



Department of Technology and Innovation
[User Accounts and Security Policy](#)

TITLE: User Accounts and Security
TYPE: Policy
CATEGORY: Security
EFFECTIVE DATE: January 9, 2013
REVISED DATE: March 1, 2023

1. PURPOSE:

The purpose of this policy is to establish guidelines for the City of Albuquerque (COA) to uniquely identify each technology asset user.

2. SCOPE:

Applies to all City information technology assets requiring access by User ID. This policy shall not apply to User IDs for the following:

- Role accounts required for infrastructure support such as system, database, or network administration;
- Batch processing;
- Non-interactive environments (e.g., process control, data acquisition) ;
- Test environments or training labs where no access to production systems is available;
- Bernalillo County accounts on the City's systems.

3. POLICY:

- a. User accounts shall be granted only to City employees, City contractors, and employees of non-City agencies who access City Applications. Exceptions may be granted by the Department of Technology and Innovation (DTI) Director or designee.
- b. Contractors or employees of non-City agencies who access City applications may be issued User IDs at the discretion of the DTI Director or designee. Such ID shall identify them as external users of City information technology assets.
- c. Any transaction performed upon a City information technology asset which alters data (e.g., adds, changes, deletes) or displays data which is not subject to public disclosure shall be performed using a City-issued User ID which uniquely identifies the individual performing the transaction.
- d. Access to any City information technology asset (asset) shall be authorized at the discretion of the owner of the asset (e.g., DFAS/Accounting shall determine who shall be granted access to the General Ledger and Payroll systems). Potential users must secure the approval of the owner of information technology asset



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prior to requesting that the Department of Technology and Innovation (DTI) or a Department grant access to the asset. The owner of the asset may restrict a user's access on a need-to-know, need-to-do basis, notwithstanding the provisions of the New Mexico Inspection of Public Records Act.

- e. Unique User IDs (AD, PeopleSoft, etc) of a standard format, with authentication protocols, shall be required to access all multi-user computer systems. The User ID shall be uniform across all system platforms and shall follow the formatting standard for User IDs. DTI shall maintain a central repository of assigned User IDs, and coordinate with central and departmental System Administrators and the appropriate Human Resources functions.
- f. User IDs and passwords shall not be shared. Exceptions to the use of shared User IDs must be authorized by the user's department manager and approved by DTI Director or designee. Exceptions shall be granted only if the DTI Director (or designee) determines that sufficient controls exist for the system to comply with City policies and regulations concerning the protection of City information technology assets. Budgetary and/or convenience issues alone shall not be considered sufficient justification for exception to this policy.
- g. A standard shall be published detailing specifications for user accounts.
- h. A standard shall be published detailing specifications for passwords, including but not limited to minimum length; combination of alphanumeric and non-alphanumeric characters, expiration intervals, initial password assignment, and encryption.

4. ENFORCEMENT:

Violation of this policy shall be reported to the appropriate supervisor and may be subject to potential disciplinary action, up to and including termination.

5. EXCEPTIONS:

Limited exceptions to the policy may be granted by the Director of the Department of Technology and Innovation (or Designee) on a case-by-case basis.