

# Brickyard News

## Special points of interest:

- OIT Policy
- Must Have Titles
- Password Issues
- Important Reminders
- Training Needed



### Auction Information

The next two auctions will be on March 13th and

April 10th. Remember you can view the items at the auction site three days prior to the auction date. For a copy of the auction brochure and buyers guide, please view our website the week of the auction.

La Property Assistance Agency

P O Box 94095

1059 Brickyard Lane

Baton Rouge LA 70804-9095

(225) 342-6849 Main

(225) 342-6853 Compliance

(225) 342-6855 Fleet

- [www.doa.louisiana.gov/lpaa](http://www.doa.louisiana.gov/lpaa)

## Louisiana Property Assistance Agency

### Surplusing Computers

One thing every state agency has in common is computers. At some point, computers will be upgraded, new ones purchased, or they will crash. Do you know the procedure for data sanitization? Data sanitization is the process to remove sensitive data from an information system, or computer.

The Office of Information Technology (OIT) has a data classification guideline, which was issued in January 2008. They define confidential/sensitive information as information if released could potentially cause harm to a person, agency, or the State. An example of this information is drivers license numbers, health records, or social security numbers. This guideline also defines internal and public information. It can be found at this link:

[http://www.doa.louisiana.gov/oit/pdf/IT\\_Bulletin\\_08-02.pdf](http://www.doa.louisiana.gov/oit/pdf/IT_Bulletin_08-02.pdf)

Before sending your computers to surplus, your agency must follow the data sanitization regulations issued by the Office of Information Technology. **Every agency surplusing computers must adhere to this policy.** The complete policy can be found at this link: [http://www.doa.louisiana.gov/oit/pdf/IT\\_POL\\_1-04.pdf](http://www.doa.louisiana.gov/oit/pdf/IT_POL_1-04.pdf)

Attached to this issue of the BYN is the procedure key, which lists the media and procedures to take in the sanitization process.

Once LPAA receives your surplus computers, they enter the warehouse and are available to other state agencies, preference buyers, and the general public at auction. If not sanitized, anything your agency leaves on a computer will be seen by someone eventually. This means your baby pictures, applications, personal information, agency related information, etc will end up in someone's hands. It is very important to make sure this information is not left on a computer sent to surplus. Please be sure this OIT policy is incorporated in your agency Internal Procedures and everyone is aware. LPAA understands most Property Managers are not the ones responsible for the information technology in their agency. If needed, please forward this information to the correct people that prepare your agency computers for surplus.

All OIT policies can be found here: <http://www.doa.louisiana.gov/oit/Policies.htm>. If you have questions regarding one of the policies, contact Mike Gusky with OIT at 225.219.9470.



### Titles are a Must-Have

Mentioned many times, LPAA cannot sell a vehicle without a title and registration. Surplus transfers for vehicles won't even be approved until LPAA receives the title, registration, and a condition report.



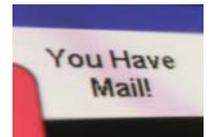
All trailers, all terrain vehicles, and 4-wheelers also must have titles. During routine audits, your Compliance Officer will be asking to view these titles. LPAA will also need these titles prior to selling these items. Please check your files and be sure to obtain a title on any mentioned item prior to requesting surplus.

## Password Issues

Passwords are mentioned in every BYN since the first one in January 2005, and is an ongoing issue. We understand your frustration with having to memorize so many passwords for applications your job requires. Unfortunately, LPAA has no control over password standards. The Asset Management System (AMS/Protégé) follows the Office of Information Technology procedure for security and passwords (IT Std 1-01). Here are the answers to your most asked questions/concerns:



- *"I only log into the system once a month and I have to request a new password every month."* Don't worry, you are not alone. We receive approximately 30 support requests for a new password daily. Your password expires every thirty days. The best advise we can offer is to put on your calendar to log in on the 1st and 4th Monday of each month. This will keep your password current and prompt you to change it before it expires. Once it expires, your only option is to request a new password.
- *"I emailed an LPAA employee for a password and haven't gotten one."* Do you know for sure that employee is at work? With meetings, trainings, and numerous other reasons to be away from our desks, emailing someone directly may take a while to get a response. The fastest way to get a new password is the most self explanatory way. Click the big blue "Need help signing in?" link. This initiates a technical support request which reaches four LPAA employees who can update passwords. Complete the pop-up form, click send, and you'll receive a temporary password shortly.
- *"I clicked the need help signing in link and still havent gotten a password."* Did you fill it out completely and correctly? Surprisingly, many people don't know their email address or don't enter it correctly. The password and other correspondence comes back to the email address you entered when requesting the support. If you don't put the correct email address, don't expect the email to come through. Did you enter your first and last name? Sure, we know a lot of users personally, but when requesting support use your entire name.
- *"I received a temporary password and it won't work."* There are so many reasons your temporary password won't work, and so many error messages that let you know why.



- First, did you read the entire email sent with the temporary password? Be sure to check your caps/number lock. The password is case sensitive and must be entered exactly as given. If you type it incorrectly three times, your temporary password will lock out and you'll need to request another.
- If you are issued a temporary password, you must update it the same day. Your temporary password will only be good until midnight, so don't request one on Monday and wait to use it Wednesday because you'll find yourself requesting a second temporary password.
- Your temporary password becomes your old password. If you get the error 'your old password can not be validated' then you are not using your temporary password there.
- If you get the error message 'must not be any of the previous three passwords' its not your temporary password messing up. This message is not allowing the new password you chose to go through. Change to another new password and the system should allow it.
- *"What are all the password rules and why can't I be excluded?"* If anyone could be excluded from this OIT policy, we would be happy to be the first. Unfortunately, it's the rules and they must be followed. LPAA tries so hard to make sure requesting a new password is user friendly. As long as you follow the steps we ask and click the 'need help signing in' button, you will receive a temporary password within minutes. Keep in mind, support staff is only available Monday—Friday from 8 am to 4:30 pm, and just like all other state offices, we close on state issued holidays. As far as formatting and password regulations, they are as follows:
  - Must not include any spaces.
  - Must be at least 6 characters long.
  - Must have at least one letter.
  - Must have at least one digit.
  - Must not contain more than two consecutive repeated characters.
  - Must not contain your name, initials, username, or their reverse.
  - Must not be any of the previous three passwords.
- *"Can I change my password before it expires?"* Sure! When you log into the system, the first thing you see is your user name with "(Change password)" next to it. Click there to change your password before it expires. It will ask for your old and new password, and will list the password rules.



Current User: rkleinpeter (Change password)  
Current Database: la

## Important Reminders!

- Be sure to send in a location index with your annual property inventory/certification. The packet can't be processed without it.
- The purpose of the trip must be documented on Daily Vehicle Usage Logs (MV-3) any time the vehicle is used.
- CLK is still picking up locally around Baton Rouge, but will travel further into the state for a large quantity of items. If you know your agency will be surplusing a large amount of computer equipment, send Rebecca an email with the transfer numbers.
- Transfer remarks continue to be a problem. Remarks must have contact information and a physical address listed. If this information is not listed in the remarks field, your transfer will go into a pending file which could delay your pick-up request.
- LPAA auction is open to the public! Feel free to attend the auctions or bid on items online at [www.govdeals.com](http://www.govdeals.com).
- When surplusing equipment, be sure to send the cords and attachments. This includes electronic equipment and computer equipment power cords.
- Certification letters have been revised and are being reviewed by Steve Bice. Some approved certifications will now be *conditionally* approved due to lateness, discrepancies, or missing high priority items. Certifications can also be disapproved due to these reasons.



## Training Needed?

LPAA conducts training for property/fleet rules and regulations and AMS (Protégé) training. Although we receive a high demand in training, when it is scheduled people rarely show up. We are currently revamping our training classes and process.

Within the next few months, LPAA will be offering multiple classes depending on knowledge level. Here are a few classes we are currently working on:

- Property Rules/Regulations for Beginners—This class will be offered to people who are new to property.
- Fleet Rules/Regulations for Beginners—This class will be offered to people new to fleet.
- Property Rules/Regulations Advanced—This will be more of a refresher course on property.
- Fleet Rules/Regulations Advanced—This will be more of a refresher course on fleet.
- Combined Rules/Regulations Advanced—This will cover property and fleet for those who need a refresher and handle both property and fleet for their agency.
- Asset Management Training for Beginners—This will be for first time AMS users or those never trained.
- Asset Management Training Advanced—This will be a refresher course and advanced technology class.
- Compliance Inventory/Certification—This class will only focus on annual inventory and certification. It will cover how to stay in compliance with your paperwork, how to conduct a physical inventory, and how to complete a certification.
- Employee Responsibility Training—This training is held for employees who don't deal with property/fleet as a job duty, but need to be informed on the regulations. Typically, this training is held at your agency for all employees. It informs them of their responsibility as a state employee.
- As always, you can request your Compliance Officer hold one-on-one training at your agency.

If you are interested in any of these classes, please let Rebecca know by email ([Rebecca.kleinpeter@la.gov](mailto:Rebecca.kleinpeter@la.gov)). This way, we will have an idea of how many people we can schedule and we can email you dates available.



Happy  
Daylight Saving  
Time!!



## Office of Information Technology Technical Standard / Procedure

### Data Sanitization

Media	Procedure(s)
<b>Magnetic Tape</b>	
Type I*	a, b, or l
Type II**	b or l
Type III***	l
<b>Magnetic Disk</b>	
Floppies (e.g., 3.5 inch, zip disks, etc.)	a, b, d, or l
Non-Removable Rigid Disk (e.g., hard drives)	a, b, d, or l
Removable Rigid Disk	a, b, d, or l
<b>Optical Disk</b>	
Read Many, Write Many (e.g., CD-RW)	l
Read Only	l
Write Once, Read Many (e.g., CD-R, CD+R, DVD+R)	l
<b>Memory</b>	
Dynamic Random Access Memory (DRAM)	c, f, or l
Electronically Alterable PROM (EAPROM)	i or l
Electronically Erasable PROM (EEPROM)	g or l
Erasable Programmable ROM (EPROM)	k, then c or l
Flash Memory (FEPRM) (e.g., USB Drives, xD cards)	c, h, or l
Programmable ROM	l
Magnetic Bubble Memory	a, b, c, or l
Magnetic Core Memory	a, b, e, or l
Magnetic Plated Wire	c or l
Magnetic Resistive Memory	l
Nonvolatile Ram (NOVRAM)	c, f, or l
Read Only Memory (ROM)	l
Static Random Access Memory (SRAM)	c, f, or l

### Sanitization Procedure Key

- a. Degauss with a Type I degausser.
- b. Degauss with a Type II degausser.
- c. Overwrite all addressable locations with a single character.
- d. Overwrite all addressable locations with a character, its complement, then a random character and verify.
- e. Overwrite all addressable locations with a character, its complement, and then a random character.
- f. Remove all power to include battery power.
- g. Overwrite all locations with a random pattern, all locations with binary zeros, all locations with binary ones.
- h. Perform a full erase as per manufacturer's data sheets.
- i. Perform h. above, then c. above, three times.
- j. Perform an ultraviolet erase according to manufacturer's recommendation.
- k. Perform j above, but increase time by a factor of three.
- l. Destroy – disintegrate, incinerate, pulverize, shred, or melt.

## Office of Information Technology Technical Standard / Procedure

*This information was extracted in part from the US Department of Defense 5220.22-M Clearing and Sanitization Matrix.*

- \* Type 1 Magnetic tape includes all tapes with a coercivity factor (amount of electrical force required to reduce the recorded magnetic strength to zero) not exceeding 350 oersteds.
- \*\* Type 2 Magnetic tape includes all tapes with a coercivity factor between 350 and 750 oersteds.
- \*\*\* Type 3 Magnetic tape commonly referred to as high-energy tape (4 or 8mm tape are examples), includes all tapes with a coercivity factor between 750 and 1700.

### **Related Policies, Standards, Guidelines:**

IT POL 1-04 Data Sanitization

### **Owner:**

OIT Security Office

### **Effective Date:**

July 27, 2009

**BOBBY JINDAL**  
GOVERNOR



**ANGELE DAVIS**  
COMMISSIONER OF ADMINISTRATION

**State of Louisiana**  
Division of Administration  
**Office of State Printing and Forms Management**

February 19, 2010

**MEMORANDUM**

The Office of Forms Management has been servicing state agencies state-wide for more than 30 years by providing procurement, warehousing and distribution of printed forms. It has been our goal to provide you with the most cost effective product, printed to your specifications and delivered in a timely manner, to the location requested. This letter is to inform you that due to a reduction of the state workforce, the services currently offered by Forms Management are being eliminated and the office will officially close on June 30, 2010. Please inform any and all personnel in your agency that would need to be aware of our closure.

Effective immediately, we will no longer accept print orders for storage in our warehouse. You can still send requisitions for shipments of forms already printed and in stock. Our staff will be contacting you in the next few weeks to make arrangements to ship your agency's remaining inventory that we are storing in our warehouse.

The Office of Forms Management has been housed in the same building and has worked in partnership with the Office of State Printing for production of your forms. The Office of State Printing can still provide you with the quality forms you are accustomed to receiving. However, they will not provide the traditional warehousing, inventory control and distribution services you have come to expect from Forms Management. State Printing offers customer consultation, design/layout assistance, printing and finishing of forms as well as delivery or shipping to your storage location upon completion. Please contact the Office of State Printing directly at 225-219-9589, 225-219-9590, or 225-219-9576. You can also access their order form (DA 200) at their web page at [www.doa.louisiana.gov/ospfm/sp/DA200](http://www.doa.louisiana.gov/ospfm/sp/DA200).

Your Forms Analyst can help with questions concerning existing inventory, pending orders or shipment of existing stock. Contact personnel include Betty Zumo at 225-219-9582, Jayda James at 225-219-9584 and Kenny Lee at 225-219-9581. For questions concerning outstanding balances or bill payments, contact Vicki Johnson at 225-219-9577.