

Rules of Behavior for Users of iQMIS

The purpose of this document is to identify the minimum responsibilities required by users of the **Internet Quarters Management Information System (iQMIS.)** Users must self-certify they have read and agree to the terms of these Rules of Behavior (on the iQMIS User Access Request Form) in order to gain access to the system.

All Federal agencies with employee housing are subject to the requirements of *Office of Management and Budget (OMB) Circular A-45, "Rental and Construction of Government Quarters,"* and any additional agency-specific housing management policies (such as the DOI *"Departmental Housing Management Handbook,"* DM 400). Bureaus and Agencies are also bound by their own housing policies.

The Department of the Interior's Quarters Program, located within the Interior Business Center (IBC) in Denver, Colorado, establishes rental rates for Government employee housing in compliance with *OMB Circular A-45*, which specifies that rental rates for employees living in Government housing be derived from private rental market data. To determine rents, the Quarters Program collects private rental market data from the communities nearest to Government housing once every four years. During the interim years, *Circular A-45* requires that national inflation measures be added according to a Consumer Price Index.

Each year, around December, the iQMIS application is updated with new rent formulas for regions where surveys were performed, plus the inflation measures for all regions. Employee/tenant rents must be recalculated and implemented each March by designated iQMIS users, in order to comply with *OMB Circular A-45*.

The IBC Quarters Program operates iQMIS as a shared federal service. iQMIS:

- Stores information on Government-furnished housing units and the tenants that occupy each housing unit,
- Computes rental rates and additional charges for utilities, appliances and services, and
- Produces lease agreements, rent documents, rent payment forms, and related housing forms and reports.

Bureau/Agency iQMIS users are responsible for managing their own housing and tenant data, implementing the rental rates, and collecting payment – the iQMIS application is simply a tool for this business process.

The Bureau/Agency shall:

- Authorize the IBC Quarters Program to access their iQMIS data to the extent necessary to perform normal operational functions, such as data backup and recovery, reporting purposes, and other appropriate business needs.
- Ensure that employees and contractors have received background screenings appropriate for their positions.

- Ensure that its employees and contractors behave in a manner that is appropriate to the use and protection of the iQMIS system and data, based on applicable Federal laws, regulations, bureau/agency policies, and security guidelines and recommendations.
- Ensure authorized personnel have received appropriate security awareness training, in accordance with *OMB Circular A-130, Appendix III, "Security of Federal Automated Information Resources"* (http://www.whitehouse.gov/omb/circulars_a130.)
- Ensure that all iQMIS user's equipment is continually updated, secured and patched to the highest recommended manufacturer standards and/or standards. The bureau/agency will install and activate virus detection and elimination software.
- Ensure that only authorized and authenticated housing personnel have access to the iQMIS system. The bureau/agency will establish and implement requesting and approval procedures for adding new users, updating privileges, removing users, or reducing privileges.
- Designate a primary and secondary bureau/agency delegate to the National Housing Council in compliance with the terms of the National Housing Council Charter.

The iQMIS User shall:

- Ensure the appropriate use and protection of iQMIS.
- Maintain the accuracy and integrity of housing and tenant data, used to provide rents in compliance with *OMB Circular A-45, "Rental and Construction of Government Housing."*
- Manage housing on behalf of the Federal Government (customary role of landlord.)
- Comply with bureau/agency housing management procedures and policies.
- Complete the "iQMIS User Access Form," acquire necessary agency approval, and submit the form to the iQMIS Help Desk in order to be granted access to iQMIS.
- Read and agree with the terms of the "DOI OS/NBC Rules of Behavior" in order to use iQMIS.
- Ensure that no Housing Manager with read/write/delete permissions to housing data in iQMIS also occupies bureau/agency housing without strict oversight. Said person will not be allowed to manage their own iQMIS inventory data, establish their own rent, or submit their own payroll deduction form for rent payments, in accordance with *OMB Circular A-45, "Rental and Construction of Government Housing,"* Section 9.
- Ensure that *OMB Circular A-45, "Rental and Construction of Government Housing,"* (http://www.whitehouse.gov/omb/circulars_a045) regulations are met for rental rates, as the Federal manager (landlord) of employee housing.
- Ensure that *OMB Circular A-25, "User Charges,"* (http://www.whitehouse.gov/omb/circulars_a025) regulations are met for use of Federal property when used by personnel outside your agency.
- Ensure data accuracy and integrity of all housing and tenant data in their Scope of responsibility. Coordinate with local facility maintenance staff and agency/bureau

managers to obtain accurate data. Rental rates produced by the iQMIS application are based on the accuracy of inventory data. Inaccurate rental rates, as a result of inaccurate housing inventory data, are considered a subsidy of employee's living expenses, and a violation of *OMB Circular A-45* and Federal civilian payroll laws.

- Ensure that rent payment documents, such as payroll deduction forms, are completed accurately and submitted timely, in compliance with Federal and bureau/agency administrative guidelines.
- Ensure that personally identifiable information (PII) may only be accessed by Users and other bureau/agency staff with payroll deduction responsibilities, for limited, specified payroll purposes. Files and documents containing PII will be strictly marked, handled, processed, stored, and disposed of with strict adherence to Privacy Act requirements, guidance provided by OMB, and bureau/agency retention schedules.
- Ensure that all iQMIS printed output is properly secured or destroyed per regulations. Any payroll- or rent-related printed documents that display personally identifiable information (PII) will be kept in a locked and secure storage area.
- Report any system or software flaws to the iQMIS Help Desk so they can be researched and remedied as necessary.
- Notify the iQMIS Help Desk and appropriate bureau/agency IT personnel immediately of any security events or incidents that might threaten or negatively impact the integrity or availability of iQMIS. The bureau/agency will ensure that policy and procedures are in place such that apparent security violations are to be investigated and remedial action taken.

User Role:

The iQMIS User has the right to create/modify/delete housing and/or tenant data, produce payroll deduction and payment documents, and produce management reports in iQMIS, in accordance with their written access authorization.

The User Role defines the user's access to view (read), add, change and/or delete Housing and Tenant data records. Users and approving officials shall request the iQMIS User Role that is required to complete their designated function.

An iQMIS User Role is defined as one of the following:

1. Housing Manager (read/write/delete access to all Housing and Tenant data in their Scope.) Housing Managers *may have* another Tenant Manager working cooperatively with them, or they may be performing the Tenant functions themselves.
2. Tenant Manager (read/write/delete access to Tenant data only; read access to all Housing data in their Scope.) Tenant Managers *must have* another Housing Manager working cooperatively with them.
3. Read-Only User (read access to all Housing and Tenant data in their Scope.)
4. System Manager (Restricted to IBC Quarters Program staff only.)
5. Policy Manager (Restricted to DOI Housing Policy Manager only.)

6. Security Manager (Restricted to IBC Quality Assurance staff only.)
7. Comp Manager (Restricted to IBC private market data collection contractor only.)

User Scope:

In iQMIS, the User Scope defines the specific Housing and Tenant records that a user is responsible for managing. Users and approving officials shall request the iQMIS User Scope that is authorized by and required in order to complete their designated function.

An iQMIS User Scope is defined as one of the following:

1. Manage One Site (i.e., housing installation at a NPS Park, a USFS Forest, a BIE School, a VA Hospital, etc.)
2. Manage More Than One Site (i.e., housing installations at two or more NPS Parks, USFS Forests, BIE Schools, VA Hospitals, etc.)
3. Manage One Region (several housing installations within a designated agency/bureau Regional boundary, i.e. Intermountain Region, Navajo Agency, or VISN 20.)
4. Manage Agency (all housing installations in the agency/bureau).
5. Manage iQMIS Program (all housing installations in all agencies/bureaus). Restricted to IBC Quarters Program only (System Manager Role.)
6. Manage iQMIS Policy (all housing installations in all agencies/bureaus). Restricted to DOI Property Management (Policy Manager Role.)

Account Suspension:

iQMIS provide a one-year length of time that an account is inactive before it is suspended. Although this length of time is unusual for other IT systems, it is possible for iQMIS users to manage few housing units with permanent long-term tenants, and only has a need to change to rent once a year.

Every 180 days, agency/bureau managers will receive a report of inactive user accounts from the System Manager. Agency/Bureau managers will review the list to determine which users are active and which are inactive.

iQMIS Help Desk:

For more information, see the Department of the Interior's Quarters Program web site at <http://www.doi.gov/ibc/services/finance/quarters/index.cfm> or contact the iQMIS Help Desk at 303-969-5696 or 303-969-5050.