

HELPWORKS SECURITY PLAN

DEFINITIONS:

The following definitions are for items in the security matrix, within the context of HelpWorks™:

Applicant: an elder or caregiver of an elder.

Service Provider: providers approved by the ADRC/ARC per statewide inclusion/exclusion criteria.

Programs: information, and decision rules used to pre-screen clients. Only central administrators will have view, edit and delete privileges.

Client Interviews: interviews complete by applicants. Client interviews contain screening results in addition to a log of responses provided by the applicant.

Users: refers to licensed users of the system.

Domain: refers to visibility to services and programs.

Site: refers to access location related to applicants and licensed users.

LEGEND

✓ - Access Provided

✗ - Access Denied

PSA - Access restricted to user's/administrator's PSA

N/A - Capability does not exist (Not Applicable)

** - Designates procedure specified below security matrix

*** - Designates constraint/rule specified below security matrix

Central Administrators

There will be at least two administrators (technical administrator and program administrator) located in DOEA headquarters. The Central Administrator is responsible for coordinating technical functions with the LAN administrators (user maintenance, data integrity, reporting, and quality assurance). The Program Administrator will be responsible for program-related items, in addition to serving as the backup technical administrator. The department will designate additional central administrators as necessary.

	VIEW	ADD	EDIT	DELETE	EXPORT	IMPORT
APPLICANT	√	×	×	×	√	√
SERVICE PROVIDER	√	√	√	√	√	√
PROGRAMS	√	√	√	√	√	√
CLIENT INTERVIEWS	√	×	N/A	N/A	N/A	N/A
USERS	√	√	√	√	N/A	N/A
DOMAIN (Services/Programs)	Statewide and eforms					
SITE (Applicants and Interviews)	Statewide					

Regional Administrators

Each ADRC/ARC will designate a minimum of two regional administrators: a Regional HelpWorks™ Administrator to coordinate programmatic functions; and the LAN Administrator as the HelpWorks™ Security Officer. LAN administrators will be the key contact for the Central Administrator. The ADRC/ARC may designate backup administrators as necessary.

	VIEW	ADD	EDIT	DELETE	EXPORT	IMPORT
APPLICANT	PSA	×	×	×	×	×
SERVICE PROVIDER	√	**	**	**	×	×
PROGRAMS	√	***	***	***	×	×
INTERVIEWS	PSA	×	N/A	N/A	N/A	N/A
USERS	×	×	×	×	N/A	N/A
DOMAIN (Services/Programs)	Statewide and eforms					
SITE (Applicants and Interviews)	PSA					
REPORTS	***					

** Loading and maintenance of provider data will be handled between the Central Administrator and LAN administrator through the use of utilities housed at DOEA.

*** Programs will be documented and submitted through the use of a template provided by DOEA. The template should be routed through the local LAN administrator.

*** Reporting will be done through the use of DOEA's current enterprise environment. LAN administrators will have the ability to create reports using Oracle Discoverer.

Users

	VIEW	ADD	EDIT	DELETE	EXPORT	IMPORT
APPLICANT	PSA	PSA	PSA	×	×	×
SERVICE PROVIDER	√	×	×	×	×	×
PROGRAMS	√	×	×	×	×	×
INTERVIEWS	PSA	PSA	N/A	N/A	N/A	N/A
USERS	×	×	×	×	N/A	N/A
DOMAIN	Statewide and eforms					
SITE	PSA					

Domain determines access to Services/Programs: options are Statewide and eforms. Later, PSA or county domains can be created if needed.

Site determines access to Applicants and Interviews: options are PSA1 through PSA11.