



Court Services and Offender Supervision Agency  
for the District of Columbia

# POLICY STATEMENT

Policy Statement 2008

Policy Area: Information Technology

Effective Date:

Approved: Paul A. Quander, Jr.  
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## PASSWORD RESET PROCESS FOR AGENCY AUTOMATED SYSTEMS

### I. COVERAGE

This policy covers all permanent, temporary, and part-time employees of the Court Services and Offender Supervision Agency (CSOSA) and the Pretrial Services Agency (PSA) (hereinafter referred to collectively as the Agency), as well as interns, and contractors, and other non-Agency personnel who use Agency automated information systems (i.e., email, servers, etc.). The term "employee" as used in this policy covers all of these categories.

### II. BACKGROUND

This policy establishes the process for resetting passwords for automated information systems that reside on or are connected to the computer network managed by the CSOSA Office of Information Technology (IT). The management and administration of automated system accounts is required by instructions issued by the Office of Management and Budget (OMB Circular A-130). These instructions require IT to maintain integrity and security of all Agency automated systems accounts.

### III. POLICY

An automated information system password will only be reset after verification and validation of the account owner/user. All account owner/users must follow the procedures outlined in the policy in order to receive a password reset.

### IV. AUTHORITIES SUPERSEDES, REFERENCES, AND ATTACHMENTS

#### A. Authorities

OMB Circular No. A-130 Appendix III (Security of Federal Automated Information Resources) [http://www.whitehouse.gov/omb/circulars/a130/a130appendix\\_iii.html](http://www.whitehouse.gov/omb/circulars/a130/a130appendix_iii.html)

#### B. Supersedures

None

#### C. Procedural References

Password Reset Verification Form (CSOSA/IT-0003) <http://csosaweb>

D. Attachments

Appendix A. General Procedures

**APPENDIX A  
GENERAL PROCEDURES**

**A. Password Reset Verification Form**

Users must have a Password Reset Verification Form on file with IT Security. The form can be located on the CSOSA Intranet at <http://csosaweb/>. If the user does not have a Password Reset Verification Form on file, the user must report to IT Security to complete the form before the password reset can occur.

**B. Request for Password Reset**

1. The user must contact his or her Agency IT Help Desk to request a password reset.
2. The Help Desk opens a ticket documenting which password requires resetting and verifies at least two (2) items from the Password Reset Verification form.
3. The Help Desk assigns the ticket to the System/Application Account Administrator.
4. The System/Application Account Administrator resets the password (requiring the user to reset password at initial login) and provides the user with the new password.

**C. Login**

1. The user logs in with the newly provided password and is required to reset the password.
2. The user resets the password (passwords must contain at least eight characters and must include a combination of letters, numbers and special characters).
3. The Help Desk ticket is closed.