

PROCEDURE MANUAL

		PROCEDURE 223.012	
		Page 1 of 2	
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Section:	Technology	Subject:	Multi-Factor Authentication

PURPOSE

The purpose is to outline the procedure Arizona Western College's (AWC) Information Technology Services & Support (ITSS) takes to enable Multi-Factor Authentication (MFA) connections to the network and information systems on and off campus. These standards are designed to minimize the potential security exposure to AWC from damages which may result from unauthorized use of college resources. MFA adds a layer of security which helps deter the use of compromised credentials.

SCOPE

This procedure applies to all users of AWC technology assets including employees, students, volunteers and contractors. This procedure applies to any system accessing college data where MFA is utilized regardless of location.

PROCEDURE

1. All individuals must engage in one additional step beyond the normal login process to access campus resources and the campus network while accessing the college network regardless of location. Individuals are required to register a second approved device or a secondary means to authenticate their identity.
2. MFA is required on all existing and new accounts created.
3. MFA is required for all externally exposed enterprise or third-party applications, when supported. Enforcing MFA through a directory service or SSO provider is a satisfactory implementation of this safeguard.
4. MFA is required for all administrative access accounts, when supported by systems, on all enterprise assets, whether managed on-site, remote, or through a third-party provider.
5. Responsibilities
 - a. It is the user's responsibility to promptly report compromised credentials to the Information Technology Support and Services department.
 - b. It is the user's responsibility to promptly report a lost or stolen MFA device to the Information Technology Support and Services department.
6. Exemptions
 - a. There may be situations in which a college community member has a legitimate need to use technology resources outside this procedure's scope. The Chief Information Officer may

approve, in advance, exception requests based on balancing the benefit versus the risk to the College.

HISTORY

IT Reviewer Name	Update Date	AWC Reviewer	Approval Date
Tyler Vodehnal	1-24-2023	A Herrington	3-7-2023
		D Corr	5-22-2023
Scott Estes, Caleigh Flores, Tyler Vodehnal	11-20-2023		
Tyler Vodehnal	04-01-2024	Ashley Herrington	04-01-2024