Secure File Transfer User Procedures

A. **Purpose**

This procedure outlines the steps that Divisions are to follow in order to acquire access to the DHSS SFTP server.

B. **Applicability**

This procedure applies to all entities that need access to the DHSS SFTP server for the purpose of file exchange.

C. **Procedures**

1. Vendor/External Agency SFTP Access Forms
   a. Vendors/External Agencies and their employees requiring access to the DHSS SFTP server need to fill out the forms listed within section "d" below. Access will be granted using individual names or the use of system accounts will be allowed when used in an automated process. All forms must be completed and signed.
   b. The division requesting access must first execute a Secure File Transfer Memorandum of Agreement (MOA) with the outside entity. The MOA is to be processed by the Division via Department standard contract processing procedures. Paragraph 3 of the MOA references the sender of the data. Paragraph 4 references the receiver.
   c. If the information transferred includes HIPAA-defined Protected Health Information (PHI), the division must also execute a DHSS Business Associate Agreement (BAA) with the outside entity. The BAA is available at http://dhss.delaware.gov/dhss/dms/cmp/files/hipaabp.pdf. The BAA is to be processed (as Appendix A) of the MOA by the Division via Department standard contract processing procedures.
   d. After the MOA (and BAA, if required) have been completed and signed by DHSS and the outside entity, the division must submit a User Access Package for each employee requiring an SFTP access account. The package must contain the following:
      - Biggs Data Center User Authorization Form
      - Biggs Data Center Non-Disclosure Form.
      - State Information Transport Network (SITN) Acceptable Use Policy Form available at http://dti.delaware.gov/pdfs/pp/AcceptableUsePolicy.pdf.

   User Access Package must be returned to the DHSS Help Desk via the appointed DHSS program director or project manager.

e. The Division is responsible for notifying the DHSS Help Desk if the MOA is terminated.

2. State Employees SFTP Access Forms

   State Employees requiring access to the DHSS SFTP server need to fill out the following forms. Access will be granted using individual names or the use of system accounts will be allowed when used in an automated process. User Access Forms are to be returned to the DHSS Help Desk via the appointed DHSS program director or project manager.

   - Biggs Data Center User Authorization Form

   - Biggs Data Center Non-Disclosure Form.

3. DHSS SFTP Quick Start Guide This includes step by step instructions for using the DHSS SFTP server for the purpose of secured file exchange.