

ETO Access Requester Training

Updated March 23, 2022



Agenda

- ▶ Purpose
- ▶ Data sharing agreements and MOUs
- ▶ Who can be an Access Requester
- ▶ Your role as an Access Requester
- ▶ Training process
- ▶ ETO access request process
- ▶ Managing users
- ▶ ETO Add/Change User Request Form
- ▶ Workforce Professional Center
- ▶ Policy 1021 Revision 1 – Temporarily revoked

Purpose of ETO Access Requester Process

- ▶ As WorkSource system employees we are entrusted with PII - Personal Identifiable Information
This information should only be shared with those who understand our security obligations and meet specific requirements
- ▶ It is our responsibility to safeguard customer information
- ▶ Required by 20 CFR 603, RCW 50.13, WIOA guidelines, regulations and statutes

Data Sharing Agreements and MOUs

- ▶ The user's agency or organization **must be** a recognized WorkSource Partner Agency as evidenced by a signed WorkSource Memorandum of Understanding with a Local Workforce Development Board (LWDB) or the entity must have a contract with an LWDB or ESD to provide WIOA services
- ▶ The user's agency or organization must have a signed MIS Access Data Sharing Agreement with ESD; If user's agency does not have data sharing agreement or a signed signatory on the MOU they will not be granted access
- ▶ Maddie Veria-Bogacz (mveriabogacz@esd.wa.gov) is the Data Sharing Manager – Please contact her if you need to update, request or change your data sharing agreement

Who can be an ETO Access Requester?

- ▶ Access Requesters can be designated by WorkSource directors (LWDB Directors/ESD Regional Directors or their delegates) or their counterparts in ESD divisions or other agencies
- ▶ Access Requesters must receive training prior to being added to the list
- ▶ Must meet User Requirements (ETO Training/DSAs)
- ▶ List of Access Requesters is maintained by Office of Privacy, Records and Data Sharing (OPRDS) – available on InsideESD or by request

Role as an Access Requester

Designated Access Requesters who have authority to request user access and its data must:

- ▶ Ensure that all users complete state-approved MIS training prior to MIS access.
- ▶ Ensure that the local MOU have been signed by the user's program and Data Sharing agreements are in place prior to requesting access for users.
- ▶ Ensure that staff submit Non-Disclosure agreements in MIS once access is granted.
- ▶ Provide local level oversight, support and technical assistance.
- ▶ Verify default office assignment and any additional office(s) required.
- ▶ Ensure by monitoring that separated users' access are deactivated timely.
- ▶ Report system abuse and security breaches to the MIS Security Administrator.

Training Process

- ▶ Each Local Workforce Development Board (LWDB) will be issued training accounts
- ▶ Submit a remedy ticket for training accounts or to have passwords reset
- ▶ ETO Trainers provide training to new users in training environment
- ▶ Trainee signs Non-disclosure agreement (NDA) TouchPoint and completes training in ETO training environment
- ▶ ETO Trainer sends the local Access Requester a request to grant trainee ETO production access including proof of training

ETO Access Request Process

- ▶ Confirm New Users:
 - ▶ Have completed required training;
 - ▶ Profile role and office assignments requested are appropriate, based on business needs and approved by user's supervisor; and
 - ▶ Once access has been granted, users have signed and dated non-disclosure agreements.
- ▶ Complete the [ETO Add Change User Form](#)
- ▶ Email form to ITBISecurityRequests@esd.wa.gov
 - ▶ Service Level Agreement for new users is 7 business days

Managing Existing Users

Managing existing users:

- ▶ If it becomes necessary to add offices, change permission levels, or deactivate access - Submit ETO Add/Change User Form with the updated information.
- ▶ It is the Local Access Requester's responsibility to notify ITBI Security of users who no longer work for ESD or a non-ESD partner.
- ▶ Keep a log of all DSAs and list of users (name and email) that are granted access under each one for your area.
- ▶ Build your off-boarding process for when staff leave.

ESD policy requires new ETO users be trained on the system before access is granted. Access Approvers must confirm new ETO users received training before submitting this form to ITBI Security. All * fields on this form are required. Incomplete forms will be returned to approvers and will delay access to the system. If multiple offices are requested you need to choose a default office (default office is the office you use most frequently).


Submit this completed form to itbsecurityrequests@esd.wa.gov

ETO Add/Change User Request Form

Action *	Last Name *	First Name *	Email Address *	ESD Employee *	User Role *	Phone Number *	Default Office Assignment *	Additional Office(s) assignments *	Received Proof of Training
Add				Yes			UI Central Office		Yes
Edit				No			Pacific Mountain WDC		No
Disable									

USER ROLES	
Survey Taker	Used for opt-out batch processing
Intake	View demographics only
Funder/Reports Only	Can run de-identified reports only, view but cannot enter data
Staff	View participant data, record TouchPoints, impersonate in WSWA, case manage
Program Manager	Staff permissions, delete staff entered TouchPoints, batch uploads, etc.
Department Head	Program Manager Permissions, delete Program Enrollments, view/edit confide

This information is available at:
<https://wpc.wa.gov/tech/security>



Workforce Professionals Center

Home **One-stop system** **Technology** **Grants & contracts** **Policy** **Reporting** **Monitoring** **Employment Connections**

ETO
Home
Training Resources
Enhancements
Log-on
User alerts
How to report issues

Qtrac Scheduling
Qtrac home
Training resources
Log-on
Qtrac requests/issues

WorkSourceWA
Training Resources

Resources
Teleworking information
Services Catalog
T12 documents
Security administration
Technology Updates and Resources
State, Federal, and Grant resources

Work-system technology
The Information and Technology Division (ITSD) of the Employment Security Department (ESD) manages, develops, supports and maintains the agency's computer systems, web technologies, network and data communications, its mainframe security and agency data. We also provide technical assistance for installation and operation of personal computers and software.

The ITSD WorkSource System Support (WSS) Team is integral to the successful administration of job seeker and employer services and re-employment within ESD. We are responsible for the IT configuration, administration, analysis, training and support of technology used to support internal and external stakeholders within the WorkSource line of business. Contact the WSS Team esdgpssteam@esd.wa.gov

Please use the links on the left to navigate to system information.

WorkSource System Policy 1021 Revision 1

Management Information System Access and Data
Sharing, Disclosure, and Security Administration

Has been temporarily revoked until
further notice