



Enterprise Income Verification (EIV 9.0) System

Multifamily Housing Programs

Security Administration Manual

U.S. Department of Housing and Urban Development

September 2009

Revision History

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Version 6.0	04/01/2008	Build 8.1 Release	
Version 6.1	04/25/2008	Updated based on review comments	
Version 6.2	04/30/2008	Updated the manual to include only PIH information. MF EIV security administration will be a separate document	
Version 7.0	09/08/2009	Updated the manual for Release 9.0	
Version 7.1	09/09/2009	Updated the screen shots based on MF Program area comments	



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
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DATE

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DATE

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1 Preface

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1.1 Document Overview

The purpose of this manual is to provide guidance to Multifamily Housing Programs (Multifamily Housing) personnel 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.

The Office of Public and Indian Housing (PIH) also uses the EIV system and there is an interface between Multifamily Housing and PIH in both the Existing Tenant Search and Multiple Subsidy Search which are found in the EIV system. This manual only addresses Multifamily Housing.

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, Multifamily Housing Security Administrators** – Provides instruction on the functions available to Multifamily Housing 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:

- Multifamily Housing users with HQ User Administrator (HQA) role defined in WASS
- Multifamily Housing users with HQ Security Administrator (HQS) role defined in WASS
- Multifamily Housing users with Help Desk (HDK) role defined in WASS

If you have other roles or other action codes, you may need to access other documents in the EIV library to learn more about them. For more information about the content of the EIV library, refer below to Section 1.1.3, *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 PCs.
- 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 documents in the EIV library:

- *EIV User Manual – For Multifamily Housing Users* – For Multifamily Housing users, this manual provides step-by-step instructions. Users should be familiar with PCs, Microsoft Windows, and their browser software.
- *EIV Multifamily User Administration Manual* – For Multifamily Housing 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.



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 Office of Multifamily 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 Office of Multifamily Housing role assignment.
2. **PIC Form HUD-50058 Database** – provides PIH tenant information and related data originating from form HUD – 50058. This information is displayed in the Existing Tenant Search and Multiple Subsidy Report modules.
3. **TRACS Form HUD-50059 Database** – provides Multifamily Housing tenant information originating from form HUD-50059.
4. **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 Multifamily Housing tenant ID information against NDNH databases.
5. **SSA** – provides benefit information including disability, supplemental income, and Social Security payments through matching Multifamily Housing tenant ID information against SSA databases.

EIV benefits data from SSA is updated on a quarterly cycle based on the tenant’s recertification month.

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 MF tenants, and household members who turn 18 (no data is collected from NDNH concerning those under 18).

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

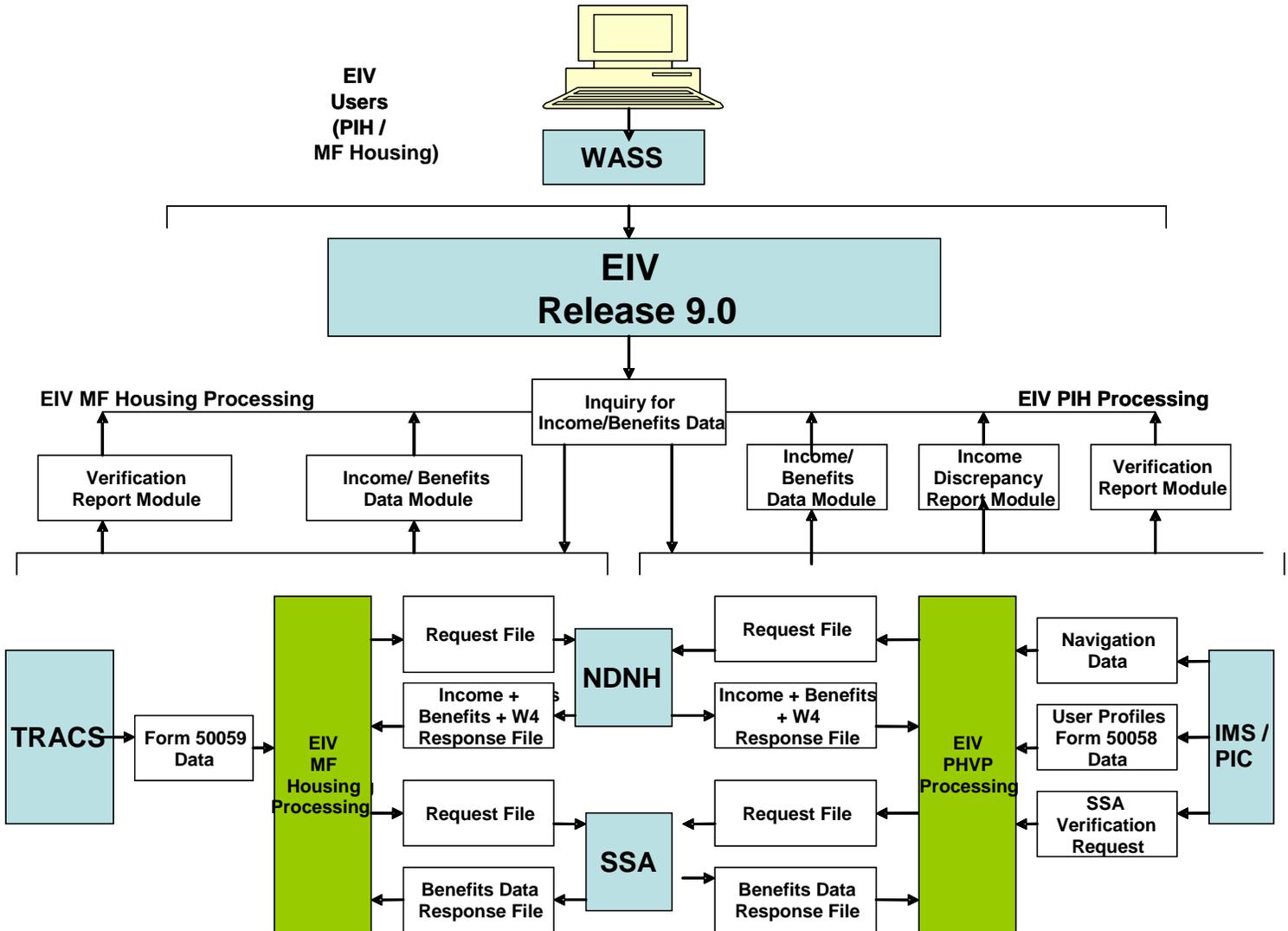


Figure 1 - EIV data flow/system interfaces

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 Multifamily Housing EIV web page and on the EIV system welcome page:

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.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 the Office of Inspector General (OIG) and the Government Accountability Office (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 HUD Privacy Act Officer or to the OIG. 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 Coordinator Access Authorization Form (CAAF) and the User Access Authorization Form (UAAF) which are the forms that must be signed and used for applying for access to the EIV system. A copy of each form is posted on the Multifamily Housing EIV 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

1. User accounts for the EIV system should be provided on a need-to-know basis, with appropriate approval and authorization. EIV User Administrators with the HDK role are to maintain a file for each user (Coordinator) with the access authorizations signed by the responsible manager and the EIV User Agreement signed by the Coordinator which includes the EIV Rules of Behavior. User Administrators with the HDK role are required to certify annually that Coordinators have appropriate rights in EIV. User accounts that have not been certified within 30 days thereafter will lose their EIV roles and will not be able to access EIV or to certify their Users. User Administrators need to be able to confirm that the Coordinator roles need to be continued before making the certification.

2.3.2 Security Awareness

New EIV system 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

Introduction

to refresh and update that initial training. Potential EIV users must sign the EIV Access Request (Coordinator Access Authorization Form or User Access Authorization Form) to signify that they understand and accept the EIV Rules of Behavior. A Security Awareness Questionnaire will be made available in the EIV system as of September 2009 and will need to be completed at initial access and annually thereafter in order to receive access to the data found within the EIV system. Guidance concerning security has been posted on the Multifamily Housing EIV web page.

<http://www.hud.gov/offices/hsg/mfh/rhiip/eiv/eivhome.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 unattended 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 no longer 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 TRACS and IMS/PIC also contain 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 user needs to exit EIV to work in another WASS system such as TRACS, 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.

Introduction

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.

Enterprise Income Verification

HUD Home MF Housing EIV Home Search Email

Welcome FIRST - HEIV01 LAST - uiv

Back to Secure Systems

- Back to EIV Main Page
- Program Office Selection

Income Information

- By Contract Number
- By Project Number
- By Head of Household

HQs Management Reports

- Certified Contracts/Projects
- Terminations Summary
- Income Discrepancy Summary
- Verification Reports Summary

Verification Reports

- Existing Tenant Search
- Multiple Subsidy Report
- Identity Verification Report
- Deceased Tenants Report

User Administration

- User Certification
- User Certification Report
- User Maintenance
- User Expiration Report
- Coordinator User Report

Audit Reports

- User Session & Activity
- Tenant Data Access

External Links

- USCIS - SAVE System

User Manual

Adobe Acrobat Reader

EIV Announcement

Announcement Date: 07/30/2009

EIV 9.0 Area.

Timeout Notice!

Your EIV Session will time out after thirty (30) minutes of inactivity, closing the session and logging you off the system. The page that was active at the time the session timed out will continue to display. Before you can perform another system function, after a time out occurs, you will be prompted to log on again.

Notice of Browser Compatibility

The EIV System supports browser version Internet Explorer 6.0 and higher. Other browsers may not be compatible with this software.

Attention !!

Next User re-certification is due 6 months from your last certification date. Your certification period is semi-annually.

Secure Systems

Welcome FIRST - HEIV07 LAST - uiv

systems

- Enterprise Income Verification (EIV)

Main Menu

faq | help | search | home | logout

Systems

- Enterprise Income Verification (EIV)

Content updated September 11th, 2009

Back to Top

U.S. Department of Housing and Urban Development
451 7th Street S.W., Washington, DC 20410
Telephone: (202) 708-1112 TTY: (202) 708-1455

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 Multifamily Housing EIV 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 administrator 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 system has 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 an asterisk (*) are the fields required in order to generate the report.

3 Multifamily Housing Security Administrators

3 Multifamily Housing Security Administrators

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

3.1 Audit Reports

Audit reports allow the Office of Multifamily Housing Security Administrator to generate and review reports summarizing system and data use.

The following reports are discussed in this chapter:

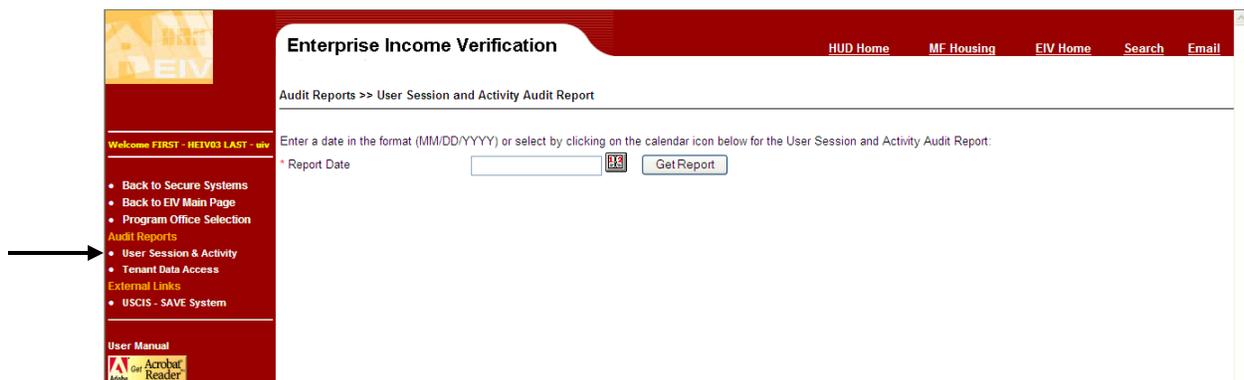
- [User Session and Activity Audit Report](#)
- [Tenant Data Access Audit Report](#)

3.2 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 Multifamily Housing program users.

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



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

Multifamily Housing Program Security Administrators

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

The screenshot shows the 'Enterprise Income Verification' interface. At the top, there are navigation links: HUD Home, MF Housing, EIV Home, Search, and Email. Below the header, the page title is 'Enterprise Income Verification'. The main content area is titled 'Audit Reports >> User Session and Activity Audit Report'. It includes a date selection field with a calendar icon, currently showing '01/25/2007', and a 'Get Report' button. Below this, there are navigation links for 'Previous Group', 'Next Group', 'First Page', '51 - 100 of 755 Users', and 'Last Page'. The main data is presented in a table titled 'User Session Audit Report for 01/25/2007'. The table has five columns: User ID, First Name, Last Name, Logon Timestamp, and Logoff Timestamp. The table contains 20 rows of user session data.

User ID	First Name	Last Name	Logon Timestamp	Logoff Timestamp
M61544	SSO130	EIV	Jan 25 2007 5:48PM	Jan 25 2007 6:19PM
MX5410	SSO194	EIV	Jan 25 2007 5:48PM	Jan 25 2007 6:19PM
MV4596	SSO54	EIV	Jan 25 2007 5:46PM	Jan 25 2007 6:17PM
M50060	SSO236	EIV	Jan 25 2007 5:45PM	Jan 25 2007 6:16PM
MW0451	SSO360	EIV	Jan 25 2007 5:45PM	Jan 25 2007 6:16PM
MM7156	SSO381	EIV	Jan 25 2007 5:39PM	Jan 25 2007 5:47PM
MH6576	SSO55	EIV	Jan 25 2007 5:34PM	Jan 25 2007 6:05PM
MW3918	SSO216	EIV	Jan 25 2007 5:32PM	Jan 25 2007 6:03PM
MN7662	SSO224	EIV	Jan 25 2007 5:31PM	Jan 25 2007 5:34PM
MW5305	SSO77	EIV	Jan 25 2007 5:30PM	Jan 25 2007 5:38PM
MW5621	SSO326	EIV	Jan 25 2007 5:28PM	Jan 25 2007 5:59PM
MV4596	SSO317	EIV	Jan 25 2007 5:27PM	Jan 25 2007 5:58PM
MW5305	SSO161	EIV	Jan 25 2007 5:27PM	Jan 25 2007 5:58PM
M74862	SSO467	EIV	Jan 25 2007 5:26PM	Jan 25 2007 5:57PM
MN7534	SSO176	EIV	Jan 25 2007 5:26PM	Jan 25 2007 5:57PM
MN7662	SSO400	EIV	Jan 25 2007 5:22PM	Jan 25 2007 5:31PM
MN1125	SSO442	EIV	Jan 25 2007 5:20PM	Jan 25 2007 5:51PM

3.3 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 Multifamily Housing Users.

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

The screenshot shows the 'Enterprise Income Verification' interface. At the top, there are navigation links: HUD Home, MF Housing, EIV Home, Search, and Email. Below the header, the page title is 'Enterprise Income Verification'. The main content area is titled 'Audit Reports >> Tenant Data Access'. It includes a date selection field with a calendar icon, currently showing '01/25/2007', and a 'Get Report' button. Below this, there are navigation links for 'Previous Group', 'Next Group', 'First Page', '51 - 100 of 755 Users', and 'Last Page'. The main data is presented in a table titled 'Tenant Data Access Audit Report for 01/25/2007'. The table has five columns: User ID, First Name, Last Name, Logon Timestamp, and Logoff Timestamp. The table contains 20 rows of user session data. On the left side of the page, there is a sidebar menu with a red background and white text. The menu items are: 'Welcome FIRST - HEIV03 LAST - HW', 'Back to Secure Systems', 'Back to EIV Main Page', 'Program Office Selection', 'Audit Reports', 'User Session & Activity', 'Tenant Data Access', 'External Links', 'USCIS - SAVE System', and 'User Manual'. An arrow points from the 'Tenant Data Access' menu item to the main content area.

Multifamily Housing Program Security Administrators

- 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](#) [MF Housing](#) [EIV Home](#) [Search](#) [Email](#)

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

Specify the inclusive start and end dates for the time period and the User ID. 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.

* Required fields

* Start Date	<input type="text" value="05/20/2009"/>	
* End Date	<input type="text" value="05/20/2009"/>	
Tenant SSN (XXX-XX-XXXX)	<input type="text"/>	
Tenant Last Name	<input type="text"/>	
* User ID	<input type="text" value="M00337"/>	

1 - 23 of 23 Users

User ID	User Name	Date	999-99-9999	Tenant Name	Re-certification Month	Subsidy Contract	Project Number
M00337	FIRST - M00337 LAST - uiv	2009-05-20 15:51:50.583	999-99-9999	JKXL Y GTGBC KVJ	January	CA160030085	12235452
M00337	FIRST - M00337 LAST - uiv	2009-05-20 15:51:50.537	999-99-9999	AM BBM GTGBC	January	CA160030085	12235452
M00337	FIRST - M00337 LAST - uiv	2009-05-20 15:50:58.71	999-99-9999	ZGCQARR CKZNBIFKH	All	CA16L000133	12244161
M00337	FIRST - M00337 LAST - uiv	2009-05-20 15:50:58.537	999-99-9999	MKUDG CKZNBIFKH	All	CA16L000133	12244161
M00337	SSO337 LAST - EIV	2009-05-20 15:45:49.837	999-99-9999	MKXB G GWVLF	All		12244161
M00337	SSO337 LAST - EIV	2009-05-20 15:45:37.663	999-99-9999	MKXB G GWVLF	All		12244161
M00337	SSO337 LAST - EIV	2009-05-20 15:45:35.147	999-99-9999	MKXB G GWVLF	All		12244161
M00337	SSO337 LAST - EIV	2009-05-20 15:45:27.04	999-99-9999	MKXB G GWVLF	All		12244161
M00337	FIRST - M00337 LAST - uiv	2009-05-20 15:29:20.163	999-99-9999	AMNN K GWVLF	All	CA16L000133	12244161

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
- 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
- Recertification Month - the Recertification Month selected when searching for Income Information – By Recertification Month
- Contract Number – the Contract Number associated to the household (Subsidy Contract in screenshot)
- Project Number - the Project Number associated to the household

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 OIG. 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 OIG 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 Administrator. 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
CAAF	Coordinator Access Authorization Form
CAN	Claim Account Number
CCB	Change Control Board
CCMB	Configuration Change Management Board
CIO	Chief Information Officer
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 for Office of Public and Indian Housing's programs
Form HUD-50059	Form used to submit resident characteristics and tenant income data to HUD for Office of Housing's programs
FOUO	For Official Use Only
FTP	File Transfer Protocol
GAO	Government Accountability Office
GTM	Government Technical Monitor
GTR	Government Technical Representative
HHS	U.S. Department of Health and Human Services
HOH	Head of Household
HOUSING	HUD's 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
MF	Multifamily Housing
MOA/U	Memorandum of Agreement / Understanding
MTW	Moving To Work
NDNH	National Directory of New Hires
NIST	National Institute of Standards and Technology

Acronym	Definition
OCSE	Office of Child Support Enforcement
OIG	Office of Inspector General
OMB	Office of Management and Budget
OPC	Office of Procurement & Contracts
PD&R	HUD's Office of Policy, Development and Research
PHA	Public Housing Authorities
PHVP	Public Housing and Voucher Programs
PI	Period of Income
PIA	Privacy Act Assessment
PIC/IMS	Public & Indian Housing Information Center Inventory Management System
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
UAAF	User Access Authorization Form
V V&T	Verification, Validation, & Test
W-4	New Hires data
WASS	Web Access Security Subsystem