

AGENCY CONTACT MEMORANDUM

2019-0102

TO: Agency IT Leadership, Technical Contacts
FROM: Chuck Grindle, Chief Information Officer
DATE: January 14, 2019
SUBJECT: **Multi-factor Authentication (MFA) on External Office 365 Access**

The Commonwealth Office of Technology is enhancing security by enabling Multi-Factor Authentication (MFA) on external access to Office 365 resources. MFA is an industry-accepted practice of requiring an additional item of security in addition to a user name and password when accessing resources outside of the protected Commonwealth network. This enhanced protection will apply to all Office 365 components, including Email, SharePoint, and One Drive. This additional step will be required for all access when not connected directly, or via VPN, to the Commonwealth network, including mobile phones. Your patience and support is appreciated during this transition.

In order to limit the impact, this feature will be enabled through a rolling deployment methodology. Once enabled, users will be prompted to register for multi-factor authentication and pick one of two methods of multi-factor delivery allowed:

SMS Text Messaging

This will text the multi-factor token code within a SMS text message which will have to be entered in order to access Office 365. Standard messaging rates will apply if applicable on the user's wireless plan.

Voice Calling

This will call the number provided by the user during registration and provide the multi-factor token code verbally.

This process will have to be repeated every 30 days.

It is important to note, once MFA is enabled, tablets and all telephone devices will be required to use the Microsoft Outlook application in order to access state email. The built in email application will no longer function properly.

Should users experience any issues or if there are any questions, a ticket can be opened through the Commonwealth Service Desk (CommonwealthServiceDesk@ky.gov). As this important project moves forward, COT will provide notification and relevant information to the individual users prior to implementation. Implementation will follow a phased approach to enable smaller groups within each agency every business day through January 31, 2019.