

PROCEDURE MANUAL

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		Last Revision Date:	3-4-2025
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Section:		Subject:	
Technology		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 information systems on and off campus. These standards are designed to minimize the potential security exposure to AWC from damage 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 information systems where MFA is utilized regardless of location. MFA is enforced according to FTC.gov guidelines to protect any individual accessing AWC customer information.

PROCEDURE

1. All individuals, regardless of connection method or location, must engage one additional step beyond the normal login process to access campus information systems. 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. Additionally, all employees with elevated permissions will be required to use a multi-protocol security key (i.e. YubiKey) to enforce MFA for direct access to local machines.
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.

REFERENCES

<https://www.ftc.gov/business-guidance/resources/ftc-safeguards-rule-what-your-business-needs-know>