

PPG-20

FAMILIES ANONYMOUS (FA) INC.

**POLICY ON DEVELOPMENT AND MAINTENANCE OF A
CREDENTIALS LIST**



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CONTENTS

PURPOSE OF THIS POLICY	1
CONCEPTS AND PRINCIPLES	1
SCOPE.....	1
PROCEDURES.....	1
Development of Credentials List	1
Maintenance of Credentials List.....	1
Access to Credentials List	2
Appendix 1 – Credentials List Template.....	3

PURPOSE OF THIS POLICY

The purpose of this policy is to (a) establish an accurate list of FA owned / licensed / used software applications and their associated administrative credentials (the Credentials List) and (b) establish a process for maintenance and oversight of the Credentials List.

CONCEPTS AND PRINCIPLES

Our Information Technology infrastructure is critical to the day-to-day functioning of the World Service Board (WSB), the World Service Office (WSO) and WSO Committees. Developing and maintaining a comprehensive, accurate Credentials List which is centrally managed and controlled (and available to a designated subset of the WSB) minimizes the risk of significant business interruption and delays.

SCOPE

This policy is applicable to all software applications and systems used by FA.

Because of the sensitive nature of financial information, applications dealing with the finances of FA (e.g. those related to bank accounts, QuickBooks) are included on the Credentials List, but without associated user ids, passwords, and other credentials. However, to ensure business continuity, at least two authorized users for each financial application must be identified on the Credentials List.

PROCEDURES

Development of Credentials List

The Chair of the Technology Committee is responsible for development of the Credentials List. The information to be collected for each software application includes the following:

- Category of the application (eg., e-mail, e-store, etc).
- Software Application name
- URL for accessing application
- Authorized User(s)
- User ID(s)
- Password(s)
- Other Credentials (such as security questions and answers, and/or other authentication information)

Authorized users are responsible for providing the Chair with this information.

A template for the Credentials List is provided in Appendix 1.

Maintenance of Credentials List

The Chair of the Technology Committee is responsible for maintenance of the Credentials List.

Authorized users are responsible for submitting any changes / updates of information on the Credentials List to the Technology Committee Chair so that the FA Credentials List is always up to date.

Access to Credentials List

Distribution / Access to the Credentials List will be limited to the following individuals:

- WSB Chair
- WSB Vice-Chair
- Technology Committee Chair

The Technology Chair is responsible for the timely distribution of the updated Credentials List to the individuals listed above.

