5 FAM 1320
DEPARTMENT COPIERS (DOMESTIC)

(CT:IM-93; 10-22-2007)
(Office of Origin: A/ISS/GPS)

5 FAM 1321 GENERAL

5 FAM 1321.1 Purpose

(CT:IM-93; 10-22-2007)

The policy in this subchapter governs and applies to all copiers within the Department's domestic facilities. Overseas applications are covered by 12 FAH-6, Overseas Security Policy Board Standards.

NOTE: Digital copiers are automated information system (AIS) equipment. See 5 FAM 910 and 12 FAM 600 for additional acquisitions policies and AIS security requirements.

5 FAM 1321.2 Definitions

(CT:IM-93; 10-22-2007)

For purposes of 5 FAM 1320, the acronym CMP will refer to the Copier Management Program administered by the Office of Global Publishing Solutions (A/ISS/GPS).

5 FAM 1322 PROCUREMENT AND REPLACEMENT

(CT:IM-93; 10-22-2007)

a. The A/ISS/GPS Copier Management Program will supply copiers from a limited number of manufacturers to reduce costs and service time.

b. The Information Technology Change Control Board (IT CCB) must approve any copier, associated diagnostic equipment such as PDAs and laptop computers, and any related software if it will be attached to a Department network. A list of approved hardware and software is available on the IT CCB Web Site.

c. Offices/bureaus requiring that copiers be attached to a Department network are responsible for purchasing, maintaining, and obtaining IT

CCB approval for any diagnostic equipment, such as PDAs and laptop PCs used on those copiers. Such equipment may not be used for any other purpose. One piece of diagnostic equipment may support multiple copiers at the same level (e.g., SECRET or unclassified), but may not be used for different levels.

d. Diagnostic equipment must be classified and appropriately marked at the highest classification of the information processed on the copier equipment on which it is used.

e. No copiers will have remote diagnostic capability, facsimile, scanning or other modem features enabled. Vendors must provide written certification that all remote diagnostic capabilities have been disabled.

f. Bureaus may require copier replacement before the termination or renewal of their CMP contract. If a bureau replaces a copier(s) before the termination or renewal of its CMP contract, the bureau will incur the cost (including any termination fees) of upgrading the existing copier or procuring a new copier that conforms to the requirements in this subchapter.

g. If a bureau wishes to obtain a copier outside the CMP, the bureau must first obtain an exception from the A/ISS/GPS Copier Management Program. The exception request must include Form DS-1863, Request for Acquisition of a Photocopier, and a justification memo explaining the reason(s) for the request. Submit the paperwork to A/ISS/GPS, and, after review of the paperwork, CMP will notify you of the outcome. If an exception is granted, the exception is for the duration of the lease or a maximum of 5 years (whichever is less). Each lease renewal will require a new exception request submission. The bureau will be responsible for maintenance, supplies and support of the non-CMP copiers. Bureaus must not connect a non-CMP copier to the Department's network.

5 FAM 1323 MAINTENANCE

(CT:IM-93; 10-22-2007)

a. The bureau's information systems security officer (ISSO) or system administrator must disconnect a copier from the Department's network prior to connecting diagnostic equipment required to service or perform maintenance on the copier.

b. Uncleared copier technicians may service unclassified and SBU copiers that are not connected to the Department's networks; however, such personnel must be escorted by a Department employee having at least a Secret clearance. The escort must:

(1) Inspect the copier to ensure no hard copies are present before a

maintenance visit occurs;

(2) Inspect the copier for any security anomaly (see 12 FAM 091 for security anomaly definition), after the visit. If the escort suspects an anomaly, he or she must immediately report this information to the ISSO; and

(3) Ensure uncleared maintenance personnel are not allowed to remove replacement hard drives or circuit boards from the Department's possession.

c. Security clearance requirements for classified copier maintenance personnel are outlined in 5 FAM 1325.

d. All copier maintenance personnel must have a permanent Department-provided identification card bearing their security clearance level/status. This card must be worn visibly at all times while on-site. Visitor identification cards will not be issued, except in cases of extreme emergency.

5 FAM 1324 USE, CONFIGURATION, AND DISPOSAL OR REMOVAL OF DRIVES

(CT:IM-93; 10-22-2007)

a. After a CMP copier's 5-year contract term has expired, the CMP will replace the copier.

b. When any copier is removed from inventory (i.e., through excess property disposal, donation, or is returned to the lessor), the removing official must dispose of the hard drive in accordance with 12 FAM 629.2-4 unless the hard drive will be reused. Classified hard drives may not be reutilized in an unclassified environment.

c. Bureaus must submit monthly meter readings to the CMP via e-mail (GPSCMP@state.gov). If customers do not submit the readings, CMP will estimate usage for that month. If customers are unable to submit readings for the second or any succeeding months, A/ISS/GPS will send staff to the copier to read the meter but must charge for this additional service.

d. A network copier must be configured to authenticate individual users on Active Directory or allow for individual user account logons. Authentication is necessary to comply with Department network requirements (e.g., collecting network activity and auditing that are logged on the copier's hard drive). (See 12 FAM 600 for AIS auditing requirements.)

e. Copier owners must ensure that if a copier has wireless capabilities

and/or radio frequency (RF) transmitters, these capabilities are disabled. (See 5 FAM 580, Wireless Information Technology.)

f. Copiers not meeting the requirements in 5 FAM 1325 may only be used for unclassified and SBU processing and must be prominently marked "**This Copier Authorized for Unclassified/SBU Processing Only**" prior to issuance.

5 FAM 1325 ADDITIONAL REQUIREMENTS FOR COPIERS USED FOR PROCESSING CLASSIFIED INFORMATION

(CT:IM-93; 10-22-2007)

a. Classified material may only be reproduced on those machines under the continuous control of cleared U.S. personnel that have been designated by the bureau security officer or unit security officer as authorized for classified processing. Such copiers will be prominently marked "This Copier Authorized for Classified and Unclassified Processing":

   (1) This means any machine located inside an office or suite of offices that is locked after normal business hours and is restricted from public access during hours of operation. "Machines under continuous control of cleared U.S. personnel" generally encompasses any machine located inside an office or suite of offices that is locked after normal business hours and is restricted from public access during hours of operation;

   (2) To review the Department's policy regarding the reproduction of classified material, see 12 FAM 536.10.

b. Digital copiers must have a removable hard drive or volatile memory, unless they are located in a workspace where there are 24/7 cleared employees within the immediate area at all times. Removable memory must be secured in an approved storage container after work hours.

c. Upon termination or renewal of a CMP contract, digital copiers that are to be installed in a workspace where cleared employees are not present in the immediate area at all times and there is no alarm system must be replaced with copiers that have removable hard drives or volatile memory.

d. Copiers must be located in areas that are locked after work hours. If there is no cleared building guard service, then the areas must also be alarmed with entry door sensors and general motion sensor coverage after work hours.

e. Multiple port copiers must not be attached to more than one Department

network.

f. The servicing technician must have a security clearance at the same level as the material that may have been processed using the installed hard drive. A technician without a security clearance, or one with a lower level clearance, may service a standalone copier or copier that has been disconnected from the network, provided:

   (1) If a maintenance hard drive is used (i.e., the hard drive used for classified reproduction is not accessible to the technician);

   (2) The technician is escorted by a systems administrator cleared to at least the SECRET level;

   (3) The escort inspects the copier to ensure no hard copies are present before a maintenance visit occurs;

   (4) After the visit, the escort must again inspect the copier for any security anomaly (see 12 FAM 091 for security anomaly definition), and, if the escort suspects an anomaly, he or she must immediately report this information to the ISSO.

g. CMP or the owning or leasing bureau must inspect and/or supply new or replacement service parts. Cleared technicians must deliver all replaced service parts to A/ISS/GPS or the owning bureau for appropriate disposal as noted in 5 FAM 1325, paragraph j.

h. A/ISS/GPS or the owning bureau must remove hard drives from copiers removed from the Department's possession, such as through excess property disposal, donation, or return to the lessor; or when the copier is moved from an area authorized for classified processing to an uncontrolled area. Removable hard drives must be disposed of as noted in 5 FAM 1325, paragraph j, unless the drive will be reused in another classified copier.

i. Classified copiers with non-removable hard drives or non-volatile memory must have those components removed before the digital copiers leave the Department's possession.

j. A/ISS/GPS or the owning bureau must safeguard all classified hard drives removed in the above circumstances, in accordance with 12 FAM 632.1-9, as classified material and send them to the Office of General Services Management, Special Services Division (A/OPR/GSM/SS) for classified destruction when no longer needed.

5 FAM 1326 THROUGH 1329 UNASSIGNED