



Infrastructure Information Security Policy

Last Update: April, 2017

1.0 Policy

It shall be the policy of the City of Greensboro to restrict plans, design drawings, aerial photography and similar documentation of its public infrastructure to only those individuals and organizations that require this information in the conduct of their business with the City and upon demonstration of such need. Requests for this information will be documented and records of this documentation maintained by the City.

2.0 Definitions

- 2.1 Public Infrastructure. Includes the City of Greensboro's (a) Water and sanitary sewer system, (b) Storm water sewer system, (c) Public buildings, (d) Roadway, roadway bridges (e) Telecommunication and data communication networks, and (f) Public security plans.
- 2.2 Detailed Plans, Drawings and Documentation. Information in either electronic or non-electronic form that communicate the organization, arrangement, location, or an operational understanding in sufficient detail to endanger or otherwise compromise the security or operation of the facility or plan being communicated.
- 2.3 Security Assessment and Information Documentation. Includes any assessments, policies or procedures pertaining to the security of the Public Infrastructure.
- 2.4 Licensed Professional. Shall include any individual licensed by the State of North Carolina in the professions of (a) Professional engineer, (b) Land surveyor, (c) Architect, (d) Landscape architect, or (e) General contractor.
- 2.5 Responsible Department Director. The Department Director who is responsible for a particular public infrastructure. This includes: (a) Water and sanitary sewer system – Director of Water Resources, (b) Storm water sewer system – Director of Water Resources, (c) Public Buildings – Director of Engineering and Inspections, (d) Roadway, roadway bridges – Director of Engineering and Inspections, (e) Telecommunications and data communication networks – Director of Information Technology, (f) Public security plans – Chief of Police.

3.0 Procedure/Rule

- 3.1 No plans, drawings, documentation or aerial photography that details the City's public infrastructure shall be available to the general public except upon a demonstrated need and as provided herein.
- 3.2 Tier I: Requests for detailed plans, drawings and documentation of the City's public infrastructure by licensed professionals and their associated firms who have registered with the City of Greensboro and have been approved access to such information will be honored by the City.

- 3.2.1 Licensed professionals and their associated firms must renew their registration with the City on an annual basis. The application for registration will require the signer to acknowledge his acceptance and adherence of this policy.
 - 3.2.2 The responsible Department Director, or his designee, will grant requests for registration for each type of infrastructure.
 - 3.2.3 Once approved, the original registration document will be maintained by Engineering & Inspections Business Center with copies provided to City staff as needed.
 - 3.2.4 Once approved, only those licensed professionals or associates identified on the registration document will have access to and be provided copies of detailed plans, drawings and documentation of public infrastructure. Licensed professionals and their firms may only use such data as required in the exercise of their profession.
 - 3.2.5 The City will maintain a log detailing each instance where a licensed professional or his associates receives information (electronic or paper) under this policy. This log will include the name of the individual, the date of the information release and a description of the data released.
 - 3.2.6 The City of Greensboro will request a picture identification (such as a valid NC driver's license) to confirm the individual's identity.
 - 3.2.7 Any person or firm receiving information in this manner is prohibited from otherwise copying or distributing the information to anyone outside of his immediate business concerns and not directly related to the project for which the information was obtained.
 - 3.2.8 Grant of Additional Access: Any person or firm who is not a Licensed Professional and/or their associated firm(s) may present his or her credentials to the Responsible Department Director and request access to information. Upon review of the credentials, the Responsible Department Director may, in his or her sole discretion, grant access to information, provided all procedures and rules outlined in this policy are followed. Credentials may include but are not limited to a business interest, membership in a professional association, identity documents, or evidence of qualifications showing a person is suitable for having access to information. The authority to grant additional access furthers the public policy of efficient governance while maintaining security protocols over sensitive infrastructure data.
- 3.3 Tier II: The Responsible Department Director may grant a waiver and allow distribution of copies of detailed plans, drawings and documentation of public infrastructure to licensed and non-licensed professionals, business firms, or community groups in cases where access to this information furthers a public policy.
 - 3.3.1 Requests for waivers of the policy for non-licensed professionals, business firms, professional associations, or community groups must be made in writing to the Responsible Department Director(s). Waivers must state who is requesting the data, a description of the information being requested and their intended use for the information. The application for a waiver will require the signer to acknowledge his acceptance and adherence of this policy.

- 3.3.2 Waivers can be granted if the request furthers public policy and does not compromise the security of the public infrastructure. Examples include:
 - (a) Firms bidding on City projects,
 - (b) Neighborhood groups participating in community development activities or planning,
 - (c) Internet based applications that communicate information to the public where the public infrastructure is incidental to the information being communicated, or
 - (d) Other similar uses of the data.
- 3.3.3 Once approved, only those individuals identified on the registration document will have access to and be provided copies of detailed plans, drawings and documentation of public infrastructure as described on the approved waiver. Any request for information, not covered by the approved waivers description and intended use, will require additional approval.
- 3.3.4 Once approved, the original registration document will be maintained by Engineering & Inspections Business Center with copies provided to City staff as needed.
- 3.3.5 The City will maintain a log detailing each instance where an individual, firm, professional association or community group receives information under this policy. This log will include the name of the individual, the date of the information release, a description of the data released and an explanation of the need for the information.
- 3.3.6 The City of Greensboro will request a picture identification (such as a valid NC driver's license) to confirm the individual's identity.
- 3.3.7 Any person or firm receiving information in this manner is prohibited from otherwise copying or distributing the information to anyone outside of his immediate business concern.
- 3.4 Tier III: The City will not honor requests to distribute public infrastructure information to firms or persons not registered with the City or that have not been granted a waiver. However, individuals and firms may view detailed plans, drawings or documentation of public infrastructure for the purpose of determining the proximity of the infrastructure to their property or a property of interest.
 - 3.4.1 The City may request documentation of such need for information, if the sensitivity of the area or the scope of the request is unusual in nature, as determined by the City of Greensboro.
 - 3.4.2 Copying or any other form of duplication of the viewed detailed plans; drawings or documentation will not be permitted.
- 3.5 The City will not honor requests to distribute or view copies of Security Assessment and Information Documentation by either licensed professionals or the public. Release of this information shall only be made to law enforcement and related agencies as mandated by statute as with the consent of the Chief of Police.
- 3.6 All printed copies of detailed plans, drawings or documentation provided to individuals or firms under this policy must include a statement that reads "Sensitive Information not to be copied or distributed without the express written permission of the City of Greensboro." All digital copies of detailed plans, drawings or documentation provided to individuals or firms under this policy must include a companion digital file that contains the text "Sensitive

Information not to be copied or distributed without the express written permission of the City of Greensboro.”

- 3.7 This policy does not constrain access to public infrastructure data by agencies of the City of Greensboro, or other governmental bodies.
- 3.8 This policy does not preclude the non-Internet display and distribution of generalized information such as aerial photography, planimetric features, topographic contours and similar information to the general public. Such requests must be made in writing to the City’s Geographic Information System Manager.
- 3.9 Any Employee who routinely handles or otherwise has access to information covered under this policy will be required to be familiar with the policy. Any employee in violation of this policy shall be subject to disciplinary action up to and including dismissal.
- 3.10 Any Employees who encounters requests for information that they believe may compromise the security or operation of the facility or plan being communicated, should contact a supervisor or an appropriate law enforcement agency such as the Special Investigation Division of the Greensboro Police Department.

4.0 Appendix

- 4.1 Request for Approval to Obtain Sensitive Infrastructure Data



Application for Approval of Tier I - Licensed Professional - To Obtain Sensitive Infrastructure Data

This is a request of **LICENSED PROFESSIONALS** authorizing representatives of our company to obtain sensitive maps, plans, data, and other engineering information pertaining to the City of Greensboro’s public infrastructure systems for our use in the practice of our profession, as per the City of Greensboro Infrastructure Security Policy Section 3.2.

Type of Information Requested (Select Only One Per Form):

___ Water/sanitary sewer, storm water sewer systems, roadway/bridges (Director of Engineering and Inspections/Water Resources)

I hereby designate the following individuals of our organization to make requests for information as described above. As condition of this approval we will immediately notify the City in writing of any of these employees that is terminated or otherwise not authorized to obtain information under this agreement. We may add employees in a similar manner.

Employees Authorized (Please Print):

_____	_____
_____	_____
_____	_____
_____	_____

I hereby agree that any material furnished our company will not be copied for transmittal to any other company or individual outside our company. Approval of this request is conditional upon reading and accepting the terms of the City’s *Infrastructure Information Security Policy*.

Required for Approval:

Name of Requesting Firm: _____

Address (required for approval):

_____	_____	_____	_____
Street	City	State	Zip

Requested and Authorized By: (Print Name) _____

(Sign Name) _____

Title: _____

NC Professional license number: _____

(Seal) Date of Request: _____

Do Not Write Below This Line

City of Greensboro Approval By: _____

Date Approved by City of Greensboro: _____



Application For Approval of Tier II Waiver To Obtain Sensitive Infrastructure Data

This is a request for approval for a **WAIVER**, as per the City of Greensboro Infrastructure Security Policy Section 3.3, to obtain sensitive maps, plans, data, and other engineering information pertaining to the City of Greensboro's public infrastructure systems.

Briefly describe the information being requested and their intended use:

Type of Information Requested (Select Only One Per Form):

- Water/sanitary sewer, storm water sewer systems, roadway/bridges (Director of Engineering and Inspections/Water Resources)
- Public buildings (Director of Engineering and Inspections)
- Telecommunication and data network systems (Director of IT)
- Security plans (Chief of Police)

Name of Firm/Organization/Group: _____

Address (required for approval):

Street	City	State	Zip
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Authorized Individuals (Please Print):

I hereby agree that any material furnished will not be copied for transmittal to any other company or individual. Approval of this request is conditional upon reading and accepting the terms of the City's *Infrastructure Information Security Policy*.

Required for Approval:

Printed Name: _____

Signature: _____ Date: _____

Do Not Write Below This Line

City of Greensboro Approval By: _____

Date Approved by City of Greensboro: _____

4.2 NC Public Records Law

North Carolina General Assembly Home Page:

<http://www.ncga.state.nc.us/homePage.pl>

North Carolina Statute Chapter # 132:

<http://www.ncga.state.nc.us/Statutes/GeneralStatutes/HTML/ByChapter/Chapter132.html>

§ 132-1. "Public records" defined

(a) "Public record" or "public records" shall mean all documents, papers, letters, maps, books, photographs, films, sound recordings, magnetic or other tapes, electronic data-processing records, artifacts, or other documentary material, regardless of physical form or characteristics, made or received pursuant to law or ordinance in connection with the transaction of public business by any agency of North Carolina government or its subdivisions. Agency of North Carolina government or its subdivisions shall mean and include every public office, public officer or official (State or local, elected or appointed), institution, board, commission, bureau, council, department, authority or other unit of government of the State or of any county, unit, special district or other political subdivision of government.

(b) The public records and public information compiled by the agencies of North Carolina government or its subdivisions are the property of the people. Therefore, it is the policy of this State that the people may obtain copies of their public records and public information free or at minimal cost unless otherwise specifically provided by law. As used herein, "minimal cost" shall mean the actual cost of reproducing the public record or public information.

§ 132-1.6. Emergency response plans

Emergency response plans adopted by a constituent institution of The University of North Carolina, a community college, or a public hospital as defined in G.S. 159-39 and the records related to the planning and development of these emergency response plans are not public records as defined by G.S. 132-1 and shall not be subject to inspection and examination under G.S. 132-6.

§ 132-1.7. Sensitive public security information

(a) Public records, as defined in G.S. 132-1, shall not include information containing specific details of public security plans and arrangements or the detailed plans and drawings of public buildings and infrastructure facilities.

(b) Public records as defined in G.S. 132-1 do not include plans to prevent or respond to terrorist activity, to the extent such records set forth vulnerability and risk assessments, potential targets, specific tactics, or specific security or emergency procedures, the disclosure of which would jeopardize the safety of governmental personnel or the general public or the security of any governmental facility, building, structure, or information storage system.

(c) Information relating to the general adoption of public security plans and arrangements, and budgetary information concerning the authorization or expenditure of public funds to implement public security plans and arrangements, or for the construction, renovation, or repair of public buildings and infrastructure facilities shall be public records.