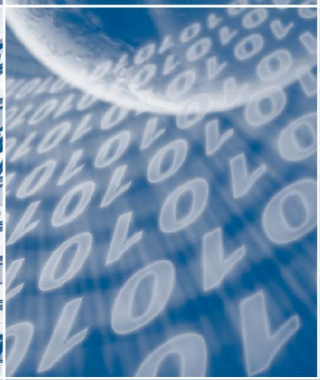
Information Security Requirements for All Personnel

Handbook AS-805-C
November 2021

Availability

Integrity



Confidentiality

UNITED STATES POSTAL SERVICE®

This page intentionally left blank.

Information Security Requirements for All Personnel

Handbook AS-805-C

November 2021

Transmittal Letter

A. **Explanation:** The appropriate use of the resources that the Postal Service™ provides is important. It can affect the efficiency of our day-to-day business activities, the success of new business opportunities, and the preservation of the trust and security represented by the Postal Service brand.

This handbook summarizes what you need to know about protecting Postal Service information resources; the information security policies that govern their use; and the protection of sensitive, sensitive-enhanced (including personal identifiable information and payment cardholder information), and critical information.

By understanding your role, responsibilities, and significance to protect this information, you become a major contributor to a successful information security program.

B. **Comments:** Submit questions or comments about this handbook to:

CORPORATE INFORMATION SECURITY OFFICE
UNITED STATES POSTAL SERVICE
8111 GATEHOUSE ROAD SUITE 600
FALLS CHURCH VA 22042

Comments may also be sent by e-mail to: *cpst@usps.gov.* Use "AS-805-C, *Information Security Requirements for All Personnel"* as the subject header.

C. **Effective Date:** This handbook is effective immediately.

Michael J. Ray
Vice President
Chief Information Security Officer

This page intentionally left blank.

1. Contents

1. Introduction 1
What This Handbook Covers 1

2. Logon IDs, Passwords, PINs, and Tokens 1
Getting Access 1
Creating a Password 2
Using Logon IDs and Password 2
Using Screensaver Time-Out and Password 4
Locking and Unlocking Your Computer 4
Using PINs 4
Using Tokens 4
Resetting Passwords 5

3. Use of Information Resources 5
General Use 5
E-mail Use 7
Report Suspicious E-mail 8
Internet Use 9
Online Safety Rules 10
Remote Access and Telework 10
Traveling or Working Remotely 11
Domestic Travel 11
International Travel 12
Wireless Technologies 13
Personal Device Cyber Hygiene 13

4. Protection of Sensitive and Critical Information 14
Sensitive Information 14
Sensitive-Enhanced Information 14
Critical (Moderate) Information 19
Critical (High) Information 19

5. Protection Against Viruses and Malicious Code 20
Worms, Trojan Horses, and Trap Doors 20
Preventing Infection 21
Responding to Infections 21

6. Hardware and Software 22
Using and Adding Hardware and Software 22

7. Information Security Incidents 23
Recognizing Incidents 23
Preventing Incidents 23
Responding to Incidents 24

8. Monitoring of Information Resources 25
Why the Postal Service Monitors 25

We Are Interested in Hearing From You 25

This page intentionally left blank.

1. Introduction

What This Handbook Covers

Handbook AS-805
Available at https://about.usps.com/handbooks/as805.pdf

This handbook summarizes information security requirements for all personnel, including designated personnel handling payment card information. For a complete explanation of information security policies, please refer to HBK AS-805, *Information Security.*

2. Logon IDs, Passwords, PINs, and Tokens

Getting Access

Logon ID
A unique identifier assigned to a user when access is authorized.

Temporary Information Services
Active directory account, e-mail, office suite of services, and intranet browser access.

eAccess
Online computer request application at https://eaccess/ARIS.usps.gov

The Postal Service uses logon identifications (IDs), passwords, personal identification numbers (PINS), and tokens to manage access to its information resources.

Need access to basic computer services?

If you don't have access to computer services but need it to do your job, ask your supervisor or manager. Information Technology will notify you when you have been granted access to computer services.

Need additional access?

If you already have access to basic computer services and need additional services, then you or your manager can request it using eAccess/ARIS.

All requests for authorization to access Postal Service information resources, including temporary information services, and mobile devices must be requested via *eAccess/ARIS* tool. Refer to Management Instruction EL-660-2009-10, *Limited Personal Use of Government Office Equipment and Information Technology*, available at *https://blue.usps.gov/cpim/ftp/manage/el6600910.pdf* and Handbook AS 805, *Information Security* located on BlueShare.

Creating a Password

What to do when you create a password…

Password
A string of characters you 'know' that can be used for authentication, i.e., provides proof that you are who you say you are when using a given logon ID.

- Use alphanumeric passwords with at least fifteen (15) characters.
- Choose a password that is hard for others to guess, such as a passphrase, phrase or word string.
- Use at least one character from three of the four following types of characters:
  - Upper case letters (A–Z).
  - Lower case letters (a–z).
  - Numerals (0–9).
  - Non-alphanumeric characters (special characters such as &, #, and $).
- Change your password every 90 days.
- See Handbook AS-805 if you are a privileged user or work in Information Technology.

What not to do when you create a password…

- Do not use all the same characters or digits or other commonly used or easily guessed formats.
- Do not use your name, family members' names, birth date, or other personal information.
- Do not use terms such as *Post Office™* or *user* or other Postal Service terminology or acronyms.
- Do not use words that appear in the dictionary.
- Do not use your logon ID.
- Do not repeat your passwords (e.g., adding a new number, letter, or symbol to have a new password).

Using Logon IDs and Password

What to do when using logon IDs and passwords…

- Keep your password confidential. You are accountable for the actions of anyone using your logon ID and password, even if you didn't give the user permission.
- Change your password if you think it has been compromised and notify the Cybersecurity Operations Center (CSOC) using the procedure described in section 7, *Information Security Incidents*, of this handbook.

- If you have forgotten your password or your account has been disabled because you made six unsuccessful attempts to enter your account, use ePassword Reset to re-set your password. The ePassword Reset program will automatically re-set the password to a temporary password, which you must change the next time you log on to the network.
- If you write your personal password down, store it under your personal control or in tamper-resistant manner (e.g., an envelope with a registry seal, time stamped, and signed) to ensure that any disclosure or removal of the written password is clearly recognizable.
- If you encounter a problem changing or resetting your password, contact the Help Desk 800-USPS Help (800-877-7435) or use Self-Help at *https://ssp.usps.gov/ssp-web/welcome.xhtml.*

What not to do when using logon IDs and passwords…

- Do not write your personal password on a sticky note and attach it to your monitor.
- Do not use a terminated employee's Logon to access any Postal Service system. Managers must not keep any accounts active once a user has left "for convenience" or as a Shared Account.
- Do not share your personal password under any circumstances, including in the following examples:
  - Do not share your personal password with IT technical support staff working to resolve a Service Desk or system upgrade ticket related to your system.
  - Do not share your personal password with coworkers to enable them to access your system for any reason (e.g., to resolve any issues related to teleworking and to enable them to access a file, application, e-mail message, attachment, or meeting/calendar-related information.)
  - Do not share your personal password with a family member or personal acquaintance to enable them to access the Internet or use MS Office or other USPS® applications installed on a USPS computing device.
  - Do not let anyone use your logon ID or password and do not use anyone else's.
  - Do not store your password in application code, files, or tables.

- Do not transmit a password for access to your system, to an encrypted document, or to an archive in clear text in an e-mail.

Using Screensaver Time-Out and Password

Screensaver
Protects information when you are away from the computer but not logged out.

Make sure your screensaver time-out feature is working and if not, contact the IT Service Desk.

Locking and Unlocking Your Computer

If you leave your computer unattended for any amount of time, you can protect your work by "locking" your computer. Locking your computer hides and protects your files and documents, protects your programs, and allows only the person who locked the computer to unlock it again.

To lock your computer:

- Press the Windows logo key + L key or
- Press the Ctrl+Alt+Delete keys. Select "Lock".
- Any applications, files, web pages, or other windows you opened before you locked your computer will remain open while your computer is locked.

To unlock your computer:

- From the login screen, press the Ctrl+Alt+Delete keys.
- Enter ACE password.
- Press the Enter key or click the right-pointing arrow button.

PIN
A specialized authenticator for limited applications and usually used with a token.

Using PINs

- Protect PINs with the same care as you protect passwords.

Token
A small tangible object that contains a built-in microprocessor used to store and process information for authentication.

Using Tokens

- Protect your token from theft.
- Do not allow anyone else to use it.
- Do not leave tokens out in plain sight when not in use; secure them in locked drawers.
- Tokens are required for remote access to payment cardholder information.

Resetting Passwords

- If you suspect your password has been compromised, change it immediately by using the Change Password function button on the Window Security Web page (available by simultaneously depressing the *Ctrl, Alt,* and *Delete* keys) and notify CSOC using the procedures described in section 7, Information Security Incidents, of this handbook.
- If you forget your password, use ePassword Reset (available from the Postal Service intranet, *https://blue.usps.gov,* and from the following links) to reset it:
  - Application Password (*https://epasswordreset*).
  - Mainframe Password (*https://epasswordreset*).

3. Use of Information Resources

General Use

What to do when using information resources…

- Follow Postal Service limited personal use policies.
- Protect your workstations, laptop computers, and handheld devices, both on and off Postal Service premises, against theft and misuse by following all Postal Service information security requirements.
- Connect to the intranet weekly to receive appropriate software updates and virus pattern recognition files.
- Use only software on the official list of approved software, which is on the Infrastructure Tool Kit site (ITK) at *https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx*.
  - Click on Access ITK on the right-hand side. The link will show a list of approved software.
  - If you have a business need requiring usage of non-approved software, send your request through the ITK approval process prior to usage.
- Obtain your vice president or designee's written approval to use Bluetooth devices on Postal Service premises because of the potential interference with Postal Service systems such as Surface Visibility and Yard Management.

- Obtain your vice president or designee's written approval to use personal information resources [e.g., laptops, notebooks, hand-held computers, or storage media including universal serial bus (USB) devices] on Postal Service premises.
- Use Postal Service approved encryption software to encrypt sensitive and sensitive-enhanced information in transit and at rest (storage) and give management recovery keys and decryption instructions.

What not to do when using information resources…

- Do not jeopardize Postal Service information security or impair performance of computer resources.
- Do not attempt unauthorized entry to any computer system.
- Do not install unauthorized hardware or software.
- Do not copy or browse someone else's personal files or accounts.
- Do not copy, move, or store electronic files containing nonpublic information, including Personally Identifiable Information (PII), to local hard drives, removable media, or remote access technologies not related to your normal business activities without written management approval.
- Do not send or store credit or debit card numbers or related cardholder information if not a part of your job responsibilities.
- Do not perform unofficial activities that could degrade the performance of Postal Service equipment or systems, such as playing electronic games and non-Postal Service video files.
- Do not use Postal Service resources to promote or maintain a personal or private business or commit fraudulent or illegal activities.
- Do not use personal information resources (e.g., laptops, notebooks, cell phones, tablets, hand-held computers, or storage media including USB devices) at retail counter areas, mail processing areas, or workroom floors; this includes headsets or earpieces attached to such devices.
- This requirement does not apply to personal information resources used by the unions in accordance with the collective bargaining agreement.

- Do not use watch, cell or smart phone cameras or retail lobby web cams in any manner not authorized by Postal Service MI AS-882-2011-6, *Postal Service Use of Retail and Cell Phone Cameras.*
- Do not connect personal electronic devices to the Postal Service intranet.
- Do not use imaging devices (e.g., cameras, cell or smart phones with cameras, or watches with cameras) at Postal Service facilities, except as authorized by your vice president or someone designated to make business decisions on the vice president's behalf.
- Do not use Bluetooth devices on Postal Service facilities without approval from the user's vice president or designee because of the potential for interference with Postal Systems such as Surface Visibility and Yard Management.
- Do not disable your password or token-protected screen saver.
- Do not disable your virus protection software.

E-mail Use

Restricted Information
A label indicating that access to records or information is restricted based on Postal Service policies.

What to do when you use e-mail…

- You may use Postal Service e-mail for limited personal use only if it doesn't interfere with Postal Service business (e.g., if the activity is of limited duration, messages are of limited size, have a small transmission impact, and require only a small amount of storage and paper, if printed) and does not violate Postal Service policies.
- Send sensitive, sensitive-enhanced, and non-publicly available information only to authorized personnel with a Postal Service business-related "need-to-know."
- Use Postal Service-approved encryption software to encrypt sensitive and sensitive-enhanced information sent by e-mail and give the recipient the recovery keys and decryption instructions.
- If you encounter an information security incident or suspicious activity, immediately report it by selecting the "Report to CyberSafe" button in Microsoft outlook.

Privacy?
Don't expect it. E-mail and Internet use may be monitored.

What not to do when you use e-mail…

- Never use Postal Service-provided computing devices, including mobile devices, to check your non-Postal Service or personal e-mail accounts or social media pages.

- Do not open an e-mail message from someone you do not know or recognize as a valid business contact.
- Do not open unsolicited or suspicious e-mail or attachments, and do not forward the e-mail to other employees.
- Do not click on links in e-mails (make sure to manually type the hyperlink in your web browser).
- Do not send information that violates state or federal laws and Postal Service regulations or that could defame, libel, abuse, embarrass, tarnish, or present a bad image of or falsely portray the Postal Service, recipient, sender, or anyone else.

Social Media
Users are prohibited from using corporate e-mails addresses and accounts on websites not intended for official use. For more information on the social media policy, see *Administrative Support Manual* (ASM) Issue 13 sections 363, and 363.3 - 363.6. https://blue.usps.gov/cpim/ftp/manuals/asm/asmtc.pdf.

Spam
Unsolicited e-mail, often of a commercial nature, sent indiscriminately to multiple addresses.

- Do not use Postal Service e-mail addresses on websites, digital mailing lists, and non-Postal applications not intended for "official use."
- Do not use Postal Service login credentials to login or access websites outside of the Postal Service network.
- Do not use personal e-mail accounts to login to Postal Service websites.
- Do not use the "Reply" button for sharing e-mails. Instead use the "Forward" option and either type in the correct e-mail address or select it from your e-mail address book to ensure the real e-mail address is used.
- Do not send or respond to spam. Delete the spam without opening it.
- Do not view, create, or forward pornographic material.
- Do not view, create, or forward chain letters or other unauthorized mass mailings.
- Do not use the "Reply-All" function to respond to e-mails with large recipient lists unless all recipients need to receive your reply.
- Do not use Postal Service e-mail addresses on external web sites.

Report Suspicious E-mail

What to do when you have a suspicious e-mail…

- Evaluate the e-mail: Do not open the e-mail or any attachments or click on any links embedded in the suspicious e-mail.
  - Click the Button: Select the suspicious e-mail in your inbox (multiple messages can be selected) and click

the “Report to CyberSafe” button located in the Outlook toolbar. If the e-mail is already open, the button will appear in the e-mail toolbar as well.

- Describe the Incident: After clicking on the button, a pop-up window will appear, allowing you to provide optional comments.
- Receive Confirmation: Once you report the suspicious e-mail(s), you will receive a pop-up notification confirming the report was sent to the Cyber Security Operations Center (CSOC). The suspicious e-mail will be automatically deleted from your inbox.

Internet Use

What to do when you use the Internet…

- Use the Internet to support your job, activities, and responsibilities.
- You may only use the Internet for limited personal use if it does not interfere with Postal Service business or violate Postal Service policies.

What not to do when you use the Internet…

- Do not follow links to websites embedded in suspicious e-mail or Web advertisements.
- Do not browse pornographic, hate-based, or other sites that the Postal Service considers off-limits.
- Do not post, send, or acquire sexually oriented, hate-based, or other material the Postal Service considers off-limits.
- Do not use non-work-related applications, software, or games on Postal Service workstations or networks.
- Do not post unauthorized commercial announcements or advertising material.
- Do not promote or maintain a personal or private business.
- Do not arrange to receive news feeds and push data updates unless the material is required for Postal Service business.
- Do not login or enter your data (e.g., e-mail address, phone number, login credentials) into an “http” website that is not secure or where any data you enter is not encrypted and potentially exposed to bad actors resulting in credential exposure. Use an “https” website that is encrypted and secure.

Online Safety Rules

What to do when you are online…

- Access Postal Service equipment, networks, data, and resources using only Postal Service equipment.
- Use only Postal Service resources to conduct Postal Service business.
- Treat in-flight Wi-Fi same as any public Internet connection.
- Use only Postal Service devices and Virtual Private Network (VPN) to connect to the Internet remotely.

Remote Access and Telework

What to do when you use remote access…

Remote Access
Access to servers from locations such as a remote office, your home, a hotel, or a non-Postal Service facility.

- If you want to use your Postal Service workstation or mobile device remotely, use eAccess to ask permission from your manager.
- Use only approved computer hardware and software.
- Use only approved remote access services such as the virtual private network (VPN) or Virtual Desktop Infrastructure (VDI) where enabled.
- Protect (via locked cabinet or closet) your Postal Service assigned devices so that unauthorized individuals cannot gain access to the device or to the Postal Service intranet.
- Establish approved dial-in access through Postal Service centralized dial-in services.
- Disconnect from the Postal Service intranet before establishing alternate or additional connections to any network such as the Internet.
- Use two-factor authentication (e.g., token) for access to payment cardholder data and only when necessary for your job duties.
- Ensure roaming protection controls are installed and active while roaming by reviewing your workstation (e.g., network, VPN, and Internet settings). If you are unsure of how to review the roaming protection controls, contact your network administrator.

What not to do when you use remote access…

- Do not establish a separate connection to the Internet while your computer is connected to the Postal Service intranet.
- Do not configure your workstation to allow unauthorized dial-in services.
- Do not connect any personal electronic devices to the Postal Service intranet or Postal Service computing devices.
- Do not allow family members or guests to use your Postal Service computing devices.

Traveling or Working Remotely

What to do when you travel and/or work remotely…

- Remember: public Wi-Fi networks, like in coffee shops, hotels, and airlines with Wi-Fi during flight, are not safe. Even with a password, you are sharing a network with everyone else.
- Always connect to the Postal Service's VPN before connecting to the Internet.
- Limit your Postal Service-provided equipment for personal web browsing — just like when you're at work.

Domestic Travel

What to do when you travel…

- Secure laptops at all times in a locked cabinet or desk, or with a security cable and lock attached to an immovable object.
- Ensure laptops are not left unattended in public places.
- When traveling by car, stow your laptops in the trunk or some other area where it will not be easily seen or attract attention.
- When traveling by air or train, keep laptops as carry-on luggage.
- Implement safeguards to monitor and maintain acceptable levels of temperature and humidity.

- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported to USPS CSOC immediately at 1-866-877-7247, or by email at *CyberSafe@usps.gov*.
- Lost or stolen laptops or Postal Service issued portable mobile devices should be reported using one of the 2 options:
  1. Self-Service Page
     https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113 d9c4bcb96.
  2. IT Helpdesk
     800-USPS-HELP (800-877-7435)

International Travel

What to do when you travel internationally…

- For some high-risk international destinations, users on official Postal Service business will be prohibited from traveling with their standard issued laptop and mobile devices. In these instances, loaner devices will be provided by IT and the devices will be wiped upon return.
- Request International roaming features for cell or smart phones and portable mobile devices (except tablets) using eAccess within five (5) business days in advance of planned travel.
- Request International roaming features for Tablets using ServiceNow within five (5) business days in advance of planned travel.

What not to do when you travel…

- Do not leave laptops or portable mobile devices unsecured or unattended in hotel room or public places.
- Do not place laptops or portable mobile devices in checked baggage.
- Do not take Postal Service-issued devices including laptops, cellular devices, or portable devices when on personal international travel.
- Do not use public USB charging stations to charge your Postal Service mobile devices. Use only Postal-provided charging devices supplied with Postal provided mobile device. Use the eBuy tool to secure a Postal-provided charging device.

Wireless Technologies

What to do when you use wireless technologies…

- Protect sensitive and sensitive-enhanced information.
- Report lost or stolen wireless devices (except devices used by bargaining employees) to the IT Service Desk at 800-877-7435 immediately or as soon as practical after you notice the device is missing.
- You can also use the Self-Help page at *https://usps.servicenowservices.com/sp/?id=sc_cat_item&sys_id=415b263c1b2ddcd0d0fb113d9c4bcb96*.
- Bargaining unit employees, must immediately report lost or stolen devices to their immediate manager.
- Connect to hotel Wi-Fi with a password or reference number provided by the hotel upon check-in.
- Disconnect device from public Wi-Fi connections when no longer in use.
- Use only Postal Service approved virtual private network (VPN) connections when sharing files through Wi-Fi connections.
- Make sure your firewall is on and security anti-virus software is current.

What not to do when you use wireless technologies…

- Do not change any of the authorized configuration settings of your assigned Postal Service-owned equipment.
- Do not use personal mobile devices at retail counter areas, mail processing areas, or workroom floors unless approved by area or headquarters vice president or designee for business purposes.
- Do not use mobile devices with cameras in restrooms or locker rooms.
- Do not copy, move, or store cardholder data on mobile devices.

Personal Device Cyber Hygiene

What to do when practicing good device hygiene…

- Always update your device's operating system with the latest patches.

- Never plug in personal devices to Postal Service equipment to charge them or transfer files.
- Use separate unique passwords for personal and Postal Service activity.
- Never use public Wi-Fi to access the Internet, including hotel and airline Wi-Fi inflight.
- Never download third-party software from untrusted sources.

4. Protection of Sensitive and Critical Information

Sensitive Information

Sensitive (hardcopy and electronic) information includes, but is not limited to, the following:

- Private information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) including marital status, age, birth date, race, and buying habits.
- Confidential business information that does not warrant sensitive-enhanced protection including trade secrets, proprietary information, financial information, supplier proposal information, and source selection information.
- Data susceptible to fraud including accounts payable, accounts receivable, payroll, and travel reimbursement.
- Information illustrating or disclosing information resource protection vulnerabilities or threats against persons, systems, operations, or facilities. Examples include information about the physical or technical aspects (including security settings and passwords) of a network, server, workstations, laptops, tablets, cell, and smart phones.

Sensitive-Enhanced Information

Sensitive-enhanced (hardcopy and electronic) information includes, but is not limited to, the following:

- Law enforcement information and court-restricted information, including grand jury material, arrest records, and information about ongoing investigations.

- Payment Card Industry (PCI) primary account number (PAN), i.e., full credit/debit card number (13-16 characters).
- Personally identifiable information (PII) including information used to distinguish or trace an individual's identity such as name, social security number, driver's license number, passport number, bank routing with account number, date with place of birth, mother's maiden name, biometric data, and any other information which is linked or linkable to an individual.
- Information about individuals (e.g., employees, contractors, suppliers, business partners, and customers) protected by law, including protected health information and wire or money transfers.
- Information related to the protection of Postal Service restricted financial information, trade secrets, proprietary information, and emergency preparedness.
- Communications protected by legal privileges (e.g., attorney-client communications encompassing attorney opinions based on client-supplied information) and documents constituting attorney work products (created in reasonable anticipation of litigation).

Additional examples of sensitive and sensitive-enhanced information are included in the Business Impact Assessment (BIA) as part of the electronic certification and accreditation application.

When completing the BIA, an employee from the Privacy Office and the assigned Information Systems Security Officer (ISSO) will provide support to determine the proper information sensitivity and criticality (Reach out to the Risk Team or responsible ISSO for assistance).

How to protect sensitive information to which you have access…

- Limit hardcopy and electronic distribution to persons who have a specific job-related need-to-know for sensitive information.
- Limit the number of copies of sensitive information to minimum necessary.
- Cross-cut-shred hardcopy and zero-bit format or destroy electronic copies that are not distributed or are no longer needed.

- Retain sensitive information in accordance with the retention schedule noted in the Electronic Records and Information Management System (eRIMS) at *https://erims*.
- Restrict the pickup, receipt, transfer, and delivery of sensitive information to authorized personnel.
- Protect sensitive information on Postal Service workstations, laptop computers, and hand-held devices against theft and disclosure to unauthorized individuals.
- Protect sensitive information against theft and disclosure to unauthorized individuals. This includes information stored on disks, diskettes, CDs, USB, or other storage devices, and hardcopy.
- Encrypt sensitive information in storage (i.e., at rest), in transit, or stored off Postal Service premises.
- Label "RESTRICTED INFORMATION" any printed or electronic material considered sensitive, such as printouts, architecture drawings, engineering layouts, CDs, diskettes, and tapes.
- Invoke a password-protected screen saver when leaving your workstation, laptop, or mobile device unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store sensitive information in a controlled area or a locked cabinet or desk.
- After receiving appropriate management approval, use factory-fresh media to release electronic versions of sensitive information.
- When the retention period or legal hold has expired, destroy sensitive information in accordance with guidelines listed in Handbook AS-805.
- Follow Postal Service disposal procedures for storage media and computer hardware containing sensitive information.
- Cross-cut-shred hardcopy printouts and drawings containing sensitive information before disposal.
- See Handbook AS-805 for the requirements when accessing or downloading sensitive Postal Service electronic information off Postal Service premises or taking sensitive Postal Service electronic and non-electronic information off site (i.e., non-Postal Service premises) including Postal Service data processed by business partners.

Restricted Information
The Postal Service caveat for sensitive and sensitive-enhanced information indicating access is restricted based on Postal Service regulations and policies. For more information, see the HBK AS-353, *Guide to Privacy and the Freedom of Information Act* *https://about.usps.com/handbooks/as353.pdf.*

- See Handbook AS-805 for the protection requirements of Postal Service information during international travel.
- Report suspicious behavior of employees, contractors, suppliers, or visitors to your supervisor. Remember "If you see something, say something."

How to protect sensitive-enhanced information to which you have access…

Implement all of the protection requirements associated with sensitive information and in addition:

- Limit distribution in e-mail and hardcopy to those persons who have a specific job-related need-to-know for sensitive-enhanced information.
- Create an inventory listing and track sensitive-enhanced hard- copy and electronic information from creation to destruction.
- Appropriate security requirements must be implemented when processing (i.e., transferring, copying, storing, mailing, and destroying) employee medical records or protected health information (PHI).

If you collect credit card information:

- Periodically check point-of-sale devices to ensure they have not been tampered with (i.e., skimmers have not been installed).
- When accepting credit cards, ensure that the credit card information on the card is protected from view by other customers to prevent the taking of a photo of the card with a mobile phone or observation and memorization of the full credit card number.
- Ensure credit cards are signed.
- Credit cards are not accepted for purchase of money orders, trust fund deposits, permit imprint deposits, purchase of pre-canceled stamps, periodical postage, postage meter setting, money-by-wire, employee debt reconciliation, COD funds, or bulk mailings.
- PANs must not be sent via end-user messaging technologies.
- Encrypt all transmissions containing cardholder data.
- Follow the standard operating procedures for processing debit cards.

- Ensure that the customer has privacy when entering their personal identification number (PIN).

If you process credit card information:

- Protect credit card numbers from view by individuals that do not have a need to know.
- Credit card numbers should not be used for development or testing.
- Mask credit card numbers when displayed (the first six and the last four digits are the maximum digits displayed).
- De-identify or remove credit card numbers from removable media and audit logs.
- Keep cardholder information storage to a minimum and limit retention time.
- Physically secure all hardcopy and electronic media containing cardholder data.
- Maintain strict control over internal and external distribution of cardholder data.
- Log and track all media removed from the facility.
- Encrypt PCI information throughout the life cycle.

What not to do with sensitive and sensitive-enhanced information to which you have access…

- Do not store sensitive or sensitive-enhanced information on devices not owned by the Postal Service.
- Do not co-mingle sensitive or sensitive-enhanced information with non-Postal Service information.
- Do not remove sensitive or sensitive-enhanced information from Postal Services premises without approval in writing from the functional vice president (data steward) and chief information officer or their designees.
- Do not reveal sensitive or sensitive-enhanced information without management approval.
- Do not print sensitive or sensitive-enhanced information on printers where unauthorized people may see the output.
- Do not copy sensitive or sensitive-enhanced information unless you can protect the copies.
- Do not send (via e-mail, IM, chat, etc.) sensitive or sensitive-enhanced information unless you are able to protect (e.g., encrypt) it.

- Do not discuss sensitive or sensitive-enhanced information in an open area where others might overhear the conversation.
- Do not send sensitive or sensitive-enhanced information by facsimile without management approval.
- Do not delete e-mails that include PCI/PAN information without de-identifying or encrypting the data.
- To de-identify the PCI/PAN data:
  - Select “Actions” from the Outlook menu bar.
  - Select “Edit Message” from the menu options.
  - Delete all PCI/PAN information.
  - “Save” the e-mail.
  - At this point, it’s safe to delete the message.

Critical (Moderate) Information

Critical
Essential for uninterrupted Postal Service operations or to protect health and safety of Postal Service personnel.

Information is designated as critical (moderate) information if its unavailability would have a serious adverse impact (e.g., systems temporarily unavailable, mail delivery delayed) on the following:

- Customer or employee injury, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Infrastructure services.
- Legal or regulatory requirements.

Critical (High) Information

Information is designated as critical (high) information if its unavailability would have a catastrophic adverse impact (e.g., complete systems or infrastructure failure, mail delivery suspended) on the following:

- Customer or employee death, safety, or health.
- Payment to suppliers or employees.
- Revenue collection.
- Movement of mail.
- Communications.
- Legal or regulatory requirements.

What to do with critical (moderate or high) information to which you have access…

- Protect critical information on workstations, laptop computers, and hand-held devices against theft.
- Invoke a password-protected screen saver when leaving your information resource unattended. Remember "Control-Alt-Delete (and select "lock this computer") before you leave your seat."
- Store critical information in a controlled area or a locked cabinet or desk.
- Back up critical information regularly and label copies.
- Store back-up media offsite in a secure location.

What not to do with critical (moderate or high) information to which you have access…

- Do not leave critical information in an unprotected area.

5. Protection Against Viruses and Malicious Code

Worms, Trojan Horses, and Trap Doors

Be Safe
Install the latest virus detection patterns.

Viruses and other forms of malicious code are harmful software that can contaminate, damage, or destroy information resources. Viruses can attach to e-mails, proliferate themselves, and spread automatically from computer to computer, causing widespread damage. Symptoms of infection include:

- Files or data are suddenly unavailable.
- Unexpected processes, such as e-mail transmissions or programs starting on their own.
- Files have been edited when no changes should have occurred.
- Files appear or disappear, or undergo unexpected changes in size.
- Systems display strange messages or mislabel files and directories.
- Systems become slow, unstable, or inaccessible.

Preventing Infection

What to do to prevent infection…

Watch Out
Viruses may be included in e-mail.

- Make sure your workstation and any portable computers you use for Postal Service business are equipped with the latest virus protection software and the latest virus scanning pattern recognition file.
- Scan all removable media (e.g., CD, DVD, flash drive) before you use them.
- Scan incoming files before you load or save them to your computer.
- Scan files before sending them to another computer or user.
- Back up software and files frequently and maintain several generations.

What not to do to prevent infection…

- Do not download unapproved programs, shareware, or freeware from the Internet, diskette, or other media onto Postal Service equipment.
- Do not open unsolicited or suspicious e-mail or attachments.
- Do not modify the configuration of the virus protection software after installation, except as instructed by authorized personnel.
- Do not disable automatic virus scanning programs.

Responding to Infections

What to do to responding to infections…

- Stop work if you notice any symptom of infection.
- Call CSOC at (866-877-7247), or send an e-mail to: *CyberSafe@usps.gov* and call the IT Service Desk at 800-USPS-HEL(P) (800-877-7435).
- Report the virus incident to your manager or supervisor.

What not to do to responding to infections…

- Do not use the computer until the CSOC or the IT Service Desk says it is okay to do so.
- Do not wait to report a virus incident.

6. Hardware and Software

Using and Adding Hardware and Software

What to do with hardware and software. . .

- Use only hardware and software that are approved and are included in the Infrastructure Toolkit (ITK). For information on how to add a product to the ITK:
  - Go to *https://usps365.sharepoint.com/sites/ITK/SitePages/Welcome-to-the-Infrastructure-Toolkit-(ITK).aspx*.
  - Under the heading Help is a link, ITK Request. Clicking on it will open an e-mail message. Or, you may call 202-268-4585.
- Acquire hardware and software only from official Postal Service suppliers.

What not to do with hardware and software . . .

- Do not install on Postal Service computers any unapproved software from the Internet, a diskette, CD, or other media.
- Do not use personally owned software on Postal Service computers without management approval.
- Do not violate copyright laws by using unlicensed software or making unauthorized copies of licensed software.
- Do not attach any hardware to Postal Service workstations or networks without written authorization.

7. Information Security Incidents

Recognizing Incidents

Information Security Incidents Events or situations (suspected, proven, deliberate, or inadvertent) that could expose Postal Service information resources to loss or harm.

Examples of incidents that must be reported include:

- System becomes slow, unstable, or inaccessible (e.g., will not boot properly).
- Unexpected processes start without your input.
- Files disappear or undergo significant and unexpected changes in size.
- System displays strange messages or mislabels files or directories.
- Suspected theft of your identity.
- Stolen, missing, or damaged hardware, software, or electronic media.
- Exposed or missing hard copy files containing sensitive, sensitive-enhanced, or critical information.
- Unauthorized disclosure, modification, misuse, or inappropriate disposal of Postal Service information.
- Internal or external unauthorized attempts to access information resources or the facility where they reside.
- Internal or external intrusions or interference with our networks, including denial-of-service attacks, unauthorized activity on restricted systems, or unauthorized changes to files.
- Unavailability of files or data normally accessible.
- Security violations, suspicious actions, suspicion or occurrence of fraudulent activities, and potentially dangerous activities or conditions.
- Unauthorized individual in a controlled area.

Preventing Incidents

What to do to prevent information security breaches . . .

- If you do not understand any of the requirements in this handbook, ask your immediate supervisor for clarification.
- Take the annual information security training course.
- Display proper identification when in any Postal Service facility.

- Be aware of your physical surroundings, including weaknesses in physical security and the presence of any unauthorized visitors.
- Protect Postal Service hardware, software, and sensitive, sensitive-enhanced, or critical information.

Responding to Incidents

What to do in response to a security incident. . .

- Immediately report incidents to the CSOC at (866-877-7247) or send an e-mail to *CyberSafe@usps.gov*. Employees traveling outside the United States should call 001-919-501-9299.
- Notify the following, where appropriate:
  - Service Desk at 800-USPS-HEL(P) (800-877-7435).
  - Immediate supervisor or manager.
  - Local system administrator or local technical support.
  - Security Control Officer.
  - Inspection Service at *ISCyberInvestigations@usps.gov* or call 877-876-2455.
  - Office of Inspector General at 888-877-7644.
- Take action as directed by the CSOC.
- Document all communications and actions taken regarding the incident.
- Complete PS Form 1360, *Information Security Incident Report*, and send it to *CyberSafe@usps.gov*.

What not to do . . .

- Do not dismiss a suspected incident or discount its seriousness.
- Do not postpone reporting a suspected incident, especially a possible incident of a missing computing device in the hope that a lost device may soon be found and reporting it may be avoided; should the device subsequently be located, follow up the initial report with an immediate report indicating the device was found.

8. Monitoring of Information Resources

Why the Postal Service Monitors

The Postal Service has the legal right to monitor use of its information resources. The Postal Service monitors use to ensure these resources are protected and to verify compliance with information security policies and federal regulations. By using Postal Service information resources, you consent to the monitoring of your use of these resources. You have no expectation of privacy when using Postal Service information resources.

We Are Interested in Hearing From You

For more information, e-mail questions or comments to *information_security@usps.gov*.