



Personal Identification Verification (PIV) Long-term Exemptions

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The Office of Information and Technology (OIT) is responsible for analysis, design, implementation, operations and maintenance, help desk functions, field site deployment, full software development life cycle, and hardware/software procurement related to the Homeland Security Presidential Directive 12 (HSPD-12) Program. The Department of Veterans Affairs (VA) [Handbook 6510 \(“VA Identity and Access Management”\)](#) is the guiding document for implementing Personal Identification Verification (PIV) throughout the Enterprise. Some VA resources do not recognize PIV cards for logical access. The authorized end users need to request exemptions and get user names and passwords to allow access to that authorized device or application.

Process to Request Long-Term PIV Exemptions

VA has developed the following process to grant long-term PIV exemptions to authorized end users so that they can gain logical access to specific VA devices or resources that can only be accessed via an Active Directory username and password.

- The end user should contact the Enterprise Service Desk (1-855-673-4357) or use the [YourIT URL](#) to request an exemption and provide the VA resource that requires the exemption.
 - If it is a medical device, provide a manufacturer and model for the device.
 - If it is an application, provide the application name and version.
- Inform the Enterprise Service Desk of the names of the Information System Security Officer (ISSO) and Chief Health Information Officer (CHIO) who support your facility; this will help route your ticket appropriately.
- The Enterprise Service Desk will query the database to ensure that the device or application is approved for an exemption.
- The Enterprise Service Desk will also provide a ticket number for your request, as well as provide your ISSO, Area Manager, and CHIO with this ticket number to validate your need for an exemption.
 - Your Area Manager will determine whether there is a technology solution.

- The CHIO will work with the user’s supervisor to determine whether the exemption is within the scope of his or her job duties.
- The ISSO will update the ticket with the determination.
- Exemptions provided will be valid for 14 days, effective immediately. In that timeframe, the ticket will be validated by the ISSO and CHIO in order to grant a long-term exemption. Accounts will be PIV-enforced after the 14-day grace period if the ticket has not been validated.
- Exemptions will be periodically audited by the National PIV Team to validate end users’ ongoing need for the exemption.

Points of Contact

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