



Arizona Judicial Information Network (AJIN) Security Manual

encryption standards. Customers using a wireless card must comply with the above security requirements and following additions:

- (a) Use a 5 to 8 character alpha/numeric password with no less than (2) numeric characters in it.
- (b) Use wireless cards between the hours of 6am – 8pm seven days a week. The wireless system will be disabled after hours.
- (c) Physically protect the wireless card and use the card only to connect to the LAN.
- (d) Acknowledge the right to disable customer's access for noncompliance or in the event of a security breach.
- (e) Have a completed Wireless Operations Agreement on file with AOC Support Center. (See **Addendum D**: Wireless Operator Agreement)

Addendum A. New Circuit Request Form

The following information is required for Circuit Installations:



Arizona Judicial Information Network (AJIN) Security Manual

1. All vendors require a 30-day minimum notice prior to the installation.

Request (Please Check One) New _____ **Move** _____ **Disconnect** _____

Type of Service (Please Check One)

Frame Relay T1__ **Frame Relay 56K**__ **Private T1**__ **ISDN**__ **PSTN**__

Date Required _____

Contact Name _____ **Phone** _____

Name of Location _____

Address of New Location _____

Address of Present Location _____ (Move Only!)

Site Business Hours _____



Arizona Judicial Information Network (AJIN) Security Manual

Budget to be charged for communication equipment _____

Notes:

a. Customer is responsible for required power and cooling.

b. Additional charges by vendors may apply for late location moves.

These charges may be billed back to the ordering budget.

c. Connections to (AJIN) Arizona Judicial Information Network require

Security measures on the user end. SEE ATTACHMENT.

Addendum B: New user Profile Request Form

Under development



Arizona Judicial Information Network (AJIN) Security Manual



Addendum C: Remote Network Access Request Form

ARIZONA SUPREME COURT
Administrative Office of the Courts
Request for Remote Network Access



Arizona Judicial Information Network (AJIN) Security Manual

Request Type:

- ' **Dial-In**
- ' **Internet Connection (Extranet); I already have an internet service provider**

Requester Name: _____	Computer Information
Agency Name: _____	' PC ' Laptop
Location: _____	' AOC Owned/Leased
Requester Contact Information:	' County/Other Agency Owned
Phone Numbers: (W) _____ (H) _____	' Personally Owned
Email Address: _____*	Make: _____
Manager Name: _____	Model: _____
*For external/non-Court personnel	Serial #: _____

Justification for Remote Network Access: (Mandatory Information)

I, _____, understand and will abide by the following rules related to connecting to the Arizona Judicial Information Network (AJIN) via a remote network connection (dial-in or an Internet connection using AOC supplied Extranet software).

- Remote network access to AJIN will be used solely for business purposes.
- I will not leave my computer unattended while logged in to AJIN.
- I will implement a screen saver password that will enable after five minutes of inactivity.
- I will not check "save password" on the Extranet client software. I agree that I will enter my user ID and password each and every time I connect to AJIN.
- I will not share or distribute any system user IDs or passwords (including screen saver) to any other individual.
- I will not share or distribute Extranet software to any other individual, nor will I install it on any computer other than that indicated above, without the approval of the AOC.
- I agree to abide by the Arizona Supreme Court's established Electronic Communications Policy while connected to AJIN and have signed and returned the appropriate **Acknowledgment** form to the AOC Support Center. This policy is available at the following web site:
<http://www.supreme.state.az.us/cot/pdf/ecomfinal1.pdf>
- The server will allow me to be connected as long as needed; however, I understand that my connection may be dropped automatically, and with no prior warning, due to session inactivity.



Arizona Judicial Information Network (AJIN) Security Manual

- If my computer is not owned or leased by the AOC, I understand that I am solely responsible for any hardware problems that occur and that support received by the AOC Support Center and its service providers will be strictly limited to network connectivity issues.
- If my computer is owned or leased by the AOC, I understand that any and all hardware or software related issues that cannot be resolved over the phone will be addressed at the AOC and I am responsible for scheduling an appropriate time to bring the computer in for service.
- I will address all relative problem issues to the AOC Support Center. The AOC Support Center is open Monday through Friday, excluding state observed holidays, from the hours of 7:00 a.m. to 6:00 p.m.
- The AOC Support Center may be contacted via email to: Support@supreme.sp.state.az.us or by calling:
 - 1-800-720-7743 (ACAP)
 - 1-888-32-JOLTS (JOLTS); or
 - (602) 542-9519 within the metropolitan Phoenix area.
 - Mailing Address: 1501 W Washington, Phoenix, AZ 85007, Suite 207
 - Fax Numbers: (602) 542-9944 or (602) 307-1211.
- I understand that non-compliance of these rules could result in the immediate termination of my network connectivity. Re-establishment of network connectivity will be at the approval of the AOC Chief Information Officer.
- In the event that I am no longer in the employ of the AOC or other approved Agency, as indicated above, I, or my immediate Manager/Supervisor will immediately notify the AOC Support Center.
- I understand that unauthorized use of any court data obtained while connected to AJIN, even by authorized individuals, may result in legal sanctions and/or employment disciplinary action up to and including termination.

Requester Signature

Date

AOC Division Director Signature *
or ITD Project Manager Signature **

Date

AOC Chief Information Officer Signature

Date

*** AOC Division Director signature is required for all AOC Employee Requests.**

**** ITD Project Manager signature is required for all External Customer Requests.**

Support Center Use Only:

Date Request Received: _____

Remedy Ticket #: _____

' Extranet Software Sent Date: _____

' Extranet Software Received Back Date: _____



Arizona Judicial Information Network (AJIN) Security Manual

' CryptoCard Serial Number: _____ CryptoCard Issued?
'

Addendum D: Wireless Operator Agreement

This Agreement is for the use of wireless connectivity in all wireless network locations managed by the AOC. By signing this form you agree to all the terms listed below.

I (Print Name) _____ acknowledge that wireless operations in today's environment can be risky and vulnerable to a security breach. Therefore, I understand and will comply with the terms stated below.

1. I will use a 5 to 8 character alpha/numeric password with no less than (2) numeric characters, to log into the AOC's local area network from all devices.
2. I understand that the wireless system is only available between the hours of 6 am – 8pm.
3. I will be responsible for the protection of the wireless card, and I will use the wireless card to connect to the AOC's local area network only.
4. I acknowledge that the AOC reserves the right to disable my wireless use if I do not adhere to the above terms or in the event of a security breach.

Signature: _____ Date: _____



Arizona Judicial Information Network (AJIN) Security Manual

Addendum E: Agreement for Connection of Outside Sources

I agree that connection to the outside resource is essential to my business processes and that the AOC is only responsible for the networking services _____.

The _____ will be responsible for providing all networking problem resolution services not defined in Attachment E.

The AOC will do everything reasonably possible to help escalate the restoration of a failed service by working with the third party network providers. Service outages caused by third party connections will not be held against the AOC Service Level Agreement.

The AOC retains the right to disconnect any third party connections from the Arizona Judicial Information Network (AJIN) in the event of performance problems, outages, duplicate IP addresses, hackers, viruses, and any other problems that point to such connections.

**ARIZONA SUPREME COURT
Administrative Office of the Courts
Information Technology Division**

Chief Information Officer

Signature (Print Name) Date

Project Manager

Signature (Print Name) Date

Local Site

Presiding Judge

Signature (Print Name) Date

County/City IT Director/Manger

Signature (Print Name) Date



Arizona Judicial Information Network (AJIN) Security Manual

Addendum F: Acknowledgement of User Policies

Administrative Office of the Courts Information Technology User Acknowledgment of User Policies

I understand that as part of my job duties and responsibilities, I must refrain from any and all of the following:

1. Revealing Court data to any person or persons outside or within the Courts who have not been specifically authorized to receive such data, excepting information that may be provided in response to valid public records requests.
2. Attempting or obtaining access to Court data not relevant to my assigned job duties.
3. Entering/altering/erasing Court data without authorization, or for direct or indirect personal gain or advantage, or for personal amusement.
4. Entering/altering/erasing Court data maliciously, or in retribution for real or imagined abuse.
5. Asking another user to reveal his/her personal logon account password, revealing my personal logon account password to another person, and/or using another person's personal logon account and password. (ITD personnel are exempt when and only in the performance of their assigned technical support duties).
6. Possessing, installing or using programs without authorization that are designed for or capable of defeating computer and network security measures, fraudulently simulating system responses, erasing or altering files maliciously without detection, affecting systems control information, or interfering with systems efficiency or causing a system crash.

In relation to my responsibilities regarding the proprietary rights of the authors of computer software utilized by my Court, I recognize that:

1. Court employees shall use the software in accordance with the license agreement.
2. Court employees who know of any misuse of software or related documentation within the Courts shall notify their manager/supervisor.
3. The Court licenses the use of computer software and related documentation from a variety of outside companies, and unless authorized by the software developer, does not have the right to reproduce it.
4. Court employees making, acquiring, or using unauthorized copies of computer software are subject to disciplinary action in accordance with Court guidelines as appropriate to the circumstances. Such discipline may include termination.



Arizona Judicial Information Network (AJIN) Security Manual

- 5. According to U.S. Copyright Law 17 USC Sections 101 and 506, illegal reproduction of software can be subject to civil damages of as much as \$100,000 per work copied, and criminal penalties, including fines and imprisonment.
- 6. In the event that an employee is sued or prosecuted for the illegal reproduction of software, he/she may not be entitled to state-funded counsel.

In relation to my responsibilities regarding the use of email, the Internet and other electronic communications using Court-provided networks, accounts or software, I have read and expressly consent to the provisions in the Arizona Judicial Branch Electronic Communications Policy.

I understand and accept my responsibility for adhering to Court security, computer software, e-mail and Internet policies as outlined above. I understand infractions may be subject to disciplinary action in accordance with Court guidelines. My signature is required for continued access to Court computer equipment/software.

Name of Employee (Last, First, MI)	Employee Signature	Date
Location (Court, Branch, Division)	Supervisor or Human Resources Signature	Date



Arizona Judicial Information Network (AJIN) Security Manual

Addendum G: Acknowledgment of E-Policy

Electronic Communications Policy
Arizona Judicial Branch

ACKNOWLEDGMENT OF ELECTRONIC COMMUNICATIONS AND INTERNET ACCESS POLICY

I understand that the confidentiality and protection of the Arizona Judicial Branch's information is of the utmost importance. I have read and understand the Arizona Judicial Branch's policy on use of electronic communications, information technology resources and Internet access, and agree to abide by the terms of that policy.

I understand that all information stored in, transmitted or received through the Arizona Judicial Information Network's (AJIN) information systems is the property of the Arizona Judicial Branch, and is to be used only for authorized purposes. I further understand that authorized representatives of AJIN may monitor the use of AJIN's systems from time to time to ensure such use is consistent with the Arizona Judicial Branch's policies and interests and that I can have no expectation of privacy. Further, I am aware that use of a password or code does not in any way restrict the Arizona Judicial Branch's right or ability to access electronic communications.

I am aware that any violation of the email and Internet access policy may result in loss of system privileges, possible legal sanctions, and, for employees, disciplinary action up to and including termination.

Name (please print)

Signature

Date

Court/Branch/Company