IT GROUP

Court-Ordered Request for Access to Confidential and/or Password-Protected Information
8/11/2008
Information Technology Group – Standard Operating Procedures

Applicable Situation(s)

A KSC employee is served with a legal order to provide access to confidential or password protected information of another KSC employee. (Example City of Keene police accessing records of an employee.)

Process and Documentation

1) Law enforcement officers from police agencies outside of KSC will submit court orders through KSC Campus Safety Department.

2) KSC Campus Safety officer presents the court order to the person or authority named in the order, KSC Campus Safety asserts the court order is valid.

3) The IT Group employee who is presented with the court order notifies the ITG Security Manager, unless the order specifically prohibits them from doing so.

4) The ITG Security Manager notifies the CIO that the IT Group was served a court order, and coordinates with the CIO and the Legal Counsel the appropriate response.

5) If no questions remain about whether the court order is legitimate and the appropriate process was followed, employee's whose information is intended for release confirmed approval, and/or no concerns are raised by CIO or legal counsel, ITG Security Manager makes appropriate arrangements to hand over the records and/or provide the requested access to e-mail or stored information on computer storage media. When turning the records or providing access to the intended recipient, the recipient's identity is verified.[1]

6) A copy of the court order along with documentation about to whom records were released, or access was granted will be delivered to CIO office where they will be stored in locked storage. in CIO office

Cautions

If at any point the case appears to deviate from the process described above, ITG Security Manager consults CIO as appropriate.

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[1] Identity is verified by checking a valid picture ID. When necessary, specific arrangements can be made to provide the requested information by electronic mail to a known KSC address