

**College Procedure: 701.9 – Identity Management,
Access Control, Authentication**

Policy Reference: 701 – IT Security
Responsible Department: Information Technologies
Approval Authority: Cabinet
Procedure Owner: Vice President, Information Technologies
Effective Date: 03/08/2024

Version Number: 2
Legal Counsel Reviewed (yes/no): No
Scope: College-wide

Reason for Procedure

As part of an effective security program managing identity, access control and authentication is imperative.

The Procedure

Access to physical and logical assets and associated facilities of Kirkwood Community College is limited to authorized users, processes, and devices. This access is managed consistent with the assessed risk of unauthorized access to authorized activities and transactions. To further enhance security and comply with best practices, Multi-Factor Authentication (MFA) is mandatory for all staff and faculty users.

Multi-Factor Authentication (MFA) Requirements:

- All staff and faculty users must enroll in and activate MFA on their Kirkwood accounts. IT Services will determine services which require MFA enablement.
- MFA adds an extra layer of security by requiring a second verification factor in addition to a username and password when logging in to college resources. This second factor could be:
 - Authenticator App: Download and install an authentication app like Duo.
 - Mobile Authenticator on your smartphone or tablet. This app will generate a unique time-based code that you will need to enter along with your password during login.
 - Security Token: A physical security token can be obtained from the IT department. This token will display a one-time code that you will need to enter during login.
 - SMS Verification: In limited situations and with approval from the IT department, SMS verification can be used as a second factor. However, this method is less secure than authenticator apps or security tokens.

MFA Registration and Support:

- Detailed instructions on enrolling in and activating MFA will be provided by the IT department through various channels, including the College website, email communication, and internal knowledge base articles.
- The IT department will offer support to staff and faculty during the MFA enrollment process. They can be reached through the IT Service Desk at [x1264] or [servicedesk@kirkwood.edu].

Exceptions:

Exceptions to the MFA requirement may be granted in rare circumstances on a case-by-case basis by IT Services. Approvals will be required in the following order:

- Dean/Director approval.
- Cabinet approval.
- IT approval.
- Documentation justifying the exception will be required.

References

NIST SECURITY FRAMEWORK

Definitions

MFA: MULTI-FACTOR AUTHENTICATION – PROCESS BY WHICH A USER IS REQUIRED TO PROVIDE MORE THAN ONE FORM OF IDENTIFICATION BEFORE BEING GRANTED ACCESS.

Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	08/21/2019	Cabinet	Procedure template
2	03/08/2024	Cabinet	Adding MFA details