term accounts without the demand for immediacy in account activation, such as for vendors, manufacturers, etc. These accounts must have strictly limited permissions and access only to the systems required.

### 4.3 Account Management and Access Control Functions:

Automated mechanisms must be employed to monitor the use and management of accounts. These mechanisms must allow for usage monitoring and notification of atypical account usage. Thresholds for alerting should be set based on the criticality of the system or assurance level of the account.

Staff in the appropriate account management/access control role(s) must be notified when account management activities occur, such as, accounts are no longer required, users are terminated or transferred, or system usage or need-to-know changes. This should be automated where technically possible.

Automated access control policies that enforce approved authorizations for information and system resources must be in place within systems. These access control policies could be identity, role or attribute based.

By default, no one has access unless authorized.

The Identity Assurance Level (IAL) of a system determines the degree of certainty required when proofing the identity of a user. The following table describes the level of confidence associated with each IAL.

<i>IAL</i>	<i>Description</i>
1	Low or no confidence in the asserted identity's validity
2	Confidence in the asserted identity's validity
3	High confidence in the asserted identity's validity

SEs must follow the [NYS-P20-001 Digital Identity Policy](#) to determine the appropriate IAL for their system. Table 1 reflects the standards for account management at each assurance level.

**Table 1 – Account Management Standards per Identity Assurance Level**

Category	Identity Assurance Levels		
	1	2	3
Account disabled automatically after x days of inactivity	1096	90	90
Send notification x days before account disabled	30	30	14
Account locked after x number of consecutive failed login attempts	10	5	3
Account creation requires an authoritative attribute that ties the user to their account. For example, this could be an employee ID, NYS driver's license ID, NYS tax ID, or unique individual email address.	No	Yes	Yes
Email notification will be sent to the user for the following events: <ul style="list-style-type: none"> <li>• Token change (password, pre-registered knowledge token, out of band (OOB) token information)</li> <li>• Account disabled due to invalid attempts</li> <li>• Forgotten User Identification (UID) issued</li> <li>• Account attribute change (e.g., name change)</li> <li>• Account re-activation</li> </ul>	If known	Yes	Yes
Self-service functionality allowed	Yes	Yes	No

For all Assurance Levels, the following must be adhered to.

- a. **Creating New Accounts:** To create an account, there must be a valid access authorization based on an approved business justification and a request must be made to create the account.
- b. **Modifying Account Attributes (i.e., changing users' names, demographics, etc.):** Modifications must only be made by the authenticated user or an authorized account manager.
- c. **Enabling Access:** Access is granted, based on the principle of least privilege, with a valid access authorization.
- d. **Modifying Access:** Access modifications must include a valid authorization.

When there is a position change (not including separation), access is immediately reviewed and removed when no longer needed.

**e. Disabling Accounts/Removing Access:**

1. **Event/Risk Based (Administrative Disable):** When an account poses or has the potential to pose a significant risk, either the account is disabled and/or access attributes are removed upon discovery of the risk. Close coordination between the information owners, account managers/administrators, legal, incident response stakeholders and human resource managers is essential in order for timely execution of removing or restricting user access. Significant risk may include a disgruntled employee, or one who has been identified by the SE as a potential risk. Users posing a significant risk to organizations include individuals for whom reliable evidence or intelligence indicates either the intention to use authorized access to information systems to cause harm or through whom adversaries will cause harm. Harm includes potential adverse impacts to organizational operations and assets, individuals, other organizations. An account identifier is required to identify these accounts and prevent inappropriate re-enabling of the account/access. Re-enabling the account requires explicit approval of the SE, Self-service mechanisms may not be used to re-enable the account.
2. **De-provisioning Upon Separation:** All user accounts (including privileged) must be disabled immediately upon separation. In addition, credentials must be revoked in accordance with the [Digital Identity Standard](#), and access attributes must be removed. Self-service mechanisms may not be used to re-enable the account.
3. **Inactivity Disable:** When an account is disabled due to inactivity, access attributes may remain unchanged if deemed appropriate by the information owner.

**f. Reviewing Accounts and Access:**

1. Information owners must review all accounts on at least an annual basis to determine if they are still needed.
2. Access to privileged accounts must be reviewed at least every six months to determine whether or not they are still needed.
3. Information owners must review account authorizations and/or user access assignments on at least an annual basis to determine if all access is still needed.
4. Accounts or records of the account must be archived by their AAL level in accordance with the [NYS-S20-001 Digital Identity Standard](#).

**g. Unlocking User Accounts:** In order for an administrator or user support agent to unlock an account for a user, the user must be vetted through pre-registered knowledge tokens as per the [NYS-S14-006 Authentication Tokens Standard](#), or through the associated [NYS-S20-001 Digital Identity Standard](#) registration

process.

- h. Secure Log on Procedures:** Where technically feasible, access must be controlled by secure log-on procedures as follows:
  - 1. Must not display tokens (e.g., password, PIN) being entered.
  - 2. Must display the following information on completion of a successful log-on:
    - i. Date and time of the previous successful log-on; and
    - ii. Details of any unsuccessful log-on attempts since the last successful log-on.
- i. Session Inactivity Lock:** Sessions must be locked after a maximum inactivity period of 15 minutes. Session inactivity locks are temporary actions taken when users stop work and move away from their immediate vicinity but do not want to log out because of the temporary nature of their absences. Users must re-authenticate to unlock the session.
- j. Connection Time-out:** Sessions must be automatically terminated after 18 hours or after “pre-defined” conditions such as targeted responses to certain types of incidents.
- k. Logging/Auditing/Monitoring:** All account activity must be logged and audited in accordance with the [NYS-S14-005 Security Logging Standard](#). The ability to modify or delete audit records must be limited to a subset of privileged accounts. Any modification to access attributes must be recorded and traceable to a single individual.

## 5.0 Compliance

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This standard shall take effect upon publication. Compliance is expected with all enterprise policies and standards. ITS may amend its policies and standards at any time; compliance with amended policies and standards is expected.

If compliance with this standard is not feasible or technically possible, or if deviation from this standard is necessary to support a business function, SEs shall request an exception through the Chief Information Security Office [exception process](#).

## 6.0 Definitions of Key Terms

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Except for terms defined in this standard, all terms shall have the meanings found in <http://www.its.ny.gov/glossary>.

<b>Privileged account</b>	A privileged account is an account which provides increased access and requires additional authorization. Examples include a network, system or security administrator account.
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## 7.0 Contact Information

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Submit all inquiries and requests for future enhancements to the standard owner at:

**Chief Information Security Office**  
**Reference: NYS-S14-013**  
**NYS Office of Information Technology Services**  
**1220 Washington Avenue, Building 5**  
**Albany, NY 12226**  
**Telephone: (518) 242-5200**  
**Email: CISO@its.ny.gov**

Statewide technology policies, standards, and guidelines may be found at the following website: <http://www.its.ny.gov/tables/technologypolicyindex>

## 8.0 Revision History

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This standard shall be reviewed at least once every year to ensure relevancy.

<b>Date</b>	<b>Description of Change</b>	<b>Reviewer</b>
08/15/2014	Original Standard Release	Deborah Snyder, Acting Chief Information Security Officer
02/01/2017	Update of contact information and rebranding.	Deborah Snyder, Deputy Chief Information Security Officer
07/16/2020	Update revised Scope and Authority and update links from Identity Assurance to Digital Identity	Karen Sorady, Acting Chief Information Security Officer
12/1/2020	Update to align with federal guidance and industry best practices.	Karen Sorady, Chief Information Security Officer
05/19/2021	Updated Scope language	Karen Sorady, Chief Information Security Officer

## 9.0 Related Documents

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- [NYS-P20-001 Digital Identity Policy](#)
- [NYS-S20-001 Digital Identity Standard](#)
- [NYS-S14-006 Authentication Tokens Standard](#)

- [NYS-S14-005 Security Logging Standard](#)
- [NIST Special Publication 800-63-3 Digital Identity Guidelines](#)