



Fw: Freedom of Information Request: Computer Training & Security (Phoenix, AZ)

ContactUs PIO to: Nancy Robles

11/03/2014 04:30 PM

Please forward to the appropriate person in your department and respond directly to the inquiry. Thanks for your assistance.

Joyce Valdez
Public Information Office
City of Phoenix

----- Forwarded by ContactUs PIO/PIO/PHX on 11/03/2014 04:30 PM -----

From: 13949-22320209@requests.muckrock.com
To: ContactUs PIO/PIO/PHX@PHXENT,
Date: 10/25/2014 09:47 AM
Subject: Freedom of Information Request: Computer Training & Security (Phoenix, AZ)

October 25, 2014
Phoenix Public Information Office
Phoenix Public Information Office
200 W. Washington St., 12th floor
Phoenix, AZ 85003

To Whom It May Concern:

Pursuant to the state open records law, Ariz. Rev. Stat. Ann. Secs. 39-121 to 39-122 and 39-128, I hereby request the following records:

Any slides, memos, e-mails, or training materials issued to employees relating to the operation of electronic devices (computer, tablet, or mobile phone) issued since 2011 regarding the following topics:

1. Data Security (including the usage and configuration of Anti-Virus, Firewalls, Password reset policies, and VPNs.)
2. Whole Disk Encryption (and required configuration settings)
3. Mobile Device Management provisioning (including information on settings for tracking and restrictions placed on devices by installed device management profiles)

Additionally, I request information on Operating System and Application update requirements, such as standards in place requiring employees to update or not update devices, including emails and communications where IT departments request that employees defer updates from being applied immediately.

I also request that, if appropriate, fees be waived as I believe this request is in the public interest. The requested documents will be made available to the general public free of charge as part of the public information service at MuckRock.com, processed by a representative of the news media/press and is made in the process of news gathering and not for commercial usage.

In the event that fees cannot be waived, I would be grateful if you would inform me of the total charges in advance of fulfilling my request. I would prefer the request filled electronically, by e-mail attachment if available or CD-ROM if not.

Thank you in advance for your anticipated cooperation in this matter. I would request your response within ten (10) business days.

Sincerely,

Alex Guichet

Filed via MuckRock.com

E-mail (Preferred): 13949-22320209@requests.muckrock.com

For mailed responses, please address (see note):

MuckRock News

DEPT MR 13949

PO Box 55819

Boston, MA 02205-5819

PLEASE NOTE the new address as well as the fact that improperly addressed (i.e., with the requester's name rather than MuckRock News) requests might be returned by the USPS as undeliverable.