



BEACON

North Carolina  
Office of the State Controller

# BEACON HR/Payroll Project Update

Monthly Technical Agent Meeting  
April 09th, 2008

# Agenda

- After Go-Live Statistics
- BEST Call Volume
- Shared Computer Requirements  
-> (KIOSK/KIOSK Replacements)
- Agency Feedback
- Upcoming Technical BST meetings

## After Go-Live Statistics

# After Go-Live Statistics

## Cumulated Users in Production / Day

	3/24/2008	3/25/2008	3/26/2008	3/27/2008	3/28/2008	3/29/2008	3/30/2008
<b>*TOTAL*</b>			<b>2,342</b>	<b>2,406</b>	<b>2,556</b>	<b>26</b>	<b>187</b>
be1pa01z_E1P_00			517	430	486	23	19
be1pa02z_E1P_00			1,559	1,685	1,513	17	161
be1pa03z_E1P_00			1,451	1,594	1,754	15	139
be1pa04z_E1P_00			533	550	394	17	21
be1pa05z_E1P_00			93	102	97	16	14
be1ps01z_E1P_02			72	80	71	14	11

	3/31/2008	4/1/2008	4/2/2008	4/3/2008	4/4/2008	4/5/2008	4/6/2008
<b>*TOTAL*</b>	<b>3,646</b>	<b>13,064</b>	<b>12,061</b>	<b>10,937</b>	<b>12,994</b>	<b>1,211</b>	<b>1,011</b>
be1pa01z_E1P_00	566	928	820	981	959	53	23
be1pa02z_E1P_00	2,865	12,438	11,360	10,151	12,230	993	848
be1pa03z_E1P_00	2,745	12,176	11,303	10,031	12,063	1,004	841
be1pa04z_E1P_00	602	844	956	844	864	59	39
be1pa05z_E1P_00	162	142	144	124	164	19	16
be1ps01z_E1P_02	110	91	93	85	108	13	13

# Group 1 Login Statistics

Agency	Total # of Users	Total # Logged on 4/8/08	%
Administration	916	810	88%
Auctioneer Licensing	7	7	100%
Barber Exam	6	3	50%
Elections	64	57	89%
Fiscal Research	4	1	25%
Governor's Office	70	69	99%
Information Technology	539	524	97%
Lt Governor's Office	14	13	93%
Opticians	1	1	100%
Psychology	6	6	100%
Revenue	1,960	1,726	88%
State Budget & Management	68	68	100%
State Controller	265	250	94%
State Ethics	7	7	100%
State Personnel	898	398	44%
Transportation	14,760	9,464	64%
	19,585	13,404	68%

# Group 2 Logon Statistics (4/8/2008)

Agency	Total # of Users	Total # Logged	%
Administrative Hearings	50	28	56%
Agriculture	1,569	965	62%
CCPS-Highway Patrol	2,687	536	20%
Commerce	801	510	64%
Community Colleges	214	160	75%
Correction	21,409	1,966	9%
Cosmetic Arts	40	26	65%
CCPS	684	323	47%
Cultural Resources	1,073	846	79%
Education Lottery	223	85	38%
ESC	1,731	949	55%
DENR	4,456	2,905	65%
Health Human Services	19,615	5,287	27%
Insurance	419	255	61%
Judicial Branch	6,881	3,611	52%
Justice	747	466	62%

Agency	Total # of Users	Total # Logged	%
Justice - SBI	711	384	54%
Juvenile Justice Delinquency	1,790	1,257	70%
Labor	426	281	66%
Public Instruction	911	414	45%
School of Science & Math	239	96	40%
Secretary of State	184	141	77%
State Auditor	190	98	52%
State Health Plan	37	24	65%
State Treasurer	373	304	82%
Wildlife Resources Commission	780	414	53%
<b>Group 2 Total (not including DOC)</b>	46,831	20,365	43%
Group2 (including DOC)	68,240	22,331	33%
<b>Total Group 1 and 2 (not including DOC)</b>	66,416	33,769	51%
<b>Total Group 1 and 2 (including DOC)</b>	87,825	35,735	41%

# BEST Call Volume

## BEST Call Volume

Higher than expected calls related to the following categories:

- GUI Installations
- Incorrect Browser Settings

In both cases BEST and BEACON has to reference back to the agencies desktop administrators

# Shared Computer Requirements

# Shared Computer Requirements

The following are extracts out of ITS security policies that need to be adhered to.

Compensating Controls are available for all of them. In case of questions, please open a ticket with ITS and ask for a contact person that can assist you with security policy related questions.

**\*050706 Logon and Logoff from your Computer.\***

All computer users shall have a unique user ID and a password known only to themselves to log on to and/or access their information resources.

**\*020103 \* \*Securing Unattended Work Stations\***

Workstations shall be safeguarded from unauthorized access—especially when left unattended. Each agency shall be responsible for configuring all workstations to require a password protected screen saver after a maximum of thirty (30) minutes of inactivity. Users shall not disable the password protected configuration specifications established by their agency.

**\*020104 Managing Network Access Controls\***

When users on the agency networks connect to external systems, including the State Network, they shall comply with the State CIO's Use of the State Network and the Internet Standard.

Users shall not install network hardware or software that provides network services, such as routers, switches, hubs and wireless access points, without appropriate management approval.

- Users shall not download, install or run security programs or utilities that reveal weaknesses in the State Network without prior written approval from the State CIO. Users shall not download, install or run security programs or utilities that reveal weaknesses of agency networks without appropriate

# Shared Computer Requirements

## \*020107 \*\*Securing Against Unauthorized Physical Access \*

Physical access to areas housing information technology assets is to be appropriately controlled. Authorized individuals may include State employees, contractors and vendors. Agencies shall develop access policies for authorized individuals as well as visitors to these areas. An audit trail of access for all individuals shall be maintained.

## \*020109 \*\*Monitoring System Access and Use \*

Agencies shall have the right and ability to monitor and filter use of information systems by employee and third party contractor users. State agencies using monitoring and filtering technologies must establish policies to provide adequate notice to State employees and third party contractors of what the agency will be filtering and/or monitoring. The policies shall include the circumstances under which filtering and monitoring will take place. The policies shall also state that users shall have no expectation of privacy unless expressly

## \*030520 \*\*Using and Deleting “Temp” Files \*

State employees must remove old or unnecessary “temp” files from their desktop and laptop to prevent unauthorized access of confidential information.

## \*050407 \* **Using** \* Business Center Facilities (/Kiosk could be considered as Business Center Facilities/)

\*Purpose: \*To establish appropriate use requirements when information is processed in external business centers or facilities.

# Shared Computer Requirements

\* STANDARD \*

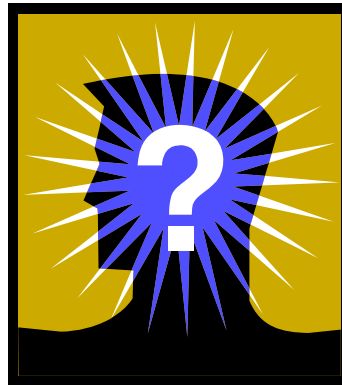
Agency employees using external business centers to conduct business shall not process confidential information, including not transmitting confidential information via email(s) or fax(es). When agency employees use business center facilities for processing other government information (i.e., information that is not confidential), they shall:

- o Refrain from using autosave features on the facility's equipment and delete, prior to leaving the facility, any files that were temporarily saved to the hard disk of the equipment they were using.
- o Clear history and cache memory and delete cookies prior to leaving the facility.
- o Never leave the computer on which they are working unattended.
- o Clear the facility's printer(s) of all documents they have printed.

# Agency Feedback

## Agency Feedback

How is your experience with BEACON / BEST so far?



# Upcoming Technical BST Meetings

# Upcoming Technical BST Meetings

APRIL						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Where? BEACON Biltmore

When? 1:00pm

How long? 1hr