Security and Privacy

Department Applications

All DPHHS applications are designed and operated with both security and privacy as top priorities. The same principles are applied in every context to ensure that our every application meets the standard.

Least User Rights

The principle of least user rights is applied with agency files, applications access and to data within our applications. This means each person is allowed only the access that person needs to do their job. Depending on the sensitivity of that data this can be tightened down so that, for example, a case worker only sees their own case load if that is necessary.

Access to files is managed so that each group only sees their own documents and special provisions are made for sharing documents across divisions or bureaus. Within our applications the right to view, add, change, or delete data is controlled by the software itself.

Role-based Security

All access is based on roles, and not by individuals. Once we have determined what access is needed for a given role, then everyone who shares that role has the same rights. This makes it more efficient to give employees the rights that they need and ensures that we have evaluated the roles to determine what is the minimum that can be granted to get a particular job done.

Encryption

Encryption is used at every layer. Data is encrypted both at rest and when in motion. All our applications use secure protocols when communicating, whether between the browser and the server, or from one server to another, or between servers and databases.

Mobile Applications

As we move to engaging citizens on mobile platforms these same principles will apply. For example, with electronic visit verification, to ensure individuals are not tracked outside the clock-in and clock-out timeframes, the EVV mobile application has discrete settings that allow users to set the application to "allow tracking only while using the application."

Citizen-facing Web Sites

Some programs have websites that allow for citizens to interact with our internal applications in limited ways. An example of this would be the self-service portal to apply for benefits. This website allows citizens to apply for benefits but has no access to the any data on other citizens.