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 on the iQMIS User Access Request Form that they have read and agree to the terms of these Rules of Behavior in order to gain access to the system.

All Federal agencies with employee housing are subject to the requirements of 5 U.S.C. 5536, 5 U.S.C 5911, and Office of Management and Budget (OMB) Circular A-45, Rental and Construction of Government Housing (https://www.whitehouse.gov/wp-content/uploads/2019/11/Circular-A-45R.pdf) or A-45. Bureaus/Agencies are also bound by their own housing policies, such as the Department of the Interior (DOI) Housing Management Handbook.

The DOI Quarters Program, located within the Interior Business Center (IBC), establishes rental rates for civilian employee housing in compliance with A-45, which specifies that rental rates for employees be **comparable to private rental market rates for similar housing in the nearest established community**. To determine rents, the Quarters Program collects rental market data from the communities nearest to government housing once every four years. A-45 also requires that inflation be added annually to rent, utilities, furnishings and services provided, using Bureau of Labor Statistics' Consumer Price Index measures.

Each year in December, the iQMIS application is updated with new rent formulas for regions where surveys were performed and inflation adjustments. Employee/tenant rents are not changed automatically. Rent Change Notices must be **printed by iQMIS users and distributed to tenants by the end of January**. New rents take effect in March, as required by A-45.

The IBC Quarters Program operates iQMIS as a shared federal service, under an Inter-Agency Agreement with each bureau/agency. The system:

- Stores information on government-furnished housing units and the tenants that occupy each housing unit

- Computes rental rates and additional charges for utilities, appliances, furnishings and services, in accordance with OMB Circular A-45

- Prints lease agreements, rent change notices, rent payment forms, EPA required lead-based paint disclosures, and related housing forms and reports.

iQMIS users are the personnel accountable for federal property and assume the customary role of "the landlord." iQMIS users are responsible for managing their housing and tenants, implementing the correct rental rates, and collecting rent payments – iQMIS is simply a tool for each bureau/agency business process. Bureau/agency administrative guidelines for assigning housing, getting leases signed, and collecting rent from occupants is crucial to the management and control of federal property.

The accuracy of the housing and tenant data in iQMIS is crucial to compliance with A-45, and **iQMIS users are responsible for data accuracy.** Erroneous iQMIS data that reduces rent, or a failure to collect rent for use of Federal property, violates Federal laws and regulations and may be classified as waste, fraud and abuse.

Housing may not be provided to federal employees as an additional benefit of their position, per 5 U.S.C. 5536. Rent must be collected from an employee **duty stationed at the housing site by payroll deduction**. For other tenants, rent must be collected by Bill of Collection or from the benefiting account (the specific government program/office using housing), per OMB Circular A-45.

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 Help Desk support and training, data storage, backup and recovery, compliance and reporting, and other appropriate business requirements, such as payroll processing.

- Ensure that its 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 bureau's/agency's data and the iQMIS system, based on applicable Federal laws, regulations, policies, and security guidelines and recommendations.

- Ensure that authorized personnel have received appropriate security awareness training, in accordance with OMB Circular A-130, Appendix III, Security of Federal Automated Information Resources.

- Ensure that authorized iQMIS Users (employees or contractors) are issued a HSPD-12 compliant PIV/CAC government identification card. PIV/CAC card must be used for any user with a .gov or .mil email address. Contractors without a government-issued PIV/CAC card should be issued a USB security authentication key required for iQMIS access, a YubiKey FIPS model purchased from https://www.yubico.com/product/yubikey-fips.

- Ensure that the iQMIS user's equipment is continually updated, secured and patched to the highest recommended manufacturer standards and/or federal security compliance standards. The bureau/agency will install and activate virus detection and elimination software on the iQMIS user's equipment.

- Ensure that only authorized and authenticated housing personnel have access to the iQMIS system. The bureau/agency will establish and implement approval procedures for adding new users, updating privileges, reducing privileges, or removing users.

- Ensure that any iQMIS Housing Manager who occupies bureau/agency housing 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 without strict oversight and written approval, as required by OMB Circular A-45.

- Designate a primary bureau/agency "principal housing officer" to monitor compliance with OMB Circular A-45, including the accuracy of iQMIS housing and tenant data.

- Designate a primary and secondary bureau/agency delegate to the National Housing Council, in compliance with the terms of the National Housing Council Charter.

- Bureau/agency managers will review the "Current Users" and "Active Users" iQMIS Report at least annually to verify active users, request removal of inactive users, and identify installations that lack a responsible iQMIS user. November or December is an ideal time to do this review.

The iQMIS User shall:

- Manage housing and tenants in their Role and Scope of responsibility, in compliance with bureau/agency housing management procedures and policies.

- Ensure that OMB Circular A-45, Rental and Construction of Government Housing, is followed for determining rental rates.

- Ensure that OMB Circular A-25, User Charges, is followed for use of Federal property by personnel that are not employees/contractors of the bureau/agency.

- Ensure the appropriate use and protection of iQMIS, in accordance with OMB Circular A-130, Appendix III, Security of Federal Automated Information Resources.

- 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.

- Report any system or software flaws to the iQMIS Help Desk so they can be researched and remedied as necessary.

- Ensure the accuracy and integrity of all housing and tenant data in their Scope of responsibility. Coordinate with local facility/maintenance staff, managers, and other iQMIS Users (if applicable) to obtain accurate data. Rental rates produced by iQMIS depend upon accurate housing data. **Users should not assume the existing iQMIS data is correct.** Inaccurate rental rates are considered a subsidy of employee's living expenses, and a violation of 5 U.S.C. 5536, 5 U.S.C. 5911, and OMB Circular A-45. Erroneous data that serves to reduce/eliminate rent can be deemed waste, fraud and abuse.

- Ensure that bureau/agency housing policies and procedures are followed.

- Ensure that bureau/agency processes for rent collection are followed, and that documents such as payroll deduction forms and bills for collection are submitted timely to appropriate processing officials, in compliance with internal rent payment practices. Rent must be collected for every occupant of housing, per OMB Circular A-45.

- Ensure that all active rental units are included in iQMIS, in compliance with bureau/agency policy. Failure to enter all housing units into iQMIS can compromise the ability of the IBC Quarters Program to determine local market value for rent, increasing the risk of employee rent appeals.

- Ensure that rental units are not deleted/removed from iQMIS unless they will never again be used for housing (end of private lease, sold, transferred, converted to office space, uninhabitable/obsolete, destroyed, etc.)

- Ensure that all occupants of housing are entered into iQMIS, regardless of duration or payment, in compliance with bureau/agency business processes. Failure to enter all tenants into iQMIS impacts both rent revenues and housing utilization rates for the Federal Real Property Profile and other property management programs.

- Ensure that any iQMIS Housing Manager who occupies bureau/agency housing 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 without strict oversight and written approval, as required by OMB Circular A-45.

- Ensure that personally identifiable information (PII) may only be accessed by Users and other bureau/agency staff with payroll deduction and rent collection responsibilities for limited,

specified business processes. Files and documents containing PII will be marked, handled, processed, stored, and disposed of with strict adherence to Privacy Act requirements, guidance provided by OMB, and records retention schedules. Any electronic documents that display PII shall not be uploaded to iQMIS or stored on a computer/server unless PII is obscured. Any paper documents that display PII will be kept in a locked and secure storage area or shredded. Do not keep PII unless there is a specific business requirement.

- Ensure that all housing records, such as signed Housing Assignment Agreements (leases), signed Tenant Rent Notices, inventory forms, and inspection documents are retained per the National Archives and Records Administration General Records Schedule requirements.

- Bureau/agency Regional and National Managers will review the "Active Users" or "Current Users" iQMIS Reports annually to determine which users are inactive and request their removal. Monitoring users is crucial to determine if an installation lacks a responsible local housing/tenant manager. Report any former iQMIS users to iQMIS_helpdesk@ibc.doi.gov for removal.

- Read the "Housing Manager's Manual" or "Tenant Manager's Manual," available in iQMIS Resources.

- Read the "Federal Tenant Brochure," available in iQMIS Resources.

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 authority to view/read, add, change or delete Housing and Tenant data records. Users and approving officials shall request the User Role that is required for the position's level of responsibility and authority.

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

- Data Manager (read/write/delete access to all Housing data and Tenant data in their Scope of responsibility, and ability to enter exceptions.) Data Managers monitor other users and their data, can change other users' data, and can make exceptions to any iQMIS data validation rule if justified. These are typically experienced national and regional housing users.

- Housing Manager (read/write/delete access to all Housing data and Tenant data in their Scope of responsibility.) Housing Managers are responsible for A-45 compliance and should obtain training. Housing Managers may also perform the Tenant Manager functions – or they may have another Tenant Manager working cooperatively with them.

- Tenant Manager (read/write/delete access to Tenant data only; read access to all Housing data in their Scope.) Tenant Managers are responsible for tenant housing assignments and departures. Tenant Managers must have a Housing Manager working cooperatively with them to maintain their housing data.

- Read-Only User (read access to all Housing and Tenant data in their Scope)

- System Manager (restricted)

- Policy Manager (restricted)

- Security Manager (restricted)

- Comp Manager (restricted)

User Scope:

In iQMIS, the User Scope defines the specific housing site or sites (installations) that a user is responsible for managing. Users and approving officials shall request the User Scope that is required for the position's level of responsibility and authority.

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

- Local User – Manages One Site (i.e., a NPS Park, a USFS Forest, a BIA School, a VA Hospital, etc.) Optionally, manages two or more NPS Parks, USFS Forests, BIE Schools, VA Hospitals, etc.

- Regional User – Manages One Region, containing all housing sites within a designated agency/bureau region (i.e., NPS Intermountain Region, BIA Navajo Region, IHS Aberdeen Area, or VA VISN 20.) Optionally, manages two or more NPS Regions, IHS Areas, or VA VISNs, etc.

- National User – Manages all Bureau/Agency housing sites (i.e., headquarters or policy office) and oversees the agency/bureau housing program. Typically, this user is the "principal housing officer" required by A-45 with housing policy authority for the bureau/agency.

- System Manager – Manages the iQMIS Application (restricted to DOI IBC Quarters Program employees.) Have access to all housing/tenant data for rent setting and Help Desk purposes.

- Policy Manager – Manages iQMIS and DOI Housing Policy (restricted to DOI Office of Acquisition and Property Management, the system owner of iQMIS.) Have access to all housing/tenant data.

- Security Manager – Manages iQMIS User data entry (restricted to DOI IBC Information Assurance Office employees.) Security Point of Contact (SPOC.) Have no access to housing/tenant data.

- Comp Manager – Manages private rental market comparables and utility provider data (restricted to contractor's employees for DOI IBC.) Have no access to housing/tenant data.

Automatic Account Suspension:

iQMIS provides **90 days** of inactivity before a user's account is automatically suspended.

An iQMIS user account is locked after **45 days** of inactivity. A user whose access will expire is notified in advance by email after 35 days and 40 days of inactivity. At 45 days, the account is locked; the user is emailed about this action with instructions. A user must email iQMIS_helpdesk@ibc.doi.gov to be unlocked.

An iQMIS user account is suspended after **90 days** of inactivity. The user is emailed about this action with instructions. Once suspended, a user must reapply in writing with an approved "iQMIS User Access Request Form."

Manual Account Suspension:

Any knowledgeable person may send an email to iqmis_helpdesk@ibc.doi.gov to request suspension of a user's access.

Any knowledgeable person may also send a "User Removal Form" (iQMIS Resources) to iQMIS_helpdesk@ibc.doi.gov to request suspension of a user's access. These Forms do not require supervisory approval.

The iQMIS Help Desk may also take action to suspend a user account if system-generated emails to them are rejected as undeliverable.

As users are suspended, communication is not provided to other iQMIS users, regional or national managers. Bureau/agency managers will review the "Active Users" and "Current Users" iQMIS Reports annually to determine which users are inactive and request their removal. This is important to monitor for any installations that lack an iQMIS user.

Notice of Monitoring to Users of the iQMIS System:

THIS IS A NOTICE OF MONITORING OF THE DEPARTMENT OF THE INTERIOR (DOI) INFORMATION SYSTEMS. This computer system (iQMIS), including all related equipment, networks, and network devices (including Internet access), is provided by the Department of the Interior (DOI) in accordance with the agency policy for official use and limited personal use.

All agency computer systems may be monitored for all lawful purposes, including but not limited to, ensuring that use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. Any information on this computer system may be examined, recorded, copied and used for authorized purposes at any time. All information, including personal information, placed or sent over this system may be monitored, and users of this system are reminded that such monitoring does occur. Therefore, there should be no expectation of privacy with respect to use of this system. By logging into this agency computer system, you acknowledge and consent to the monitoring of this system. Evidence of your use, authorized or unauthorized, collected during monitoring may be used for civil, criminal, administrative, or other adverse action. Unauthorized or illegal use may subject you to prosecution.

iQMIS Help Desk:

For more information, contact the iQMIS Help Desk at 303-969-7164 or email iqmis_helpdesk@ibc.doi.gov.