



STATE CONTROLLER'S BULLETIN

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Bulletin #FY24-04

SUBJECT: Sensitive Information on Documents Stored in DocuWare

DATE: October 17, 2023

TO: All State Agencies

FROM: Douglas E. Cotnoir, CPA, CIA, State Controller

The purpose of this bulletin is to clarify guidance previously communicated for Personal Identifiable Information (PII), confidential and sensitive information contained in documents that are scanned into the ACCT APDocs DocuWare file cabinet (DocuWare), including: contracts, payments, journals, and cash receipts. This bulletin supersedes Bulletin #FY23-10.

General Overview

Data stored in DocuWare is encrypted both at rest and in-flight, and OSC restricts access to DocuWare through user-level security.

Agency Responsibilities

Agencies are responsible to identify confidential or sensitive information on documentation that is scanned into the ACCT APDocs DocuWare file cabinet, and to ensure that access to such information is restricted as required by its security classification. Agencies must implement the appropriate policies, procedures, and business practices to ensure the proper protection, authenticity, reliability, integrity, and usability of records, especially those that contain confidential or sensitive information.

If confidential or sensitive information is necessary to maintain in DocuWare, the Agencies should ensure that access to that information is controlled and/or redacted, if necessary, in consultation with MainIT.

For determination of the sensitivity of information, please refer to MainIT's Data Classification Policy found at <https://www.maine.gov/oit/sites/maine.gov/oit/files/inline-files/DataClassificationPolicy.pdf>.

The Department of the Secretary of State, Maine State Archives also provides guidance regarding records retention and protecting confidential information at <https://www.maine.gov/sos/arc/records/>.

If your agency has questions pertaining to this guidance, please contact the Office of the State Controller at <https://www.maine.gov/osc/contact-us>.

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