Area Agencies on Aging Broadcast 2022-03

Date: January 24, 2022

To: Area Agencies on Aging Directors Area Agencies on Aging SPURS Administrators

From: Office of Area Agencies on Aging (OAAA)

Subject: SPURS Inactivity Session Lock and Session Termination

Background

The Office of Area Agencies on Aging (OAAA) is vested in protecting and managing access to the Information Management System (SPURS) and data. SPURS was found to be non-compliant with HHS Security Controls during a security audit.

The SPURS user session functionality will now include an inactivity session lock allowing the end-user an additional fifteen minutes of inactivity before the session timeout. Additionally, the user can restore unsaved changes if the user accesses system before termination or before 30 minutes of inactivity.

Current System Functionality - User Inactivity and Session Termination

Currently, SPURS (A&D) terminates a user’s session after 15 minutes of inactivity. Inactivity occurs when the user is idle.

The SPURS (A&D) displays an inactivity timer in the menu banner, at the top right corner to assist the user in determining expiry duration. The timer resets when the user becomes active in SPURS (A&D).

Activity in SPURS (A&D) does not maintain an active session in the Customer Portal or vice versa.
New System Functionality - User Inactivity Session Lock and Termination

15-Minute Session Lock: When the user has been idle or inactive in SPURS (A&D) for 12 minutes, or three minutes are left on the inactivity timer, the user will receive a warning, "Warning – Your session has been inactive and will expire in 3 minutes.” The warning will include the following two options:

- Continue: If the user clicks Continue, the timer resets.
- Exit: If the user clicks Exit, they are logged out of SPURS (A&D).

If no action is taken, the user's session is locked after three minutes has passed. When the user’s session is locked a login screen will be displayed and user must re-enter their login credentials. During the lock, the A&D page remains open in the background, including unsaved changes. If the user successfully logs in before session termination, the user can continue working and save any unsaved changes.

15-Minute Session Termination: When the user has been idle or inactive in SPURS (A&D) for an additional 15 minutes from session lock, or 30 minutes total, their A&D session will be terminated. A terminated SPURS (A&D) session will continue to terminate the Customer Portal session requiring the user to log back into both the Customer Portal and SPURS (A&D).

- Example:
  Session Termination Timeout = 15 minutes
  Session Lock Timeout = 15 minutes
  In this example, when the user is inactive for 15 minutes, the session lock is initiated. If the user is inactive for another 15 minutes, the session is terminated

Effective Date

The User Inactivity Session Lock functionality change is effective January 31, 2022.