Information Security Office

Policy Waiver

Requesting a Waiver to Access Office 365 Internationally

EOHHS-IT

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Summary:	The following instructions will explain how to request a waiver to access Office 365 internationally.
	If you are seeking to also bring a Commonwealth-issued device, you must also provide your device(s) serial number and include it in your IT Service Request (Step 3 below).
Content:	• Recommended Timeline • Business Justification • Verify and Provide Documentation for Security Awareness Training • Submit the Waiver Request to the IT Service and Support Center (SSC)

Recommended Timeline

Timeline	It is highly recommended to start this process **45 days prior to the date of departure** with at least 21 days to process the IT-service request submission portion. Please read the full process to better determine your timeline.

Business Justification

Step 1:	### Create business justifications explaining: • The duties and functions performed by the requesting employee are of high criticality to the continued business and operational functioning of both the agency and the Commonwealth; • The agency does not have any other employee, or combination of employees capable of temporarily performing these duties and functions; • The risks of temporarily suspending the duties and functions performed by the requesting employee are greater than the cyber security risks posed by permitting the employee to remove his/her/their mobile device(s) from the United States; <u>and</u> • Permitting the employee to access Commonwealth databases and information systems while travelling outside the United States is in the best interests of the Commonwealth to grant this exception.

Step 2:	**Submit the business justifications and senior manager approval to:**
	• Secretariat or Agency General Counsel's Office (GCO) or their designee <u>and</u>
	• Secretariat Chief Information Security Officer (CISO) or their designee

Submit the Waiver Request to the IT Service and Support Center (SSC)

Step 3:	**Upon approval of the business justification by the GCO and CISO:**
	Make an IT-service request with EOHHS-IT SSC:
	• Submit a form using the SSC self-service request form: [EOHHS-IT SSC Online](#)
	• For additional questions call SSC: 617-994-5050
	Include in the IT-service request:
	• Business justifications
	• Senior manager approval of business justifications (email accepted)
	• Approval from the GCO and CISO (email accepted)
	• Certification of completion for HRD's cybersecurity training. To obtain a copy of your certification of completion for cybersecurity training:
	o Go to [MyPath](#) online
	o Go to **My Transcript** section
	o Click on dropdown menu: **Active**
	o Choose **Completed**
	o Download and attached the certificate:
	▪ If making a waiver request before May 2024, the certification is:
	• *2022-23 Cybersecurity Aware*
	▪ If making a waiver request after May 2024, the certification is:
	• *2023-24 Keeping Cyber Safe*