

REMOVABLE STORAGE DEVICE POLICY

POLICY# OTECH-POL2024-001

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OFFICE OF TECHNOLOGY
GOVERNMENT OF GUAM

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Overview

Policy Number:	OTECH-POL2024-001
Title:	Removable Storage Device Policy
Purpose:	To define inherent risk and acceptable use of removable storage devices.
Authority:	5 GCA Chapter 1 Article 12.105 (a)(3), (b)(3), 12.109, 12.110
Publication Date:	July 16, 2024
Policy Approval:	 Frank LG Lujan, Jr Chief Technology Officer
Target Audience:	The intended recipients of this policy includes all entities under the authority of the Office of Technology, pursuant to 5GCA Ch 1, Article 12.102.
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Revision History

Date of Change	Responsible	Summary of Change
July 15, 2024	OTECH Systems Support	Draft policy
July 16, 2024	CTO	Review and approved to publish



Introduction

Removable storage devices, especially USB flash drives, are a well-known source of malware infections and have been directly tied to the loss or breach of integrity of sensitive information. The purpose of this policy is to minimize the risk of loss or exposure of sensitive information maintained by the Government of Guam and to reduce the risk of acquiring malware infections on *guam.gov* computers.

The Office of Technology (OTECH) is responsible for overseeing and maintaining all hardware and software products deployed within the Government of Guam Wide Area Network (GGWAN). This policy is intended to define the inherent risk and acceptable use of removable storage devices with respect to data security, operational integrity, and long-term sustainability.

Policy

The Removable Storage Device Policy is enforced as an Active Directory Group Policy setting restricting the connection of removable storage devices. The policy is a default setting on all computers registered to the *guam.gov* domain. Any exceptions to this policy must be documented and approved through the following process.

Exception Process

Prior to utilizing and Removable Storage Device, the following must be adhered to.

Complete and submit the *Removable Storage Device Exception Request form*:

- Provide the type of device, manufacturer and model of the device.
- Provide a business justification for use of a Removable Storage Device that cannot be remedied by a GGWAN network drive resource (e.g., GovGuam Google Drive, OneDrive, shared folder, etc.)
- Removable Storage Device Exception Request forms must be signed by the Department Director and explicitly approved by OTECH CTO. Send request forms to helpdesk@otech.guam.gov.
- OTECH will assess the level of internal support necessary for continuous operation, and the support services that are either provided by or will need to be purchased from a vendor.

Removable Storage Device Definitions

- **Removable drives:** (USB MSC): Flash drives, thumb drives, memory sticks, flash memory cards, etc.
- **Portable Storage:** (USB-MTP): smartphones (android, iPhone), tablets, cameras, etc. (**excluding device charging via USB port*)
- **External drives:** (USB UAS/MSC, e-Sata, Firewire): NAS, HDD/SSD drive/enclosures, etc.
- **Optical discs:** (USB MSC): CD-ROM, CD-R, CD-RW, DVD-ROM, DVD-R, DVD RW, Blu-ray, etc.

To be connected to a Government of Guam Computer System via:

1. A data storage medium that can be inserted (e.g., a Compact Disk) into a media reader/writer:
 - internally attached to a computer (e.g., an SD Card inserted into an internal card reader)
 - external to a computer. (e.g., a CD inserted to an external CD-ROM that connects to a USB port)



2. An integrated data storage component of a portable device (e.g., USB flash drive, that connects to a USB port)

Guidelines

Agencies must work with OTECH for any hardware purchases as per [OTECH-POL 2020-001 IT Hardware and Software Acquisition Policy](#). IT hardware resources that are acquired without OTECH's review and approval may not be supported. Due to licensing and warranty restrictions, OTECH will not install GovGuam owned software on a non-approved device, nor will OTECH perform physical repairs and maintenance to the device. Any removable storage devices utilized within the GGWAN must be approved by OTECH via the [Removable Storage Device Exception Request Form](#).

Policy Compliance

The Office of Technology will verify compliance to this policy through various methods, including but not limited to, periodic reviews and site inspections, video monitoring, business tool reports, internal and external audits and inspections, and feedback from the agency that procured the product.

Non-Compliance

Any non-compliance situations may be subject to be published in OTECH's annual report to the legislature at the discretion of the CTO.

Review and Internal Audit

This policy shall be reviewed and updated annually, on an as needed basis, or if there is a breach in protocol and procedures. OTECH shall initiate the review process on the first day of each Fiscal Year – 1st of October, or next business day. Policy review and updates shall be documented in the policy's *Revision History* section. The review process shall be completed before the end of the Fiscal Year's first quarter and the updated policy shall be disseminated (via OTECH website, Agency Memo or email) by December 31 of each year.

For any questions or inquiries on this policy, email helpdesk@otech.guam.gov.