

Enterprise Income Verification (EIV 9.1) System

Public and Indian Housing (PIH)

Security Administration Manual

U.S. Department of Housing and Urban Development

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Enterprise Income Verification – Security Administration Manual Authorization Memorandum

I have carefully assessed the Security Administration Manual for the Enterprise Income Verification (EIV) system. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

David Sandler
EIV IT Project Manager

DATE

Nicole Lawyer
PIH Program Manager

DATE

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1 Preface

1 Preface

1.1 Document Overview

The purpose of this manual is to provide guidance to HUD personnel from Office of Public and Indian Housing responsible for security administration in the Enterprise Income Verification (EIV) application on security concerns and responsibilities. The manual details business operational procedures for successfully performing administration tasks using reports available in EIV and interfacing with other program office and CIO personnel responsible for security.

1.1.1 How This Manual Is Organized

Listed below are each of the chapters contained in this manual, along with a brief description of its content:

- **Chapter 2, Introduction** – An overview of EIV, including the hardware, software, and system architecture.
- **Chapter 3, PIH Security Administrators** – Provides instruction on the functions available to PIH Security Administrators.
- **Chapter 4, Responsibilities of EIV Security Administrators** - Provides an overview of the EIV Security Administrators responsibilities in protecting the integrity of the system.
- **Appendix A, Abbreviations and Acronyms** – Provides a list of commonly used abbreviations and acronyms.

1.1.2 Who Should Use This Manual?

This manual is intended for the following users:

- Public Housing program users with Security Administration role

If you have other roles or other action codes, you may need to access other documents in EIV library to learn more about them. For more information about the content of the EIV library, refer below to the *Related Documentation* section of this document.

This manual assumes the resources assigned to these roles have the following knowledge or expertise:

- Working knowledge of Microsoft Windows.
- Operational understanding of PC's.
- Operational understanding of Internet browsers.
- Understanding of basic network concepts.
- Understanding of HUD program terminology, policies, and procedures.

1.1.3 Related Documentation

This section provides a list of related documentation. The EIV library includes the following documents:

- *EIV User Manual – For Public Housing Program Users* – For Public Housing program users of the EIV wage and income functionality, this manual provides step-by-step instructions. Users should be familiar with PCs, Microsoft Windows, and their browser software.
- *EIV PIH User Administration Manual* – For Office of PIH and Multifamily Housing program user administrators (Internal and external user administrators), this manual provides step-by-step instructions on step-by-step instruction on the user administration available in EIV.

1.1.4 Abbreviations and Acronyms

A glossary of abbreviations and acronyms is included as **Appendix A** of this document.

2 Introduction

2 Introduction

EIV provides a portal to tenant income information in the form of household income data, as well as several income-based reports. EIV is a Web-based system, allowing access to information across secure Internet connections to the HUD application server using Microsoft Internet Explorer Version 6.0 or higher.

2.1 System Overview

The PIH and Office of Housing tenant income and benefits data in the EIV system come from a variety of sources:

1. **WASS** – serves as the single sign-on portal used by EIV and other HUD systems. It also is used for EIV Multifamily Housing role assignment.
2. **PIC Form 50058 Database** – provides PIH tenant information and related data originating from form HUD 50058.
3. **NDNH** – provides data including wages, unemployment insurance income, and W-4 (“new hires”) data reported by State and Federal Agencies to the HHS/Office of Child Support Enforcement (OCSE) through matching PIH tenant ID information against NDNH databases.
4. **SSA** – provides benefit information including disability, supplemental income, and Social Security payments through matching PIH tenant ID information against SSA databases.

EIV benefits data from SSA is updated on a quarterly cycle, with data for one-third of the states being in each monthly request. The monthly request also is augmented with information pertaining to new tenants (including newborns), portability move-ins and those in IMS/PIC adjustment transactions.

Data exchange with the NDNH databases also follows a quarterly cycle for wages and unemployment data but W-4 data is updated monthly and all data is collected monthly for new PIH, household members who turn 18 (no data is collected from NDNH concerning those under 18) and portability move-ins.

Figure 1 below illustrates the EIV data flow/system interfaces.

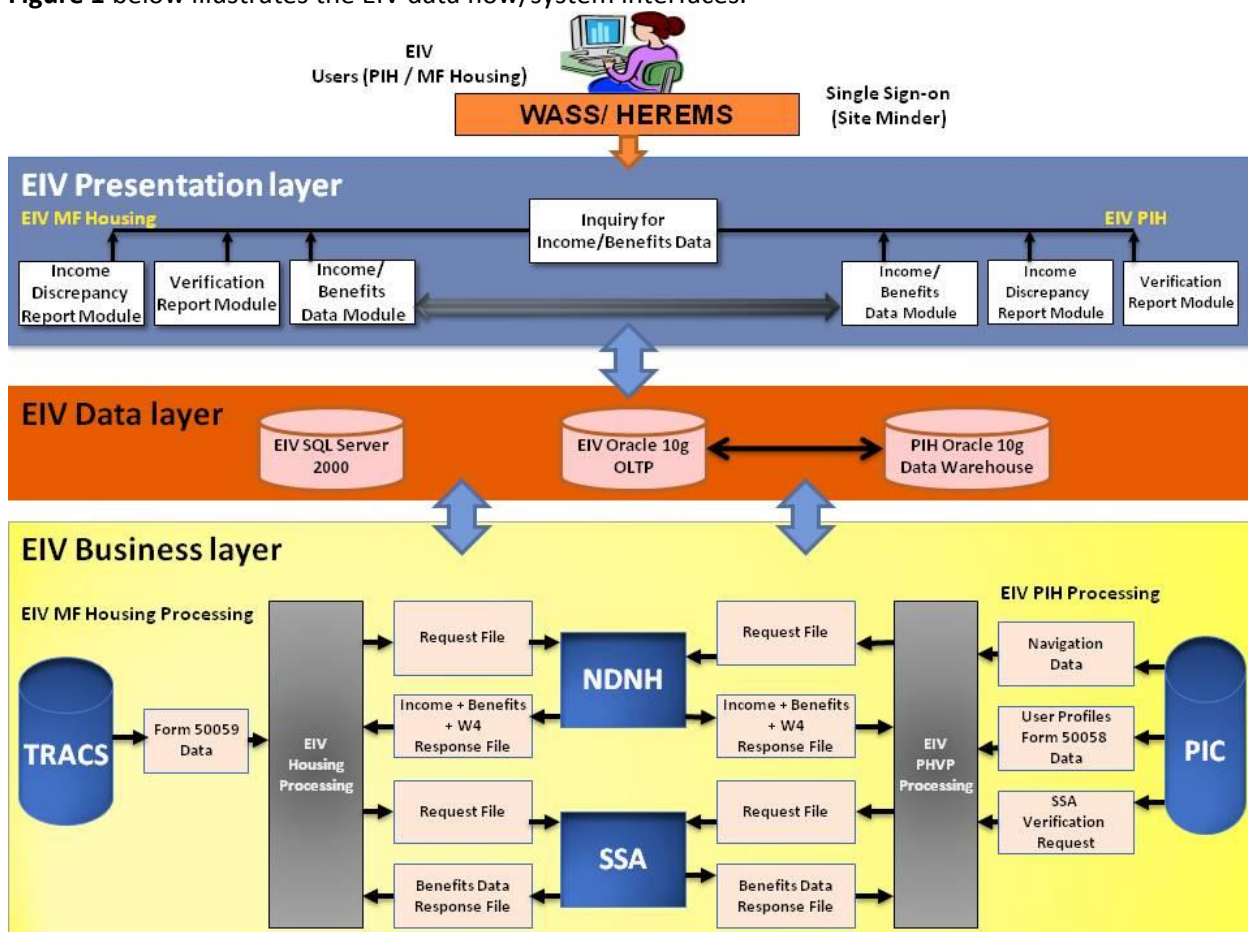


Figure 1 - EIV data flow/system interfaces

2.2 Contingencies and Alternate Modes of Operation

EIV operates 24 hours a day, 7 days per week (except on the first weekend of each month when IMS/PIC summarization processing makes heavy use of the shared database). However, the best conditions for use are during weekdays because EIV batch processing runs over night and during weekends, which may impact system responsiveness and files that are in the process of being updated may have incomplete data. **Notices of planned outages for system maintenance will be posted in the Announcement Area inside EIV.** Guidance and reference material may be found in the EIV System Information web page:

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>

2.3 Security

EIV contains personal information concerning tenants covered by the Privacy Act, such as wage and income data, as well as identifying information such as Social Security Number, address, and employment information. This information may only be used for limited official purposes, which

are tenant recertification and oversight of the tenant recertification process (which includes use by OIG and GAO). It does not include sharing with governmental entities not involved in the recertification process. Users are encouraged to refer any non-standard requests for access to HUD management and to report any unauthorized disclosure of EIV data to the manager of the HUD Privacy Act Officer or to the Office of Inspector General. If it appears that the system has been “hacked”, that should be reported to the HUD Help Desk (1-888-297-8689).

All EIV users must adhere to the EIV Rules of Behavior. A copy of the Rules of Behavior is incorporated in the EIV Access Information form, which must be signed before anyone receives access to EIV. A copy of the form is posted on the EIV information web page, cited above. The rules clearly delineate responsibilities of, and expectations for, all individuals with access to the EIV system. Non-compliance with these rules will be disciplined through sanctions commensurate with the level of infraction. Sanctions against HUD staff may range from a verbal or written warning, removal of system access for a specific period of time, reassignment to other duties, or termination depending on the severity of the violation. Sanctions against HUD contractors may range from removal of system access for a specific period of time or indefinitely. Sanctions against HUD business partners may range from removal of system access for a specific period of time or indefinitely or if the violation is significant or persistent, the HUD business partner itself may lose access. Privacy Act violations may result in civil or criminal prosecution.

Access to tenant data is logged as part of the effort to protect the data and provide traceability should a questionable event occurs. Printouts of reports containing tenant personal information display the name and partial HUD (WASS) ID of the requestor on each page.

2.3.1 User Accounts

User accounts for EIV should be provided on a need-to-know basis, with appropriate approval and authorization. All EIV User Administrators are to maintain a file for each user with the access authorizations signed by the responsible manager and the EIV User Agreement signed by the users which include the EIV Rules of Behavior. User Administrators are required to certify each quarter that users have appropriate rights in EIV. They will be unable to make that certification if the documentation is not in the file. User accounts that have not been certified within 30 days thereafter will lose their EIV roles and will not be able to access EIV. User Administrators need to be able to confirm that the user roles need to be continued before making the certification. Contacting the supervisor of record in the file is the easiest way to do so.

Public Housing

EIV uses a role-based authorization scheme to grant Public Housing program users access to the EIV content. An EIV-Public Housing program user belongs to a security level based on their organization (Headquarters, Hub, TARC, Field Office, or PHA), and a role, based on their job responsibilities and functional needs.

- **Security level** – A user’s access to data is limited to their organization level (Headquarters, Hub, TARC, Field Office, or PHA), and their specific organization.

1. Headquarters user can see nationwide data.
 2. Hubs, TARCs, and Field Offices are still restricted to their respective areas.
 3. EIV supports the assignment of access to multiple PHAs under one WASS ID. Such an assignment will only be made to those PHA employees or contractors who access EIV and have a need documented in the User Administration file signed by the head of the additional PHA.
- **Role** – A role is an assigned right to use a distinct part of a system’s functionality.

EIV Public Housing program user roles include Occupancy Specialist, User Administrator, Systems Administrator and Security Administrator. A user’s access to functionality is determined by the role or roles to which they are assigned. Each role provides access to a set of functions appropriate to that user type. For example, a PHA Occupancy Specialist can access income data features, but does not have access to user administration, security administration, or system administration features. A user can be assigned one or more roles; the functionality the user can access is a cumulative set of all features given to all roles to which the user is assigned. Users are assigned roles that are limited in scope to their organizational level. (PHA, Field Office, TARC, HUB, and Headquarters) and those below it.

2.3.2 Security Awareness

New EIV users are to receive as part of their training a familiarization with the requirements of the Privacy Act. Users are required to have annual security awareness training to refresh and update that initial training. Potential EIV users must sign the EIV Access Request to signify that they understand and accept the EIV Rules of Behavior. Guidance concerning security has been posted on the EIV system information web page.

<http://www.hud.gov/offices/pih/programs/ph/rhiip/uivsystem.cfm>

The complete text of the Privacy Act is available at:

<http://www.usdoj.gov/foia/privstat.htm>

2.3.3 Protecting Privacy Act Information

Because EIV contains sensitive Privacy Act information, it is extremely important that users avoid leaving the system, printouts or downloads containing personal information untended at their desks or where they may be seen by visitors. If someone is done working using EIV for the day or will not need it for a while, the best practice is to close the browser window and either file or shred any printed output containing personal information. Disks or other electronic media containing downloaded personal information are to be stored away when not in use and destroyed when not needed. The easiest way to distinguish printed output containing Privacy Act information from summary reports is that the printouts containing Privacy Act information have the Privacy Act warning at the bottom of each page.

It should be kept in mind that IMS/PIC also contains information protected by the Privacy Act, so the same rules and practices apply.

2.3.4 Shifting Between EIV and other WASS Systems

If a needs to exit EIV to work in another WASS system such as IMS/PIC, they should click on the Back to Secure Systems link to log out of EIV as shown below. This will bring them back to the WASS Main Menu from which they may access other WASS systems to which they have been granted access. When they are done working in another system, from the WASS main menu, they should click on the Enterprise Income Verification (EIV) link and a new session of EIV will be opened.

2.3.5 If the User Needs to Leave His or Her Work Desk

Users should never leave their PC unattended with either EIV or WASS active. If WASS is active, someone can reenter EIV or access another WASS system to which the user has access merely by clicking on the WASS link. If the user intends to return to EIV or another system accessed through WASS, they should activate a screen saver while away from their desk. The same is true if they have visitors. However, if they do not return within 30 minutes, their sessions on EIV and to WASS will have timed out.

2.3.6 When the User Has Finished the EIV Work Session

When users are done working in EIV, and if they do not intend to work in another WASS system, it is important to exit both EIV and WASS by closing the browser. This may be accomplished by clicking on Back to Secure Systems from the top of the left-side menu and, once at the Secure Systems page, clicking on the Logout button and then clicking on OK. However, it is far simpler to close the browser window by clicking on the “X” in the upper-right-hand of the browser window. This may be done from within EIV.

Guidance concerning security practices, governing the work area and storage of paper records containing personal information and their destruction when they no longer are needed, may be found at the EIV Information Web site.

2.3.7 Audits and User Activity Logging

Users of EIV are on notice that their activities and particularly tenant data access activities within the system and user administration transactions are logged for security audit and

reporting purposes. These reports will include records of successful access of sensitive data to which the user is authorized. It is the responsibility of the EIV Security Administrator to review logs regularly and reports (daily if possible) to identify suspicious patterns of behavior or to research patterns of behavior where suspicious behavior has occurred.

Changes to the user roles and user certification transactions are also logged.

2.3.8 Standard Features

EIV provides the following standard features for security admin functions:

Pagination

The reports available to EIV Security Administrators are displayed in groups of 50 records (e.g., households, users) per page. Where there are more than 50 records in the search results, the EIV have links to the other groups of 50 records through links. Navigation to next group of pages, previous group of pages, first page and last page of the search results are also provided to allow the user to access different sets of search results.

Required Fields

Security Administration reports are generated based on the selection criteria fields. Fields marked with asterisk (*) are the fields required in order to generate the report.

3 Public Housing Program Security Administrators

3 PIH Security Administrators

The next sub-sections provide instructions on the EIV functions available to PIH Security Administrators.

3.1 User Role History Report

The User Role History Report provides two options:


- **By User** – allows viewing of the role assignment history for any user.
- **By User Administrator** – allows the viewing of role assignment activities performed by the user administrator.

3.1.1 User Role History Report - By User

To view the User Role History Report – By User, follow these steps:

- Click the [By User](#) link under the [User Role History Report](#) in the left-hand navigation panel available for Public Housing User Administrators and Security Administrators.

The system displays the **User Role History Report – By User** page as shown below.

- Enter the **User ID**. Type in a date or click the **Calendar link** () and enter a date in the **Start Date and End Date** textboxes. Click the **Get Report** button.

Note: The End Date must be within 30 days from the Start Date.

Public Housing Program Security Administrators

The system displays the **User Role History Report – By User** page with the selected Users' Role History within the specified **Start Date** and **End Date**.

Enterprise Income Verification HUD Home PIH Home EIV Home Search Email

User Administration >> User Role History Report - By User

Specify the User ID, Start and End dates to check the Role Assignment history for the User. Specify date in the format (MM/DD/YYYY) or select by clicking on the calendar tool.

* User ID

* Start Date

* End Date

Note: The fields marked with * (asterisk) are mandatory.

User ID: HEIV57 User Name: SSOH57 LAST - EIV

1 - 6 of 6 Role Actions

Role	Action	Participant Code	Updated By User ID	Updated By User Name	Update Date
FO Occupancy Specialist	Approved	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:15:55.087
FO Security Admin	Approved	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:15:55.053
FO User Admin	Approved	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:15:55.087
FO Occupancy Specialist	Revoked	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:17:30.587
FO Security Admin	Revoked	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:17:30.587
FO User Admin	Revoked	NA	HEIV08	SSOH08 LAST - EIV	2009-07-06 13:17:30.587

1 - 6 of 6 Role Actions

The report provides sort capability on the **Updated By User ID** and **Update Date** fields. Use the **Sort Icons** (triangles) as illustrated above. Clicking the top triangle will rearrange the column in an ascending order (A-Z), while clicking the bottom triangle will rearrange the column in a descending order (Z-A).


3.1.2 User Role History Report - By User Administrator

To view the User Role History Report – By User Administrator, follow these steps:

- Click the *By User Administrator* link under the *User Role History Report* in the left-hand navigation panel available for Public Housing User Administrators and Security Administrators.

The system displays the **User Administration History Report – By User Administrator** page as shown below.

The screenshot shows a web interface for 'Enterprise Income Verification'. At the top, there are navigation links: HUD Home, PIH Home, EIV Home, Search, and Email. The main heading is 'User Administration History Report - By User Administrator'. Below this, there is a text instruction: 'Specify the User ID, Start and End dates to check the Role Assignment history by the User. Specify date in the format (MM/DD/YYYY) or select by clicking on the calendar tool.' There are three input fields: '* User ID', '* Start Date', and '* End Date'. Each date field has a calendar icon to its right. A 'Get Report' button is located to the right of the End Date field. A note at the bottom of the form reads: 'Note: The fields marked with * (asterisk) are mandatory.'

- Enter the **User ID** of a **User Administrator**. Type in a date or click the **Calendar link**  and enter a date in the **Start Date** and **End Date** textboxes. Click the **Get Report** button

Note: The End Date must be within 30 days from the Start Date

The system displays the **User Administration History Report – By User Administrator** page with the roles update performed by the selected User Administrator within the specified **Start Date** and **End Date**.

The report provides sort capability on the **Updated User ID** and **Update Date** fields. Use the **Sort Icons** (triangle) as illustrated above. Clicking the top triangle will rearrange the column in an ascending order (A-Z), while clicking the bottom triangle will rearrange the column in a descending order (Z-A).

Please see the screen print in next page.

Public Housing Program Security Administrators


Enterprise Income Verification


[HUD Home](#)
[PIH Home](#)
[EIV Home](#)
[Search](#)
[Email](#)

User Administration History Report - By User Administrator

Specify the User ID, Start and End dates to check the Role Assignment history by the User. Specify date in the format (MM/DD/YYYY) or select by clicking on the calendar tool.

* User ID

* Start Date 

* End Date 

Note: The fields marked with * (asterisk) are mandatory.

Note: Enter User ID as 'batch' to display users whose PHA Access Requests has been outstanding for 90 days and have been system-cancelled.

User ID: HEIV08

User Name: SSOH08 LAST - EIV

Sort Icons

1 - 30 of 30 Role Actions

Role	Action	Participant Code	Updated User Id	Updated User Name	Update Date
DCG	Approved	None	C20324	Pvmbd Ckxvfn	2009-07-29 15:13:46.593
FO Occupancy Specialist	Approved	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:14:55.04
FO Security Admin	Approved	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:15:55.053
FO User Admin	Approved	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:15:55.087
FO User Admin	Revoked	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:17:30.587
FO Occupancy Specialist	Revoked	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:17:30.587
FO Security Admin	Revoked	NA	HEIV57	SSOH57 LAST - EIV	2009-07-06 13:17:30.587
PHA Occupancy - Public Housing	Approved	TX004	M00331-TX0		2009-07-13 14:30:27.187
PHA Occupancy - Voucher	Approved	TX004	M00331-TX0		2009-07-13 14:30:27.267
PHA User Admin	Approved	TX004	M00331-TX0		2009-07-13 14:30:27.327
PHA Occupancy - Public Housing	Approved	TX004	M00332-TX0		2009-07-14 13:18:34.25
PHA User Admin	Approved	TX004	M00332-TX0		2009-07-14 13:18:34.327
Program Administrator - Public Housing	Approved	TX004	M00332-TX0		2009-07-14 13:18:34.39
PHA Occupancy - Public Housing	Approved	TX004	M00333-TX0		2009-07-14 13:33:03.31
PHA Occupancy - Voucher	Approved	TX004	M00333-TX0		2009-07-13 15:35:22.153
PHA Security Administrator	Approved	TX004	M00333-TX0		2009-07-13 15:35:22.217
PHA User Admin	Approved	TX004	M00333-TX0		2009-07-13 15:35:22.343
Program Administrator - Public Housing	Approved	TX004	M00333-TX0		2009-07-13 15:35:22.403
Program Administrator - Public Housing	Approved	TX004	M00336-TX0		2009-07-13 14:47:26.39
Program Administrator - Voucher	Approved	TX004	M00336-TX0		2009-07-13 14:47:26.453
PHA Occupancy - Public Housing	Approved	TX004	M00336-TX0		2009-07-14 13:21:29.263
PHA Occupancy - Voucher	Approved	TX004	M00337-TX0		2009-07-14 13:19:09.483
PHA Security Administrator	Approved	TX004	M00337-TX0		2009-07-14 13:19:49.483
PHA Occupancy - Public Housing	Revoked	TX004	M00345	M00345 LAST - EIV	2009-07-29 14:54:24.87
PHA Occupancy - Public Housing	Approved	TX004	M00345-TX0		2009-07-14 13:14:07.233
Program Administrator - Public Housing	Approved	TX004	M00345-TX0		2009-07-14 13:14:07.327
PHA Occupancy - Voucher	Approved	FL001	MR2656	ILGIGQKL YBZVQM	2009-07-06 13:57:59.697
PHA Occupancy - Voucher	Revoked	FL001	MR2656	ILGIGQKL YBZVQM	2009-07-06 13:58:11.367
Program Administrator - Public Housing	Approved	TX004	MU1167-TX0		2009-07-13 15:50:35.013
PHA Occupancy - Public Housing	Approved	TX004	MU1167-TX0		2009-07-13 15:52:28.547

1 - 30 of 30 Role Actions

Confidential Privacy Act Data. Civil and criminal penalties apply to misuse of this data.

3.2 Audit Reports

This chapter discusses the audit reporting functions in EIV. Audit reports allow the PIH Security Administrator to generate and review reports summarizing system and data use.

The following reports are discussed in this chapter:

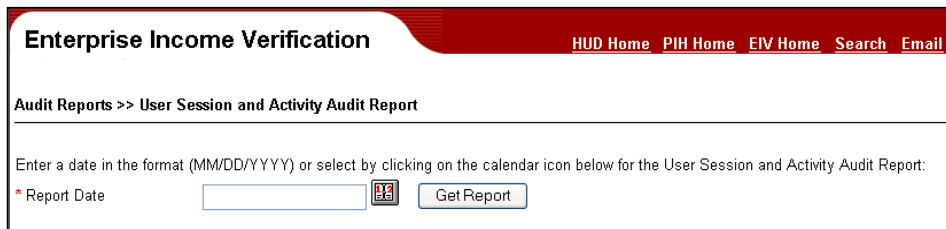
- [User Session and Activity Audit Report](#)
- [Tenant Data Access Audit Report](#)

3.2.1 User Session and Activity Audit Report


This report details each user session and the pages accessed during the session. To view the User Session and Activity audit report, complete the following steps:

- Click the [User Session and Activity](#) link available to Public Housing program users.

The system displays the **User Session and Activity Audit Report** page as shown below.



The screenshot shows a web interface for "Enterprise Income Verification". The top navigation bar includes links for "HUD Home", "PIH Home", "EIV Home", "Search", and "Email". Below the navigation bar, the breadcrumb trail reads "Audit Reports >> User Session and Activity Audit Report". The main content area contains a text input field for "Report Date" with a calendar icon to its right and a "Get Report" button. A note above the input field states: "Enter a date in the format (MM/DD/YYYY) or select by clicking on the calendar icon below for the User Session and Activity Audit Report:".

- Enter the **Report Date** in the format (MM/DD/YYYY), or select a date by clicking on the calendar () tool.
- Click **Get Report**.

Public Housing Program Security Administrators

The system displays the **User Session and Activity Audit Report** results page as shown below.

Enterprise Income Verification

[HUD Home](#)
[PIH Home](#)
[EIV Home](#)
[Search](#)
[Email](#)

Audit Reports >> User Session and Activity Audit Report

Enter a date in the format (MM/DD/YYYY) or select by clicking on the calendar icon below for the User Session and Activity Audit Report:

Report Date:

Next Group

1 - 50 of 87 Users [Last Page](#)

User Session Audit Report for 06/02/2009

User ID	First Name	Last Name	Logon Timestamp	Logoff Timestamp
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:07PM	Jun 2 2009 10:38PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:05PM	Jun 2 2009 10:05PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:05PM	Jun 2 2009 10:06PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:04PM	Jun 2 2009 10:35PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:04PM	Jun 2 2009 10:35PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:03PM	Jun 2 2009 10:03PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:01PM	Jun 2 2009 10:01PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 10:00PM	Jun 2 2009 10:00PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 9:59PM	Jun 2 2009 10:30PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 9:52PM	Jun 2 2009 10:23PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 9:10PM	Jun 2 2009 9:41PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 9:09PM	Jun 2 2009 9:40PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 9:04PM	Jun 2 2009 9:35PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 8:41PM	Jun 2 2009 9:12PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 8:03PM	Jun 2 2009 8:34PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 8:02PM	Jun 2 2009 8:33PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 7:46PM	Jun 2 2009 7:51PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 7:31PM	Jun 2 2009 8:02PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 7:30PM	Jun 2 2009 8:01PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:57PM	Jun 2 2009 7:28PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:48PM	Jun 2 2009 7:19PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:46PM	Jun 2 2009 7:17PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:38PM	Jun 2 2009 7:09PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:25PM	Jun 2 2009 6:56PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:10PM	Jun 2 2009 6:24PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 6:04PM	Jun 2 2009 6:08PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 5:24PM	Jun 2 2009 5:55PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 5:23PM	Jun 2 2009 5:23PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 5:17PM	Jun 2 2009 5:22PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 5:14PM	Jun 2 2009 5:16PM
HEIV22	SSOH22	LAST - EIV	Jun 2 2009 4:39PM	Jun 2 2009 4:54PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 4:35PM	Jun 2 2009 4:39PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 4:28PM	Jun 2 2009 4:52PM
HEIV07	SSOH07	LAST - EIV	Jun 2 2009 4:26PM	Jun 2 2009 4:26PM
M00335	SSO335	LAST - EIV	Jun 2 2009 4:25PM	Jun 2 2009 4:26PM
M00335	SSO335	LAST - EIV	Jun 2 2009 4:16PM	Jun 2 2009 4:19PM
M00331	SSO331	LAST - EIV	Jun 2 2009 3:57PM	Jun 2 2009 3:57PM
M00335	SSO335	LAST - EIV	Jun 2 2009 3:57PM	Jun 2 2009 4:28PM
HEIV07	SSOH07	LAST - EIV	Jun 2 2009 3:54PM	Jun 2 2009 3:56PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 3:30PM	Jun 2 2009 4:01PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 3:09PM	Jun 2 2009 3:09PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 3:02PM	Jun 2 2009 3:53PM
HEIV07	SSOH07	LAST - EIV	Jun 2 2009 3:02PM	Jun 2 2009 3:02PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 2:49PM	Jun 2 2009 3:20PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 2:38PM	Jun 2 2009 2:38PM
HEIV01	SSOH01	LAST - EIV	Jun 2 2009 2:36PM	Jun 2 2009 2:51PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 2:33PM	Jun 2 2009 3:04PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 2:33PM	Jun 2 2009 2:35PM
M00337	SSO337	LAST - EIV	Jun 2 2009 2:32PM	Jun 2 2009 2:49PM
HEIV08	SSOH08	LAST - EIV	Jun 2 2009 2:30PM	Jun 2 2009 2:32PM

Next Group

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3.2.2 Tenant Data Access Audit Report

This report provides a list of all EIV system users who have accessed the tenant wage and income data within a specified date range.

To view the Tenant Access Audit Report, complete the following steps:



- Click the [Tenant Data Access](#) link available to PIH Users.

The system displays the **Tenant Data Access Audit Report** page as shown below:

The screenshot shows the 'Enterprise Income Verification' web application interface. At the top, there are navigation links for 'PHD Home', 'PIH Home', 'EIV Home', 'Search', and 'Email'. Below this, the breadcrumb path is 'Audit Reports >> Tenant Data Access'. The main content area contains a form with the following fields and instructions:

- Instructions: 'Specify the inclusive start and end dates for the time period. You can also enter either Last Name or SSN of a tenant. Specify dates in the format (MM/DD/YYYY) or select by clicking on the calendar tool.'
- * Start Date: A text input field with a calendar icon.
- * End Date: A text input field with a calendar icon.
- Tenant SSN: A text input field.
- Tenant Last Name: A text input field.
- Tenant User ID: A text input field.
- * Select a Participant Code: A dropdown menu with the text 'Select a Participant Code' and a 'Get Report' button.

A note at the bottom states: 'Note: The fields marked with * (asterisk) are mandatory.'

- Enter **Start Date** in the format (MM/DD/YYYY), or select one by clicking on the calendar  tool. The Start Date defines the beginning date for the reporting period. The Start Date value cannot be greater than the End Date value.
- Enter **End Date** in the format (MM/DD/YYYY), or select one by clicking on the calendar  tool. The End Date defines the ending date for the reporting period. The End Date value must be greater than the Start Date value. Please note that the **Start Date** and **End Date** range should not exceed **30 days**.
- Enter the **Tenant SSN** when you want to limit report content to a specific Social Security Number. This is an optional field.
- Enter the **Tenant Last Name** when you want to limit report content to a specific tenant's name. This is an optional field.
- Enter the **User ID** when you want to limit the report content by a specific user. This is an optional field.
- Select a **Participant Code** from the Participant Code drop down list to define the PHA code of the tenants to be included in the report.
- Click the **Get Report** button.

The system displays the **Tenant Data Access Audit Report** page as shown below:

Enterprise Income Verification

[HUD Home](#) [PIH Home](#) [EIV Home](#) [Search](#) [Email](#)

Audit Reports >> [Tenant Data Access](#)

Specify the inclusive start and end dates for the time period. You can also enter either Last Name or SSN of a tenant. Specify dates in the format (MM/DD/YYYY) or select by clicking on the calendar tool.

* Start Date:

* End Date:

Tenant SSN:

Tenant Last Name:

User ID:

* Select a Participant Code:

Note: The fields marked with * (asterisk) are mandatory.

[Printer-Friendly Version](#)

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User ID	User Name	Activity	Date	Tenant Name	SSN	Reexamination Month	Program Type	Project
HEIV01	LAST - EIV SSOH01	HQ	2009-06-23 13:50:02.927	ABEKGEOES K MGVIQM	111-11-1111	N/A	Section 8	
HEIV01	LAST - EIV SSOH01	HQ	2009-06-23 13:50:03.083	NBZVQM M BZFNZDK	444-44-4444	N/A	Section 8	
HEIV01	LAST - EIV SSOH01	HQ	2009-06-22 14:58:12.19			June	All	
HEIV01	LAST - EIV SSOH01	HQ	2009-06-22 14:56:37.11			June	All	
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:48:16.693			June	All	
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:34:41.693	ABEKCBEN C AMLW	666-66-6666	N/A	Public Housing	DC001001080
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:34:41.727	ABEKCBEN, KR C AMLW	222-22-2222	N/A	Public Housing	DC001001080
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:34:41.74	DVZSGF K BZVWISD	777-77-7777	N/A	Public Housing	DC001001080
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:31:09.88	ABEKCBEN C AMLW	333-33-3333	N/A	Public Housing	DC001001080
HEIV01	LAST - EIV SSOH01	HQ	2009-06-15 10:31:10.147	ABEKCBEN, KR C AMLW	888-88-8888	N/A	Public Housing	DC001001080

Printer-Friendly Version link

Sort Icons

The following fields are displayed on the report:

- User ID - the assigned access ID for a user
- User Name - the user’s first and last name
- Activity - the identity of the PHA at which the activity tool place
- Date - the date and time the access was made
- Tenant Name - the tenant’s name that was accessed
- SSN – the tenant’s SSN that was accessed
- Reexamination Month - the Reexamination Month selected when searching of Income Information – By Reexamination Month
- Program Type - the type of housing project in which the tenant is participating, as applicable. It is also the Program Type selected when searching of Income Information – By Reexamination Month
- Project - the type of project in which the tenant is living, as applicable

The Tenant Data Access Report has sort icons that give the user control over the way the information in the report is displayed. Adjacent to the column title is a pair of triangular icons used for this sorting functionality. Clicking the upwards triangle will rearrange the column in an

ascending order (A-Z), while clicking the downwards triangle will rearrange the column in a descending order (Z-A).

The report display also is organized in pages as described in Section 2.3.5 of this document.

To generate a printer-friendly version of the report,

- Click the [Printer-friendly version](#) link.

The system generates a printer-friendly version of the report and displays it in a separate Browser window.

- Click the Browser's print icon to produce a printed version of the report. When you have finished printing the report, close the browser window.

4 Responsibilities of EIV Security Administrators

4 Responsibilities of EIV Security Administrators

The responsibility of EIV Security Administrators is to protect the integrity of the system.

4.1 Purpose of Reports

The purpose of the reports that are available to EIV Security Administrators is to help them identify if there may be a situation wherein a user is abusing his/her system access to use the information for private purposes, perhaps to misuse identify information or to sell it.

4.2 Role of the EIV Security Administrator

EIV Security Administrators are not expected to be investigators or to make accusations. If there is reason to think that the EIV system is being abused, that access to information is being used for improper purposes, to protect the integrity of system, the Security Administrator should report the facts to the Office of Inspector General. If the facts are not clear, the EIV Security Administrators may consult with counterparts, the Headquarters EIV Security Administrator or experts in the Headquarters program office and then report the facts to the Office of Inspector General if appropriate.

4.3 The Need to Avoid Conflict of Interest

Guidance from the National Institute of Standards and Technology, which sets Federal security standards, is that security personnel should avoid serving in other roles for the same system. The purpose of that guidance is to help assure that security personnel do not have a conflict of interest in being responsible for performing the very functions that they may monitor. This is particularly a potential problem in serving as both EIV User Administrator and EIV Security Administrators. That is because while EIV generally is not a transactional system, the User Administrators are ones who perform transactions in EIV. EIV Security Administrators are responsible for monitoring those same transactions.

APPENDIX A - ABBREVIATIONS AND ACRONYMS

The following abbreviations and acronyms may or may not appear in this document. They are provided for reference and clarity.

Acronym	Definition
C&A	Certification and Accreditation
CAN	Claim Account Number
CCB	Change Control Board
CCMB	Configuration Change Management Board
CM	Configuration Management
CMRB	Contract Management Review Board
COTR	Contracting Officer's Technical Representative
DCG	Development Coordination Group
DRP	Disaster Recovery Plan
DTS	Data Transmission Services
EDI	Electronic Data Interchange
EIV	Enterprise Income Verification
FEIN	Federal Employer Identification Number
FIPS	Federal Information Processing Standards
FISCAM	Federal Information System Controls Audit Manual
FISMA	Federal Information Security Management Act
FO	Field Office
FOIA	Freedom of Information Act
Form HUD-50058	Form used to submit resident characteristics and tenant income data to HUD
FOUO	For Official Use Only
FTP	File Transfer Protocol
GTM	Government Technical Monitor
GTR	Government Technical Representative
HHS	U.S. Department of Health and Human Services
HOH	Head of Household
HOUSING	Office of Housing - FHA
Hub	Not an acronym. FO is classified into two categories -- Hub and Program Center. A Hub can be a stand-alone FO or have another office, a Program Center, report to it.
HUD	US Department of Housing and Urban Development
ICN	Income Control Number
MOA/U	Memorandum of Agreement / Understanding
MTW	Moving To Work
NDNH	National Directory of New Hires
NIST	National Institute of Standards and Technology
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPC	Office of Procurement & Contracts
PD&R	HUDs Office of Policy, Development and Research
PHA	Public Housing Authorities

Acronym	Definition
PI	Period of Income
PIA	Privacy Act Assessment
PIC	Public & Indian Housing Information Center
PIH	HUD's Office of Public & Indian Housing
POA&M	Plan of Action and Milestones
PVCS	Project Version Control System
PWS	Performance Work Statement
QA	Quality Assurance
QU	Quarterly Update
QW	Quarterly Wage
RHIIP	Rental Housing Integrity Improvement Project
RIM	Rental Integrity Monitoring
SEIN	State Employment Identification Number
SPH	HUD's Security Program Handbook
SPP	Security Program Policy
SS	Social Security
SSA	Social Security Administration
SSAA	System Security Authorization Agreement
SSI	Supplemental Security Income
SSO	Single Sign On (used in WASS)
SSP	System Security Plan
TARC	Troubled Agency Recovery Center
TASS	Tenant Assessment Subsystem
TRACS	Tenant Rental Assistance Certification System
TTP	Total Tenant Payment
V V&T	Verification, Validation, & Test
W-4	Federal form used to collect New Hires data
WASS	Web Access Security Subsystem