Management of System Access

	Louisiana Department of Health (LDH)	
	Policy Number	143.1
	Content	LDH guidelines for interfacing with DOA/OTS and LDH/SSAS regarding establishing, suspending and removing system access for LDH employees
	Effective Date	July 11, 2023
	Inquiries to	Office of Management and Finance Division of Human Resources, Training and Staff Development P. O. Box 4818 Baton Rouge, Louisiana 70821-4818 (225)342-6477 FAX (225) 342-6892

LDH is committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only our culture, but our Department's reputation and achievement as well.

If there is a discrepancy between an LDH Policy and a Program Office or facility policy, the LDH policy shall govern/overrule/supersede the conflicting section within the Program Office or facility policy.

I. POLICY STATEMENT

The Division of Administration/Office of Technology Services (OTS) and LDH shall establish, suspend and remove employee accounts upon hiring and separation from employment, whether voluntary or involuntary. Further, OTS and LDH shall disable employee accounts during the suspension of an employee or the imposition of enforced leave.

The policy governing management of employee accounts issued by OTS is the OTS Information Security Policy. This policy provides guidelines for LDH offices interacting with the OTS as well as guidelines for management of accounts issued by LDH.

LDH will review this policy annually by April 30 each year.

II. APPLICABILITY

This policy applies to all LDH employees.

III. DEFINITIONS

Appointing Authority – An officer or employee authorized by statute or by lawfully- delegated authority to make appointments to positions in the State Service.

Human Resources Manager – A Human Resources Manager who is located in the LDH Division of Human Resources and provides a full range of human resources services to a specific LDH Program Office or multiple LDH Program Offices. Each LDH 24-hour facility has its own Human Resources Section that provides Human Resources services to the facility.

LaGov ERP– A computer-based integrated enterprise system provided by the Louisiana Division of Administration for use by the executive branch departments in the State of Louisiana.

LDH Safety/Security and Administrative Services (SSAS) – A division within LDH responsible for functions such as workforce and building safety/security, property control, vehicle management and telecommunications. Accounts provided to LDH employees by SSAS include, but are not limited to DocuSign, ZOOM, and Emergency Employee Database (EED).

Office of Technology Services (OTS) – A division of the Louisiana Division of Administration that is the primary provider of technology services for state agencies, including LDH. Accounts provided to LDH employees by OTS include, but are not limited to State Email access, Internet access, LaMEDS eligibility portal, LaGov Enterprise Resource Planning (LaGov ERP), and Louisiana Employees Online (LEO).

Program Office – A major statutory organization within LDH. Currently the LDH Program Offices are Office of the Secretary/Office of Management and Finance, Office of the Surgeon General, Medical Vendor Administration, Office of Aging and Adult Services, Office of Behavioral Health, Office for Citizens with Developmental Disabilities, Office of Public Health, Office on Women's and Community Health, Louisiana Emergency Network, and Louisiana Developmental Disabilities Council.

IV. POLICY PROVISIONS

A. **Establishing access for new employees and existing employees with a need for new access**
Program Offices shall submit a request to establish access by submitting a help desk ticket to OTS via the Customer Service Self-ticketing Portal/ LDH User Request. To establish access to

accounts provided by LDH/SSAS, program offices shall contact LDH/SSAS to ensure that the necessary forms are completed before access is granted.

B. **Removal of access for voluntary separations (Resignation, Retirement, Transfer out of LDH)**
Program Offices shall notify DOA/OTS and LDH/SSAS of a voluntary separation no later than two business days prior to the date of separation or immediately upon separation if no prior notice is given. The preferred method to notify DOA/OTS is to submit a help desk ticket to DOA/OTS via the Customer Service Self-ticketing Portal/ LDH Disable User Account and Email Request. The preferred method to notify SSAS is to submit an email reporting the separation to: LDHOffboardingNotice@LA.GOV.

C. **Removal of access for suspensions, enforced leave and involuntary separations (Separation from Probation, Non-disciplinary Removal, and Dismissal):**

1. **Removal of access** - Program Offices shall notify DOA/OTS and LDH/SSAS **immediately** upon notification of a suspension, enforced leave, or involuntary separation of an employee. The Program Office shall work with DOA/OTS and LDH/SSAS to coordinate the actions required for removing access at a time closely aligned with the suspension, enforced leave or involuntary separation. At a minimum, involuntary separations, enforced leave and suspensions require the Program Office to ensure that access is removed before the close of business on the effective date of the involuntary separation, enforced leave or suspension.
2. **Restoration of access at the end of suspension or enforced leave** - Once a suspension or enforced leave ends, Program Offices shall submit a request to restore access by submitting a help desk ticket to OTS via the Customer Service Self-ticketing Portal/ LDH User Request. To restore access to accounts provided by LDH/SSAS, program offices shall contact LDH/SSAS to ensure that the necessary forms are completed before access is restored.

D. **Unnecessary or inappropriate access:** In situations where an employee may have received unnecessary or inappropriate access, is abusing access, or otherwise violating policy, the Program Office shall notify DOA/OTS and/or LDH/SSAS who may remove, disable, or restrict access depending upon the situation. In instances where the Program Office determines the actions by the employee are clearly negligence or misuse, the Program Office shall report the situation to the Human Resources Manager who will advise the Program Office regarding taking corrective or disciplinary action.

V. VIOLATIONS

Violations of this policy may result in corrective action or disciplinary action. Corrective action includes Improvement Letters (Civil Service Rule 12.9), verbal counseling, documented

counseling or reprimand. Disciplinary actions are Suspension without Pay, Reduction in Pay, Involuntary Demotion and Dismissal (Civil Service Rule 12.3). Any corrective or disciplinary action taken is at the sole discretion of the Appointing Authority.

VI. REFERENCES

DOA/OTS Information Security Policy

VIII. REVISION HISTORY

Date	**Revision**
July 11, 2023	Policy created
October 18, 2023	Policy updated (Section I, Page 2)
April 30, 2024	Policy reviewed
August 15, 2024	Policy updated (Section III)
May 28, 2025	Policy reviewed