



Department of the Interior Infrastructure Services Division

Standard Operating Procedure

Web Filter Exception Request Process

May 20, 2014

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1. Purpose

The purpose of this document is to provide a step by step description of the new web filter exception request process. This new process will address the shortcomings of the paper based exception process currently in practice. Once fully implemented, the new process will utilize a form within the Remedy ticketing system to automate the request process.

2. Change History

The following Change History Log contains a record of changes made to this section.

Date Published/ Revised	Version No.	Author	Section/Description of Change
Nov 28, 2011	1.0	Chris Brooks	▪ Initial Draft
Dec 21, 2011	1.1	Andrew Hogarth	▪ Updated Draft, revising Classify to Category
Jan 3, 2012	1.2	Andrew Hogarth	▪ Made minor edits based on feedback from ITST members. ▪ Updated Remedy URL ▪ Changed document from Draft to Final.
Apr 24, 2012	1.3	Andrew Hogarth	▪ Added steps and screen shots for the newly added Scope specification process (Section 1.5, New Process, beginning with step 8) and Appendix A
May 20, 2014	1.4	Andrew Hogarth	▪ Removed old process from Section 1.5, Web Filter Exception Request Process. ▪ Updated Points of Contact ▪ Removed Section 1.6, Implementation. ▪ Updated numbering

3. Approvals

The following table contains a list of reviewers and approvals for this document.

Date Reviewed	Approval/Disapproval	Reviewed by (Name, Title)
		Robert Lewis
		Quentin Cheuk

4. Scope

The procedures outlined herein are applicable to the process of requesting a change to the Blue Coat web filtering policies. The filtering policies in the Blue Coat proxies are configured in accordance with applicable DOI policies that define the acceptable use of the Internet. This procedure does not invalidate the requirement for opening a CRQ (change request) with the appropriate CAB (Change Advisory Board) for any additional Internet traffic required in support of a project.

5. Points of Contact

All errors, questions, and comments should be directed to the Web Filtering Team at Web_Filtering@ios.doi.gov.

Name	Function	Email
Web Filtering Team Mailbox	Mailbox for all web filter requests, questions, or comments	web_filtering@ios.doi.gov

6. Web Filter Exception Request Process

The web filter exception request process works in the follow manner:

1. A user receives a block page while attempting to access a website via browser, or the user can initiate a request [here](#).
2. A user clicks the “Submit a Web Exception Request via DOI Remedy” link on the block page, which will redirect them to the Remedy ticketing system at the following link:

<https://support.usgs.gov/arsys/forms/igskahcigssd02.gs.doi.net/DOI%3AWeb+Access+Exception+Request/?mode=CREATE>

If prompted for a login, the user will enter into the “User Name” field their User Principal Name (UPN), which is their Active Directory **User ID** and domain name separated by an @ symbol (e.g., userid@ios.doi.gov, userid@blm.gov), and into the “Password” field they will enter their domain logon password. The “Authentication” field can be ignored. Please note that in some cases the user’s UPN will be the same as their email address, but this is not always the case (e.g., UPN: userid@ios.doi.gov; Email: user_id@ios.doi.gov). If the user has trouble getting logged in, they can call the USGS Service Desk at 1-866-447-4375. Additional support access options are available at the following link <http://support.usgs.gov>.

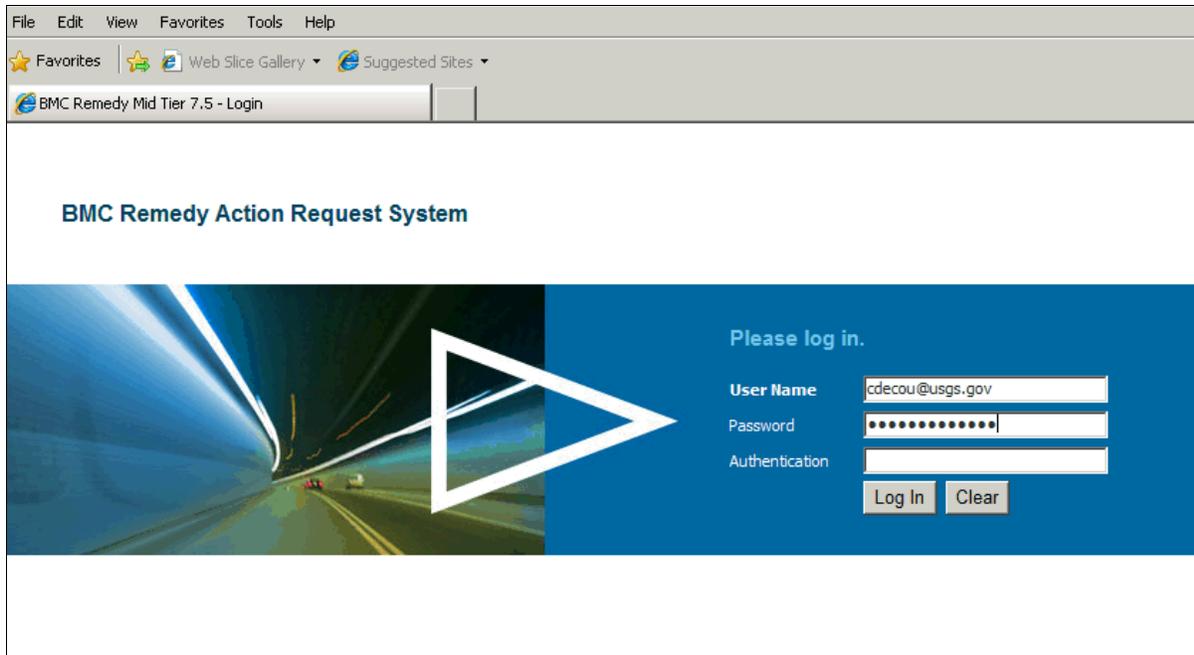


Figure 1 - Login Prompt for Remedy

- After logging in or following the URL noted above, the user will enter the Web Access Exception Request form in New mode. The Requester information area will auto-populate with the user's information as it exists in the system.

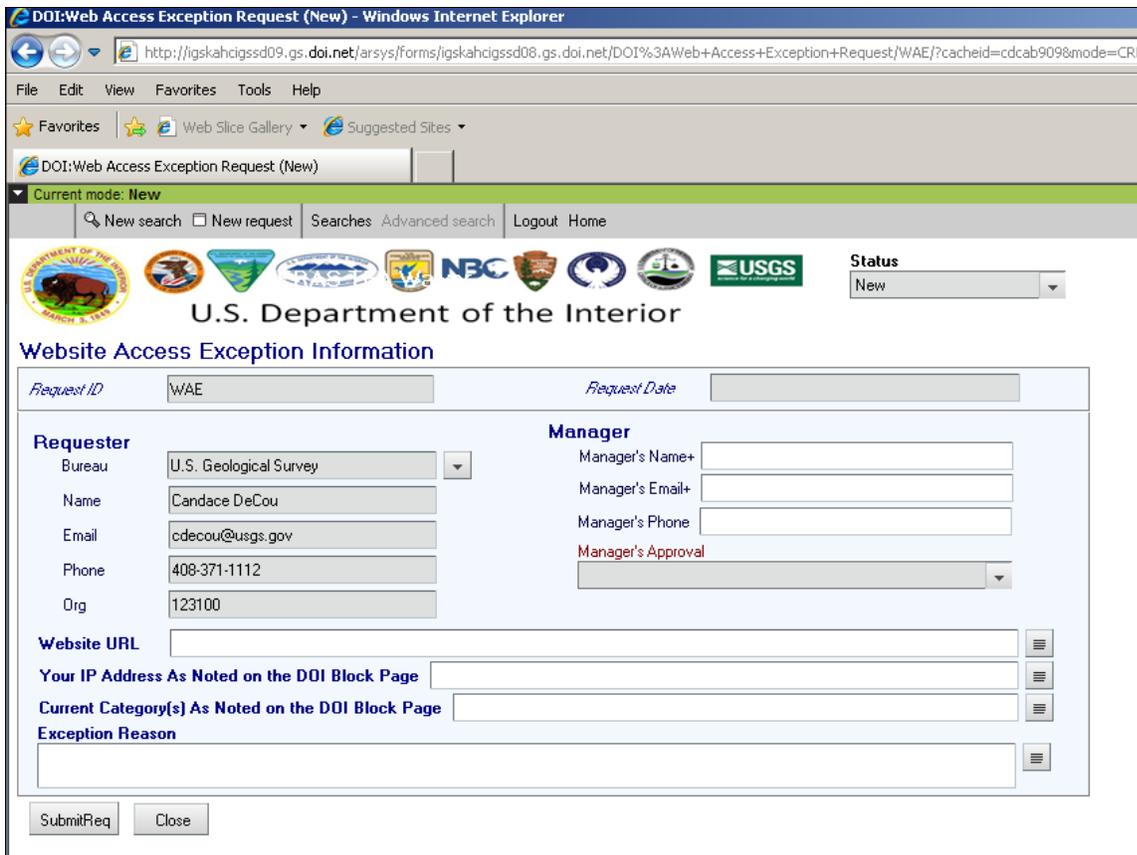


Figure 2 - Auto-population of User Information

4. The User will also complete the Manager's Name, Website URL, their IP Address (as presented on the DOI Block Page), the Current Category(s) of the site (also copied from the block page), and Exception Reason fields; these are required entries. Once completed, the User will select the SubmitReq button which will forward the form to the user's manager for approval.
5. The manager noted in the Web Access Exception Information form will receive an email notification letting them know that the request is pending their approval. The manager can either reply to the email to have the request Approved, Rejected or Cancelled or, if they have a Remedy account, they can click on the URL link within the notification email. When replying by email, the **EXACT** word: **Approved**, **Rejected**, or **Cancelled**, must be **added** to the **beginning of the subject line**.
6. If the manager has a Remedy account and clicks on the URL link they should be automatically logged into the Remedy system to see the submitted request, from which they can make the appropriate selection from the Manager's Approval menu (Approved, Rejected, or Cancelled). After making the appropriate selection, the manager will click on the SubmitMgr button to submit the request and move it forward for Bureau CISO approval. The requester will receive an email notification with the results of the manager's approval selection.

The screenshot displays the 'Website Access Exception Information' form. At the top, there are logos for various agencies including the U.S. Department of the Interior, USGS, and others. The form fields are as follows:

- Request ID:** WAE00000000156
- Request Date:** 12/21/2011 12:24:24 PM
- Requester:**
 - Bureau: U.S. Geological Survey
 - Name: Candace DeCou
 - Email: cdecou@usgs.gov
 - Phone: 408-371-1112
 - Org: 123100
- Manager:**
 - Manager's Name+: Aaron Eve
 - Manager's Email+: aeve@usgs.gov
 - Manager's Phone: 303-236-0279
 - Manager's Approval: (dropdown menu with options: Approved, Rejected, Cancelled, (clear))
- Website URL:** www.utube.com
- Your IP Address As Noted on the DOI Block Page:** 10.1.79.17
- Current Category(s) As Noted on the DOI Block Page:** entertainment
- Exception Reason:** I need to capture screen shots of UTube videos for a presentation I am making for the ESN Management team

Buttons at the bottom include 'SubmitMgr' and 'Close'.

Figure 3 - Manager Approval Action on WFER

7. The affected bureau's primary CISO will be sent an email notification upon the manager's approval of a Web Access Exception Request. All CISO's are Remedy users and should access the system by following the link embedded in the email notification. (Note: Unlike the manager, the BCISO must use Remedy to either Approve, Reject, or Cancel the request, they can not reply to the email notification.) The BCISO Review area will be visible once the CISO accesses the form.

New search New request Modify all [Searches](#) [Advanced search](#) [Logout](#) [Home](#)

Website Access Exception Information

Request ID WAE000000000144 **Request Date** 3/6/2012 3:03:18 PM

Requester	Manager
Bureau: U.S. Geological Survey	Manager's Name: aaron eve
Name: Candace DeCou	Manager's Email: aeve@usgs.gov
Email: cdecou@usgs.gov	Manager's Phone: 123
Phone: 408-371-1112	Manager's Approval
Org: GGHAFA6000	Approved
	Manager's Decision Date: 3/13/2012 1:03:47 PM

Website URL www.youtube.com

Your IP Address As Noted on the DOI Block Page 10.1.19.236

Current Category(s) As Noted on the DOI Block Page Entertainment

Exception Reason
 I need to capture screen shots of YouTube videos for a project

BCISO Review

Website Category Correct? Yes Access Begins 02/01/2012 Vendor Re-Categorization Requested? No

Temporary Request? Yes Access Ends 06/01/2012 Scope of Request Single IP Address

Scope Notes Temporary request for 10.1.19.236 only

Bureau CISO Comments

BCISO Name Joseph V Seger **BCISO Approval** Approved

BCISO Phone 703-648-6838 BCISO Decision Date 3/13/2012 1:02:40 PM

Figure 4 - BCISO Review of WFER

8. If the Bureau CISO is approving this request, they must select one of five choices from the Scope of Request drop-down list (see Figure 5 - Scope of Request). The choices are:

Single IP Address	Specifies that the request is being approved for a single <u>Internet routable static</u> IP Address
Multiple Individual IP Addresses	Specifies that the request is being approved for several <u>Internet routable static</u> IP addresses (not a subnet)
Subnet(s)	Specifies that the request is being approved for one or more <u>Internet routable</u> subnets
Entire Bureau	Specifies that the request is being approved for the entire Bureau
Request - All DOI Access	Specifies that the request is being requested for access by all of DOI, and also denotes that the request is approved for the entire Bureau
Note: All IP Addresses MUST be static and Internet routable.	

BCISO Review

Website Category Correct? Access Begins Vendor Re-Categorization Requested?

Temporary Request? Access Ends **Scope of Request**

Scope Notes

Bureau CISO Comments

BCISO Name **BCISO Approval**

BCISO Phone BCISO Decision Date

Scope of Request options:
 Single IP Address
 Multiple Individual IP Addresses
 Subnet(s)
 Entire Bureau
 Request - All DOI Access
 (clear)

Figure 5 - Scope of Request

9. A selection-specific instructional dialog box will be displayed when any of the Scope of Request choices are made. The dialog boxes provide the Bureau CISO with specific instructions on what to include in the Scope Notes field; the Scope Notes field is used to specify Internet routable static IP addresses, or Internet routable subnets and subnet masks. Screenshots of the various instructional dialog boxes are included as [Appendix A](#).
10. Bureau CISO will select Submit button to move the request forward for the DOI management review.

BCISO Review

Website Category Correct? Access Begins Vendor Re-Categorization Requested?

Temporary Request? Access Ends **Scope of Request**

Scope Notes

Bureau CISO Comments

BCISO Name **BCISO Approval**

BCISO Phone BCISO Decision Date

Figure 6 - BCISO Approval Action

11. On Approval of the request by the Bureau CISO, DOI OCIO Management will be notified of the request pending review. Once OCIO Management selects an Approval state, all parties to the request will be notified by email of the approval status.

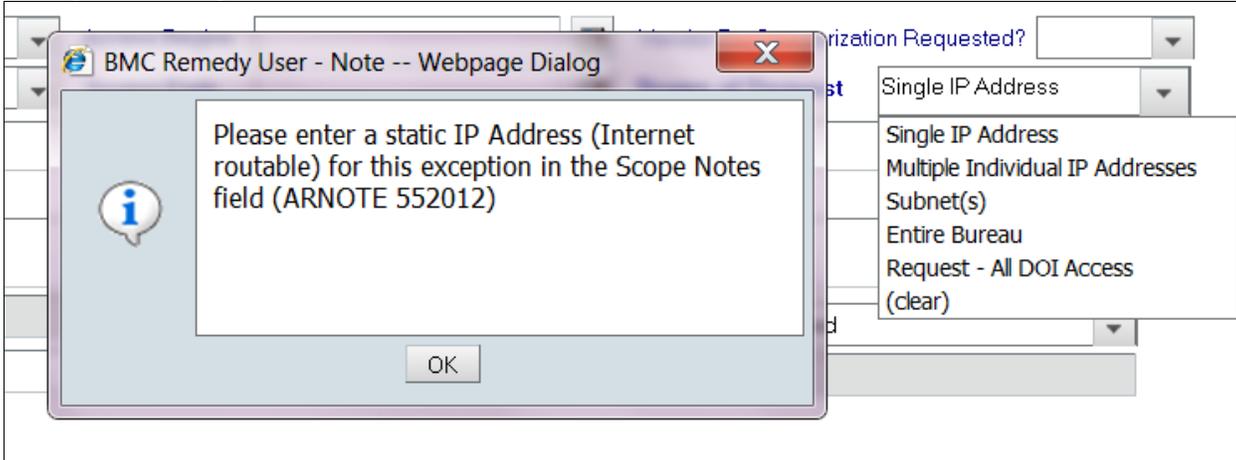
▼ BCISO Review			
Website Category Correct?	Yes	Access Begins	02/01/2012
Temporary Request?	Yes	Access Ends	06/01/2012
Vendor Re-Categorization Requested?	No	Scope of Request	Single IP Address
Scope Notes	Temporary request for 10.1.19.236 only		
Bureau CISO Comments	See Scope Notes		
BCISO Name	Joseph V Seger	BCISO Approval	Approved
BCISO Phone	703-648-6838	BCISO Decision Date	3/13/2012 1:02:40 PM
▼ DOI OCIO Review			
DOI OCIO Comments	Approved for a temporary 4 month period		
DOI OCIO Name	Quentin Cheuk	DOI OCIO Approval	Approved
DOI OCIO Phone	(703) 648-5557	DOI OCIO Decision Date	
Submit		Close	

Figure 7 - DOI OCIO Management Review/Approval

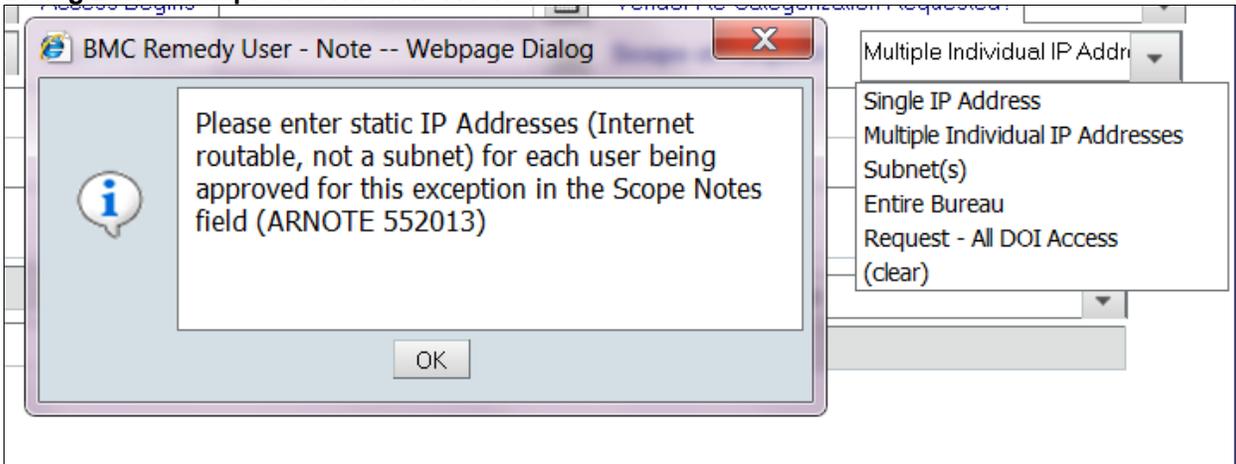
In addition, the submission of the DOI OCIO Management Approval will send an email notification to the Web Filtering team, letting them know the request is ready to be processed. Once the Web Filtering team has completed their work, they will set the Status of the request to Implemented and this will submit another email notification to the Requester that the request is now in place.

Appendix A Screenshots of Instructional Dialog boxes

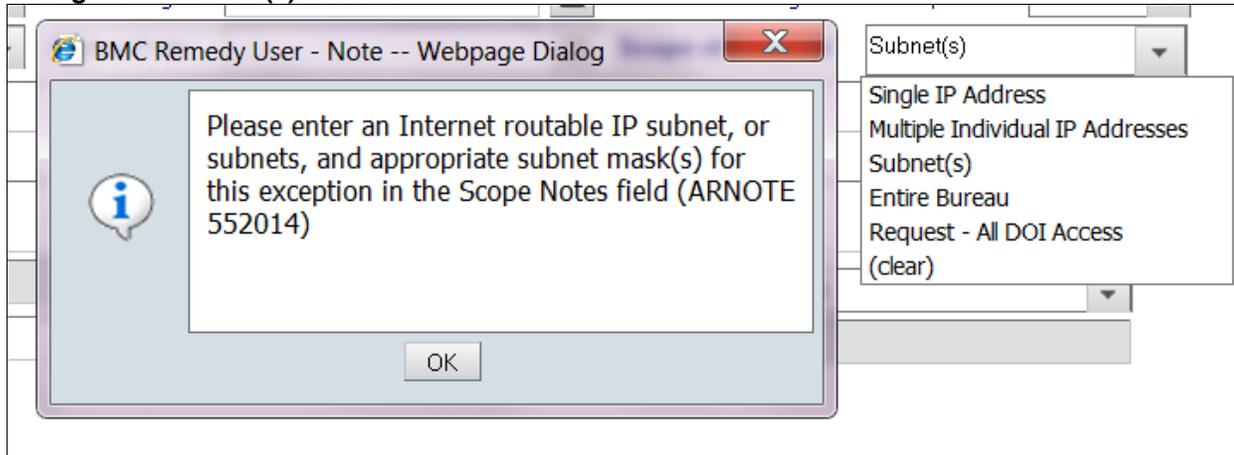
Dialog Box – Single IP Address Selection



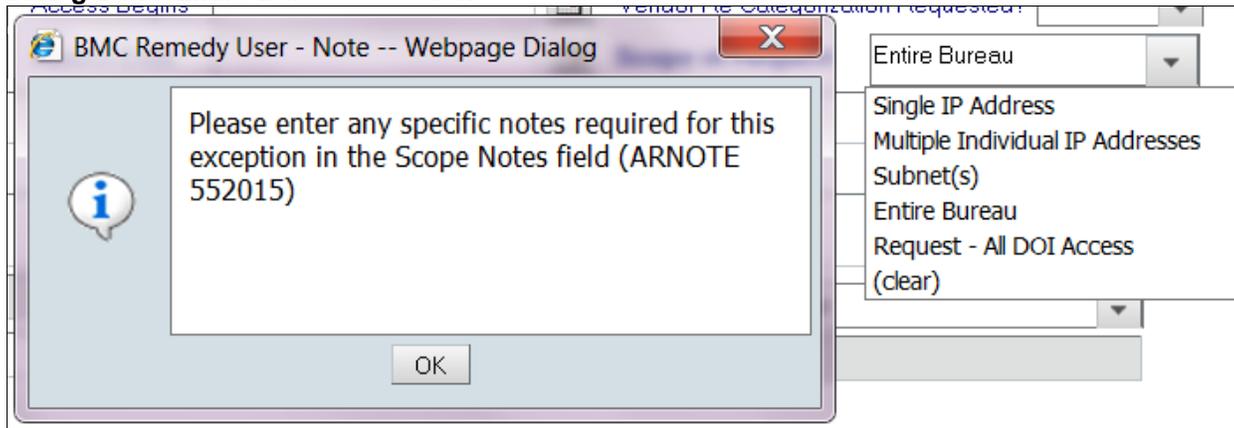
Dialog Box – Multiple Individual IP Addresses Selection



Dialog Box – Subnet(s) Selection



Dialog Box – Entire Bureau Selection



Dialog Box – Request DOI Access Selection

