

ITSM Security Classification Guide

Table 1: ITSM Personnel Security Clearance Requirements

#	Role / Function	Clearance Level	More Details
1	Any resource with logical access to ITSM Solution data	Secret	Any contractor or subcontractor personnel with a job function or role that may permit access for them to retrieve, view, manipulate, destroy, transfer or affect the availability of ITSM Solution data.
2	Any resource with logical access to ITSM Solution test data	Enhanced Reliability	This is access to test data generated for system testing purposes and does not contain any production data. If there is any production data in the data set, it will be treated as #1
3	Contractor personnel with physical or logical access to ITSM Solution detailed design documents including but not limited to detailed logical and physical application, technology infrastructure solution architectures, security architecture and controls, detailed component diagrams, source code, detailed use-cases and business process maps, detailed application, data flows and data models, database designs, system interfaces, internal controls, test plans and test results	Secret	This is mainly architecture and detailed design documentation access. (i.e. Integration Specialist, Solution/Application Architect; Project Manager; Data Architect)

4	Contractor Operations Center Personnel	Secret	This is for Contractor Operators including second and third level support. Any contractor or subcontractor personnel that has logical access to ITSM Solution production data (either in electronic or paper format).
5	4th Level OEM Support	n/a	The Contractor must get Contract Technical Authority approval before providing any ITSM Solution data/information to 4th Level OEM Support. This resource type will not have direct access to the ITSM Solution data however they can work on issues/problems specific to their expertise level with security cleared Contractor Operators who have access to the data.
6	Contractor resources accessing SSC locations ad-hoc	n/a	Resources will be escorted by SSC
7	Contractor resources accessing SSC locations regularly	Enhanced Reliability	SSC will check resource security level before access is granted.

Table 2: Contractor Facility Related Security Requirements

#	Facility Related Clearances	Contractor Operation Centers*
1	Document Safeguarding Capability	Protected B
3	Production Capability	No
4	IT Link	Yes