COLLEGE OF THE NORTH ATLANTIC

OPERATIONAL POLICY

TOPIC: MULTI-FACTOR AUTHENTICATION			
Policy No.	IS-507	**Division**	Information Systems
Related Procedures	n/a	**Board Policy Ref.**	GP-RR-904
Related Policies	IS-505; IS-501	**Effective Date**	January 13, 2026

1.   PURPOSE AND SCOPE

The purpose of the Multi-Factor Authentication (MFA) Policy (the Policy) is to enhance the security of College of the North Atlantic's (CNA) electronic information systems and confidential information.

This Policy applies to all CNA community members who access CNA's electronic information systems.

2.   DEFINITIONS

College of the North Atlantic Community

A member of the College of the North Atlantic community under this Policy includes, but is not limited to:
- Affiliates: any individual working in collaboration with College of The North Atlantic for a business or academic purpose or an external community member, including all College of the North Atlantic graduates and alumni;
- College of the North Atlantic Board of Governors: individuals forming the governing body of College of the North Atlantic;
- Contractors: any individual or company (and its employees) who provides services to College of the North Atlantic under a service contract (i.e., a non-employee-employer relationship) or within a College of the North Atlantic facility;

- Employees: any individual who is currently employed by College of the North Atlantic or provides services to College of the North Atlantic under an employment contract. This includes all employees, regardless of status, as well as current employees who are on a leave of absence (paid/unpaid);
- Students: any individual registered in College of the North Atlantic programs or otherwise participating in College of the North Atlantic courses, programs, events, and activities. This includes prospective students and recently accepted student applicants;
- Visitors: any individual visiting a College of the North Atlantic property and/or facility; and
- Volunteers: any individual performing work for College of the North Atlantic in an unpaid capacity.

Confidential Information: Any recorded information about an individual or an entity, that if disclosed could reasonably be expected to:
- Place either the individual or the entity at risk of criminal or civil liability.
- Damage the individual or entity's financial standing, employability, privacy, or reputation.
- Be harmful to the individual or public safety.
- Reveal local public body confidences or advice from officials.
- Be harmful to the economic interests of the college or third-party individuals or organizations.

Multi-Factor Authentication: A tactic that can add an additional layer of security to your devices and account. Multi-factor authentication requires additional verification measures (e.g., PIN/ fingerprint, tokens, or biometrics) to access your devices or accounts.

3. POLICY

It is the policy of CNA that:

3.1 All CNA community members accessing CNA's electronic information systems containing confidential information must authenticate using at

least two distinct forms of identification (e.g., password and mobile verification code).

3.2   MFA devices/methods will be supported by the Information Systems Division. MFA will be implemented on electronic information systems including but not limited to email platforms, virtual private network (VPN) access, administrative portals, and cloud-based services. Documentation will be made available for YubiKey, MS Authenticator, and SMS text messages. Additional documentation will be made available if and when newer devices/methods become approved.

3.3   The Information Systems Division will determine which electronic information systems require MFA and ensure appropriate technologies are deployed.

3.4   Exceptions to MFA must be documented and approved by the Director of Information Technology and Information Management.

3.5   CNA community members must not share authentication credentials and must report any suspected compromise immediately to ServiceNow.

4.   PROCEDURE

The Vice President of Finance and Administration shall ensure that procedures are developed and implemented in accordance with the Policy.

Approval History	
Approved by President	January 13, 2026