

Controls & Security

This page documents access controls, cybersecurity practices, and data backup procedures for SHHA systems.

Items marked **TODO** need information filled in. These questions originated from Andrea's controls review.

Access Controls — Who Has Access to What?

Microsoft 365 Admin Access

Global Administrator	TODO: Who currently has Global Admin access? (There should be a primary and a backup.)
User / Group management	Anna (office staff) manages day-to-day membership. IT admin handles mailbox permissions.
Who manages access?	TODO: Is there a documented process for granting/revoking admin access? Who approves changes?

Other System Access

System	Primary Access	Backup Access
QuickBooks	TODO	TODO
Membership Database	TODO	TODO
Gusto (Payroll)	TODO	TODO
SHHA Website (admin)	TODO	TODO
Square	TODO	TODO
Domain registrar	TODO	TODO
Google accounts	TODO	TODO

Cybersecurity

Current Practices

- **TODO:** Do we enforce multi-factor authentication (MFA) for Microsoft 365 admin accounts?
- **TODO:** Do we enforce MFA for all licensed users?
- **TODO:** How do we handle password policies? (complexity requirements, rotation schedule)
- **TODO:** Is there an incident response plan if an account is compromised?
- **TODO:** Do we have phishing awareness guidelines for staff and volunteers?

Data Access

- **TODO:** How do we manage overall data access security? (e.g., conditional access policies, device restrictions)
- **TODO:** Are there any data classification policies (confidential vs. public)?
- **TODO:** How is sensitive financial data protected? (QuickBooks access, payroll data in Gusto)

Data Backup

Cloud-Based Systems

Most SHHA data resides in cloud services. Each provider has its own backup/redundancy:

System	Backup Approach
Microsoft 365 (email, SharePoint)	Microsoft provides built-in redundancy and retention policies. TODO: Do we have a separate backup solution (e.g., third-party M365 backup)? What are our retention policy settings?
QuickBooks Online	Intuit maintains backups. TODO: Do we also export periodic backups locally?
Gusto	Gusto maintains payroll records. TODO: Do we keep local copies of payroll reports?
SHHA Website	TODO: Who backs up the website? How often? Where are backups stored?
Membership Database	TODO: How is the membership database backed up?

Local Data

- **TODO:** Is any critical data stored only on local computers (office PCs) and not in the cloud?
- **TODO:** If so, how is that data backed up?

Other Security Considerations

- **TODO:** Do we have cyber liability insurance?
 - **TODO:** When was the last security review or audit of our systems?
 - **TODO:** Are there any compliance requirements (e.g., state HOA data retention laws)?
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Revision #1

Created 2026-04-01 05:06:44 UTC by BookStackBot

Updated 2026-04-01 05:06:44 UTC by BookStackBot