User Access Management Standard – ITSS_05

Version 1.2 Effective 10 January 2022

Standard Statement

Purpose

User access must be provided according to the principles of "least privilege" and "need to know" required for achieving the desired function. The purpose of this Standard is to set out the rules under which access to UNSW information systems are provided, controlled and managed.

UNSW has established and follows specific access control practices to protect their information and systems from unauthorised access; modification, disclosure or destruction and to ensure that information remains accurate, confidential, and is available when required. Information systems include:

- Operating Systems.
- Applications.
- Databases.
- IT services such as Internet and email.
- Network Equipment (e.g., firewalls, routers, switches etc) and infrastructure appliances.

Scope

This standard applies to all users of UNSW Information and Communication Technology resources – including (but not limited to) staff (including casuals), students, consultants and contractors, third parties, agency staff, alumni, associates and honoraries, conjoint appointments and visitors to UNSW.

Are Local Documents on this subject permitted?

☐ Yes, subject to any areas specifically restricted within this Document

☐ No

Standard

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1. Controls

1.1 Access Control

1.1.1 On a per service basis and where practical, access to UNSW information systems must be controlled by a centralised Authentication, Authorisation and Accounting system, (i.e. TACACS for network infrastructure or Active Directory windows domains).

1.1.2 Locally authenticated accounts are not permitted unless a valid academic, business or technical justification has been assessed and approved via the risk management process.
1.3 Generic Accounts

1.3.1 Shared or generic accounts are not permitted unless a valid academic or business justification has been assessed and approved via the risk management process.

1.3.2 For shared or generic accounts a process must be deployed and documented to detail purpose, ownership, accountability and security:
   a) A responsible focal point is assigned to manage the account.
   b) Purpose of account use, such as, short course accessing system XYZ.
   c) Names and contact details of individuals using the account.
   d) Duration of account use i.e. temporary or permanent.
   e) Account passwords are reset when any individual no longer has a valid need to use the account.
   f) Business or academic need of the account and associated individuals must be revalidated annually.

1.4 Remote User Access

1.4.1 All remote access requests used to connect to UNSW’s information systems must be approved by an appropriate authority (e.g., individual’s manager). Remote access to UNSW’s information systems must be strictly controlled and implemented according to the Network Security Standard. Remote access is subject to the following restrictions:
   a) Users are securely authenticated (via a username/password pair or where applicable using an additional, second authentication method such as PIN or smart card) prior to the establishment of a remote connection.
   b) “Highly Sensitive”, “Sensitive”, and “Private” data must be encrypted when the data is transferred through public networks (i.e., Internet).
   c) Remote access accounts with privileged rights for administrative use must be limited to authorised personnel and strictly controlled via:
      - Two-factor authentication i.e. smart card, soft token or PIN.
      - Regular monitoring of event logs.
      - Periodic reviews, at least annually, of access rights to verify the ongoing appropriateness of access rights.

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      - Two-factor authentication i.e. smart card, soft token or PIN.
      - Regular monitoring of event logs.
      - Periodic reviews, at least annually, of access rights to verify the ongoing appropriateness of access rights.
d) Users must not attempt to circumvent remote access (VPN) security controls. Any deviations must be addressed from a risk perspective and approved by the remote access and end point system business owner.

1.5  Federated User Access
Federated access to allow UNSW to reuse identities and simplify user account management.

1.5.1 Trusted third parties must be selected as federated partners.

1.5.2 UNSW must retain control over the access rules for granting access to the sensitive information it owns. Please refer to the “Federation Governance Document” for direction.

1.6  User Accountability

1.6.1 All UNSW users are personally responsible for the use of their account and must:
• Select and use strong passwords.
• Change their password if they know or suspect that their account has been compromised.
• Keep passwords secure, and not reveal them under any circumstances.
• Not attempt to use any account other than their own, unless for legitimate support or security incident purposes.
• Not share their user account with other individuals.

1.7  Account Management

1.7.1 UNSW staff and contractors are assigned with a single user identifier to be used when accessing UNSW's information systems (e.g., default z-ID).

1.7.2 A standard Naming Convention scheme is followed when creating accounts in order to facilitate the accountability of user actions.

1.7.3 User account management controls must be established to lock user accounts after a defined number of failed authentication attempts:

<table>
<thead>
<tr>
<th>Account Management Characteristics</th>
<th>Account Management Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account lockout threshold</td>
<td>Ten (10) consecutive invalid password attempts</td>
</tr>
<tr>
<td>Account lockout duration</td>
<td>Thirty (30) minutes</td>
</tr>
<tr>
<td>Account inactivity lockout</td>
<td>Note: This must be determined according to the account type (e.g., student, alumni, staff &amp; academic staff) and detailed within the IDAM process documentation.</td>
</tr>
<tr>
<td>Maximum user screen lock out inactivity</td>
<td>The maximum user inactivity timeout, requiring password re-entry, thirty(30) minutes</td>
</tr>
</tbody>
</table>

*The above account management policy requirements apply to all UNSW staff and students as well as privileged/administrator users.

1.8  Password management

1.8.1 Passwords are mandatory for all user accounts on all networked and standalone information systems including operating systems, applications, databases, end user computing hardware and mobile devices (notebooks, tablets etc):

<table>
<thead>
<tr>
<th>Password Management Characteristics</th>
<th>Password Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum length ensuring passwords are not easily derived.</td>
<td>Minimum Eight (8) and a recommended Fourteen (14) characters or more and;</td>
</tr>
<tr>
<td>Complexity ensuring passwords are not easily derived.</td>
<td>A Password must comply with any Three (3) of the following:</td>
</tr>
<tr>
<td></td>
<td>Minimum One (1) Alpha (upper)</td>
</tr>
<tr>
<td></td>
<td>Minimum One (1) Alpha (lower)</td>
</tr>
</tbody>
</table>
1.8.2 Where technically feasible, users must change their password at first logon.

1.8.3 Passwords must not be displayed “in the clear” on input and fixed screens, hard copy reports or electronic files.

1.8.4 Default passwords shipped with any information system must be immediately changed upon installation of the software.

1.8.5 Passwords must not be based on anything that can be easily guessed or obtained using collateral information. The following must be avoided:

   a) Passwords related to Names, Date of Birth, Telephone Numbers, Family information, etc.
   
   b) Common words found in dictionaries.
   
   c) Common words or terms; relating to UNSW.

1.9 Privileged User Access Management

1.9.1 For the purpose of this Standard the following definitions have been used for IT specific user accounts:

<table>
<thead>
<tr>
<th>IT User Accounts</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Privileged accounts</td>
<td>A personalised account that has elevated access rights to information systems to perform administrative activities</td>
</tr>
<tr>
<td>Functional accounts</td>
<td>Default accounts provided from software vendors such as Administrator, Guest, Root, DBA, Built In, Hardcoded</td>
</tr>
<tr>
<td>System accounts</td>
<td>Accounts used for system to system communication such as Oracle Listener, Nagios, TACACS pre-shared keys, IPSEC pre-shared keys, SNMP strings.</td>
</tr>
<tr>
<td>Service accounts</td>
<td>Group mailbox accounts. Approved shared or generic accounts.</td>
</tr>
</tbody>
</table>

1.10 Privileged accounts

1.10.1 Privileged access enables certain users to perform administrative and maintenance tasks on UNSW information systems. Privileged access to an information system must be provided to users only if they have a need for such access as part of their job responsibilities and UNSW business needs.

1.10.2 Every privileged account must have a one-to-one relationship with an individual.

*The above password policy requirements apply to all UNSW staff and students as well as privileged / administrator.*
1.10.3 Privileged access rights must be controlled via two-factor authentication (i.e., smart card, soft token or PIN).

1.10.4 In the event a staff member, who has privileged access, has resigned or is terminated the account must be disabled within a reasonable timeframe consummate with the level of perceived risk and documented within ID Access Management (IDAM) process and procedure.

1.11 Functional accounts

1.11.1 The ownership and business purpose of functional accounts must be documented and maintained.

1.11.2 Where technically possible, functional account privileges (root) must be substituted i.e. assigned to an individual (Linux Sudo rights). Where not, functional accounts (hardcoded) must be afforded the same controls as generic accounts (2.3.2 b, c, e and f).

1.12 System accounts

1.12.1 The ownership and technical purpose of system accounts must be documented and maintained and only made available to individuals with a valid technical need.

1.12.2 Management of system account “passwords” or “pre shared keys” used to authenticate or encrypted inter system communication must be considered from a risk perspective. Appropriate controls must be selected to mitigate potential the breach of access.

1.13 General

1.13.1 Consideration from a risk perspective to segregation of duties must be afforded and documented within the system design documentation.

1.13.2 Access controls are established such that system users/administrators are not able to modify critical system data (for example event logs).

2. Control Exceptions

All exemption requests must be reviewed assessed and approved by the relevant business stakeholder. Please refer to the ISMS Base Document for more detail.

3. ISMS Mapping with Industry Standards


<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>9 Access Control</td>
<td>Access Control</td>
</tr>
</tbody>
</table>

4. Document Review, Approval & History

This section details the initial review, approval and ongoing revision history of the standard. Post initial review the standard will be presented to the ISSG recommending the formal UNSW policy consultation and approval process commence.

A review of this standard will be managed by the Chief Digital Officer on an annual basis.

4.1 Quality Assurance

This document was designed and created by external and internal consultants in consultation with internal key technical subject matter experts, business and academic stakeholders.

4.2 Sign Off

<table>
<thead>
<tr>
<th>Endorsement</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISSG - Information Security Steering Group</td>
<td>30th July 2015</td>
</tr>
<tr>
<td>ITC - Information Technology Committee</td>
<td>27th August 2015</td>
</tr>
<tr>
<td>CDO – Chief Digital Officer</td>
<td>7th June 2016</td>
</tr>
</tbody>
</table>
### Accountabilities

<table>
<thead>
<tr>
<th>Responsible Officer</th>
<th>Chief Digital &amp; Infrastructure Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Officer</td>
<td>Director, Cyber Security &amp; CISO</td>
</tr>
</tbody>
</table>

### Supporting Information

<table>
<thead>
<tr>
<th>Parent Document (Policy)</th>
<th>IT Security Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Related Documents</td>
<td>Data Classification Standard</td>
</tr>
<tr>
<td></td>
<td>Data Handling Guidelines</td>
</tr>
<tr>
<td></td>
<td>ISMS Base Document</td>
</tr>
<tr>
<td>Superseded Documents</td>
<td>User Access Management Standard – ITSS_05, v1.1</td>
</tr>
<tr>
<td>UNSW Statute and / or Regulation</td>
<td>Nil</td>
</tr>
<tr>
<td>Relevant State / Federal Legislation</td>
<td>Nil</td>
</tr>
<tr>
<td>File Number</td>
<td>2016/16925 [ITSS_05]</td>
</tr>
</tbody>
</table>

### Definitions and Acronyms

Applicable System means a system that is required by a policy, procedure, standard, guideline or management directive to have an annual account revalidation

### Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Approved by</th>
<th>Approval date</th>
<th>Effective date</th>
<th>Sections modified</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Vice-President, Finance and Operations</td>
<td>7 June 2016</td>
<td>7 June 2016</td>
<td>This is a new document</td>
</tr>
<tr>
<td>1.1</td>
<td>Administrative update by the Director of Governance</td>
<td>17 January 2017</td>
<td>17 January 2017</td>
<td>Section 1.8.1 – corrected and reordered for clarity.</td>
</tr>
<tr>
<td>1.2</td>
<td>Administrative update by the Director of Governance</td>
<td>10 January 2022</td>
<td>10 January 2022</td>
<td>Update to include link to supporting guideline and definition of applicable system</td>
</tr>
</tbody>
</table>

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