



Guidelines for Requesting Access to the Itron Security Center (ISC)

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Overview

The Itron Security Center (ISC) provides vulnerability information, advisories and other security focused information to Itron customers. Access to the ISC is provided to representatives of Itron customers only and is provided in accordance with the guidelines detailed in this document

Access to the ISC

Access to the ISC is provided to Itron customers **only**. To facilitate such access the following guidelines must be followed when requesting access permission to the ISC.

1. A maximum of five (5) representatives per customer will be granted access to the ISC.
 - a. One of the five (5) representatives must either be a security lead at the customer and will be designated as having final determination when another representative requests access
 - b. Once the representative limit has been reached the addition of another customer representative requires that an active representative be removed.
 - c. The addition of a new representative must follow the procedure detailed below. Addition of a new representative or replacement of a current representative **must** be approved by the customer security lead identified in step 1a above. Approval may be done via e-mail.
2. Customer representative access to the ISC is limited to *individuals only*. Group mailboxes, distribution or mailing lists **may not** be used as an access account to the ISC.
3. When requesting access to the ISC the following information **must** be provided:
 - a. Requester's full name
 - b. Itron Customer Name
 - c. Requester's title
 - d. Requester's e-mail address
 - e. Contact phone number
 - f. Itron customer representative contact information
4. Failure to provide the above information will result in the access request being automatically denied.