



# COMPLIANCE COMPONENT

DEFINITION	
<i>Name</i>	User Support
<i>Description</i>	User Support, often referred to as the Help Desk, is a designated organizational resource that provides technical, functional, application and system problem-solving solutions to the agency.
<i>Rationale</i>	Provides a common platform for fielding trouble calls.
<i>Benefits</i>	User support should: <ul style="list-style-type: none"> <li>• Identify if a problem is security related</li> <li>• Initiate an appropriate response</li> <li>• Inform appropriate individuals</li> </ul>
ASSOCIATED ARCHITECTURE LEVELS	
<i>Specify the Domain Name</i>	Security
<i>Specify the Discipline Name</i>	Operational Controls
<i>Specify the Technology Area Name</i>	Production Input and Output Controls
<i>Specify the Product Component Name</i>	
COMPLIANCE COMPONENT TYPE	
<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	
COMPLIANCE DETAIL	
<i>State the Guideline, Standard or Legislation</i>	<p>In many agencies, User Support takes place through a Help Desk. Help Desks can support the entire agency, a division, a specific system, or a combination of these.</p> <p>The Help Desk is often the first line of defense in detecting and containing malicious computer attacks such as viruses, botnets and other unacceptable activities. Information sharing and notification to users, application and technical groups of strange activity, often originates at the user support level.</p> <p>An important consideration for user support personnel is the ability to recognize which problems are security related. The Help Desk must be able to determine if the problem is in some way related to a security issue and be prepared to respond to the issue immediately. They must also be able to recognize a more complicated situation that requires escalation to additional staff members.</p> <p>The Help Desk must employ a system to record calls or trouble tickets. The information gathered in both issue detail and resolution can provide valuable historic information.</p>
<i>Document Source Reference #</i>	

Compliance Sources			
<i>Name</i>	National Institute of Standards and Technology (NIST), Computer Security Resource Center (CSRC)	<i>Website</i>	<a href="http://csrc.nist.gov/">http://csrc.nist.gov/</a>
<i>Contact Information</i>	<a href="mailto:inquiries@nist.gov">inquiries@nist.gov</a>		
<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			
KEYWORDS			
<i>List Keywords</i>	Help Desk, record calls, trouble tickets, resolution, historic information.		
COMPONENT CLASSIFICATION			
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i>	<input checked="" type="checkbox"/> <i>Current</i>	<input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>
<i>Sunset Date</i>			
COMPONENT SUB-CLASSIFICATION			
<i>Sub-Classification</i>	<i>Date</i>	<i>Additional Sub-Classification Information</i>	
<input type="checkbox"/> <i>Technology Watch</i>			
<input type="checkbox"/> <i>Variance</i>			
<input type="checkbox"/> <i>Conditional Use</i>			
Rationale for Component Classification			
<i>Document the Rationale for Component Classification</i>			
Migration Strategy			
<i>Document the Migration Strategy</i>			
Impact Position Statement			
<i>Document the Position Statement on Impact</i>			
CURRENT STATUS			
<i>Provide the Current Status</i>	<input type="checkbox"/> <i>In Development</i>	<input type="checkbox"/> <i>Under Review</i>	<input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>
AUDIT TRAIL			
<i>Creation Date</i>	04/05/2007	<i>Date Approved / Rejected</i>	11/20/07
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	
<i>Reason for Update</i>			