



# DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT <b>SECURE ID CARDS</b>	POLICY NO. <b>1200.08</b>	EFFECTIVE DATE <b>11/15/2002</b>	PAGE <b>1 of 4</b>
APPROVED BY:  Director	SUPERSEDES <b>302.17</b> <b>11/15/2002</b>	ORIGINAL ISSUE DATE	DISTRIBUTION LEVEL(S) <b>1, 2</b>

## PURPOSE

- 1.1 To provide policy and guidelines for issuing secure identification ("SecurID") cards to staff in the Department of Mental Health (DMH) who need to access departmental e-mail or other applications through the County firewall when they are away from the office.
- 1.2 A SecurID Card is a security token, about the size of a credit card. It displays an electronic number that changes every sixty (60) seconds. This changing number combines with the user's four-digit Personal Identification Number (PIN) to become the card's password. The card's serial number and expiration date are linked through a logon ID for the specific person to whom the card is issued.
- 1.3 SecurID Card, in conjunction with the logon ID and password, allows access to MIS and the DMH e-mail via the internet.
- 1.4 SecurID Cards are valid for up to three (3) years, after which a replacement card must be purchased by the Department. The current cost of each card is \$75.00 for three years.

## POLICY

- 2.1 Upon approval of the Chief Deputy Director, DMH will issue SecurID Cards to persons who need to access DMH e-mail and other applications when away from the office.
- 2.2 SecurID Cards are not intended to staff who would otherwise have access to the Department's e-mail and other computer-based systems through their normal work location. However, exceptions may be approved for those DMH staff who do not have such access. In these circumstances, a staff member may request a SecurID Card through his/her management. Approval for issuing the card will remain with the Chief Deputy Director or the Department Director after further review.



**DEPARTMENT OF MENTAL HEALTH  
POLICY/PROCEDURE**

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
<b>SECURE ID CARDS</b>	<b>1200.08</b>	<b>11/15/2002</b>	<b>2 of 4</b>

- 2.3 SecurID Cards may also be issued to contract providers. Providers must pay the full cost (including administrative fees) of all cards they are issued.
- 2.4 For DMH employees, the payment for the SecurID Cards will come from the program area or cost center where the employee is assigned. (See Paragraph 3.5.1).
- 2.5 As will all other information technology goods and services within DMH, the acquisition/requisition of SecurID Cards must be made by and/or approved by the DMH Chief Information Office (CIO Bureau), regardless of the funding source.
- 2.6 Under no circumstances may SecurID Cards be loaned to or used by any person other than the individual to whom the card is assigned.
- 2.7 Neither the Logon ID nor the SecurID Card PIN may be shared with anyone.
- 2.8 Users of SecurID Cards must abide by all policies issued by the Department regarding internet and e-mail access, use and misuse.
- 2.9 DMH retain the authority at all times to remotely disable the SecurID and logon ID of any individual, or the SecurIDs held by all individuals within a program, agency or organization in order to ensure the security of County and client information.

**PROCEDURE**

- 3.1 Requests for a SecurID Card require the completion of the “Downey Data Center Registration” form (Attachment I) as follows:
  - 3.1.1 In the “Profile Information” section, complete all boxes. In box #2 (Type of Request) check New Logon ID. In box #6 (Requestor Organization Name, enter the bureau/ organization name.
  - 3.1.2 In the “IBM Data Center Access” section, check “SecurID Remote Access” and check “Wireless (Web Access for DMH e-mail). Leave the remaining boxes blank.
  - 3.1.3 In the “Signatures” section, complete boxes 28 (Requestor’s Signature, 31 (Manager’s Signature), 32 (Phone Number, 33 (Print Manager’s Name, and 34 (Date).



**DEPARTMENT OF MENTAL HEALTH  
POLICY/PROCEDURE**

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
<b>SECURE ID CARDS</b>	<b>1200.08</b>	<b>11/15/2002</b>	<b>3 of 4</b>

**NOTE: In order for the CIO Bureau to process this request, the above Manager’s signature must be on file with the CIO Bureau to verify that he/she is authorized to sign this request. The Manager’s signature will be on the “Individuals Authorized to Sign Staff Appointment and Termination Record” form. (Attachment II)**

3.2 The completed “Downey Data Center Registration” form should be sent to:

Department of Mental Health  
CIO Bureau – Help Desk 3160  
W. 6<sup>th</sup> Street, 2<sup>nd</sup> Floor Los  
Angeles, CA 90020

3.3 The CIO Bureau will review the registration form to ensure the authorizing Manager’s and Chief Deputy Director’s signatures are on file.

3.3.1 If the authorizing signature is not on file, the CIO Bureau will annotate the form and return it to the requesting bureau/provider.

3.3.2 If the authorized signature is on file, the CIO Bureau will approve the request and refer the information to the Internal Services Department (ISD).

3.4 Within two to three weeks, ISD will issue the SecurID Card to the CIO Bureau, which will send the card, including instructions on the card’s use, to the requesting bureau/provider.

3.5 Funding

3.5.1 Director operated DMH programs (programs operated by DMH personnel):

DMH bureaus/divisions/programs are responsible for funding the cost of their SecurID Cards. To acquire SecurID Cards, DMH agencies must submit a “Request for Budget Transfer” form, also known as a 403 Form (Attachment III), **with** their Downey Date Center Registration forms (see paragraph 3.1).

3.5.2 Non-DMH departments (whose employees may be working for DMH): Employees of County Departments/agencies other than DMH must see



**DEPARTMENT OF MENTAL HEALTH  
POLICY/PROCEDURE**

SUBJECT	POLICY NO.	EFFECTIVE DATE	PAGE
<b>SECURE ID CARDS</b>	<b>1200.08</b>	<b>11/15/2002</b>	<b>4 of 4</b>

their department’s Security Officer for procedures on how to acquire SecurID Cards.

**3.5.3 Contract providers:**

The DMH Accounting Division will invoice each contract provider the full cost of all SecurID Cards issued to the agency. The term full cost refers to the amount DMH is billed by the County Internal Services Department (ISD) for acquiring the cards and will include any price adjustments made by ISD and all applicable administrative fees. The current cost of each SecurID Card is \$75.00; the additional administrative fee currently is less than \$1.25 per card. The amount billed to each contract provider will be based on the account DMH establishes with ISD to acquire the cards for the respective provider. All billing inquiries by contract providers must be made to the DMH Accounting Division.

**3.6 Questions regarding a request for or use of the SecurID Card may be directed to the CIO Bureau Help Desk at 213-351-2937**

**ATTACHMENTS**

- I [County of Los Angeles “Downey Data Center Registration” Form](#)
- II [County of Los Angeles Department of Mental Health Management Information Systems “Individuals Authorized to Sign Staff Appointment and Termination Record” Form](#)
- III [“Request for Budget Transfer” Form \(Form 403\)](#)

**REVIEW DATE**

This policy shall be reviewed prior to the end of each fiscal year.