



NERAC Collaborative Information Sharing Project

NERAC CONNECT



NERAC Connect Policy and Procedure

NERAC Connect Policy & Procedures

The NERAC Collaborative Information Sharing system recognized as “NERAC Connect” is an internet-based secure collaborative information-sharing system that enables the northeast homeland security planning region to gain information across disciplines and jurisdictions. It will also provide a site for NERAC-based information, initiative updates, general policies and training calendar. There are seven discipline-specific sites that have been designed under this portal system: Emergency Management, Emergency Medical Services, Fire, Hospitals, Law Enforcement Public Health and Public Works.

Purpose of policy

The purpose of this policy is to set forth guidelines for access to, and use of, NERAC Connect. This document contains information on NERAC Connect access, use, administration, maintenance, and the responsibilities of discipline users and members.

Key Terms & Definitions:

Agency Manager	Supervising official of discipline member agency.
NERAC Connect	Official name of the NERAC SharePoint system
Northeast - 85	Read-only site for the 85 municipalities in the northeast homeland security planning region.
Site Administrator	An individual with a special access level that can administer pages, manage users, and change the programs and/or function of the system.
SharePoint	Software utilized to create an internet-based, secure collaborative information-sharing system. A password secured platform that enables information sharing and management of projects, document version control and other initiatives as appropriate.
Site	A page within the SharePoint system dedicated to a specific function such as a particular discipline.
Super Administrator	The fiduciary (MAPC) will have full access to all functionality of the system.
Tabs	Navigational tool to allow access to various sites.
Users	Participants on the NERAC Connect site

Goals:

The goals of this information-sharing system, NERAC Connect, are as follows:

- To provide a tool for sharing discipline-specific information throughout the NERAC region;

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- To establish a virtual portal to help facilitate collaborative projects, calendars, and forums for education and discussion;
- Expand NERAC's ability to disseminate information and update the region on homeland security initiatives and projects.

Procedures:

This system was designed to provide the seven disciplines and NERAC council members the ability to share real-time information among personnel in agencies across the region, and to provide a management tool for NERAC to organize and administer their activity.

Detailed operating policies and procedures are included in Addendum A.

Site Administrators

Site administrators have overall responsibility for the management and administration of a SharePoint site and its associated subsites. They have authority to review, approve and/or disapprove site content and users, respond to user inquiries for access to the site, ensure proper daily operation is met, and other matters associated with NERAC Connect operation.

The Site Administrator will administer all functions and rely on the agency manager or his/her designee to carry out daily and regular tasks related to the NERAC Connect's continued site operation.

Agency Responsibility

1. Each agency manager may appoint an agency designee for NERAC Connect that will oversee user access for personnel in their agency.
2. Each agency designee should determine their process for setting up and training users.

Access

Access levels and guidelines are included in Addendum B. All northeast municipalities must agree to comply with the usage guidelines to have access to NERAC Connect. Each Site Administrator determines the access levels that are granted to a user based on the agency manager's request.

Qualified Access: Agency managers or their designee shall ensure that all personnel granted access to the system have been properly approved to use the system as determined by the discipline's agency, and that they will abide the terms of this policy.

State Agency Partner

As authorized by NERAC, state agency members may be granted limited access to the system. Full compliance with this policy and the additional conditions that may be specified is required to obtain and retain access to this system.

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Use by Non-NERAC Member Agencies

As/If authorized by a designated Site Administrator, limited access may be granted to non-NERAC member municipalities. Compliance with this policy and the additional conditions that may be specified is required to obtain and retain access to this system.



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Addendum A Operating Procedures

Agency Personnel Changes:

The agency manager must notify the NERAC Connect site administrator of any changes in agency personnel that necessitate their removal from the system, or to disable access to the system during an employee's extended absence.

System Security/User Requirements

All authorized users should be trained in the use of NERAC Connect before accessing the system. Agency manager(s) should ensure all agency personnel are trained in the use of the system. Users should be aware that all personal passwords may be able to track all of their inquiries. Users are required to lock or log off the system if they leave their work station unattended.

The agency manager or designee is responsible for the overall system access by representatives from within his/her agency. The agency manager may assign personnel that are responsible for monitoring and administering system use in their agency.

Maintenance and Support Service

The agency manager is the primary source of support for agency personnel for general use of the system. Users should first contact their agency manager if they are experiencing difficulty with the system.

Site administrators are the primary source of support of the discipline-specific site pages. These administrators are designated by NERAC.

Super Administrators can address major issues during business hours and can be contacted at NERAC@mapc.org.

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Addendum B Site Access Levels

Access levels and guidelines are below; there are four levels. All NERAC member agencies have access to NERAC Connect. Each Site Administrator specifies the overall parameters and the agency manager determines the access levels that are granted to which personnel.

Site/Access Group	Description
Reader – read-only access	Those designated personnel assigned by each agency to access NERAC Connect for the purposes of information gathering.
Contributor – reader and writer	Those designated personnel assigned by each agency manager to access NERAC Connect for the purposes of posting and/or removing information from the system. Can create lists and document libraries and customize designated pages in the Web site per agency manager.
SharePoint Site Administrator	Has special access to all site pages.
Super Administrator	Has full management access to the entire website.

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Addendum C ***NERAC Information Policy***

POLICY

- A. NERAC recognizes the necessity of maintaining the delicate balance between government interests and individual rights in a free society. To simultaneously address these needs and rights requires the adherence of all members of the northeast region to the following guidelines. This will ensure that the region served by NERAC will be legally best served.
- B. No information will be submitted to, accepted by, or maintained knowingly in the NERAC discipline-specific sites concerning political, religious, or social views.
- C. No information which has been obtained in violation of any applicable federal, state, or local law or ordinance shall be included in the NERAC discipline-specific sites.
- D. The Site Administrators shall have authority to purge information from sites that has no relevance or importance.
- E. Inappropriate use may result in termination of access to the NERAC Connect.



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Addendum D User Agreement

Please scan and email a signed copy to the applicable site administrator at the discipline-specific email posted on NERAC Connect.

NERAC CONNECT USER PARTICIPATION AGREEMENT

<AGENCY _____> permits that its staff may, log on and access the collaborative web-based information-sharing system developed by and known as SharePoint. NERAC hereby grants said agents the desired access to the NERAC SharePoint system provided that <AGENCY _____> acknowledges and agrees to the following:

1. NERAC owns, controls, and maintains the hardware and software constituting the delivery system for SharePoint;
2. NERAC creates and maintains total and unlimited control over the information posted to, and organized on NERAC SharePoint;
3. <AGENCY> _____ will not publicly disclose the information collected and maintained by NERAC on NERAC SharePoint; and

<AGENCY _____>

NERAC Site Administrator

By its Agency Manager:

Title

Date

Date

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