**Rows Represent Data Sensitivity Columns Represent System Criticality**

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|  | **LEVEL 1 - NOT CRITICAL**Necessary to state government but short-term interruption of service acceptable.These systems do not play any role in the scheme of health, security, safety of the citizens, etc. They could be easily offset with manual procedures. | **LEVEL 2 - CRITICAL**Required to perform a critical service of state government:These systems will be required in order to administer functions within state government that need to be performed. Business continuity planning allows state government to continueoperations in these areas within a certain period of time until the system can be restored. | **LEVEL 3 - EXTREMELY CRITICAL**Critical to health or safety:These systems must be protected by a vital plan that would allow resumption of operations within a very short timeframe. It also requires the ability to be able to resume business. |
| **LEVEL A - UNRESTRICTED**Open public data with no distribution limitations, anonymous access. May be anonymous access via electronic sources. (See Appendix A for expanded definition.)Examples: Arkansas.gov website, ADEQ website, and other state agency public websites | Agency Public website | Phone systems |  |
| **LEVEL B - SENSITIVE**Public data with limited availability, but which requires a special application to be completed or special processing to be done prior to access (for example, to redact sensitive data elements).Examples: Most data elements in the state personnel records, data elements in motor vehicle records not restricted by privacy regulations, and driver history records | e-RateRate ModelCost RecoveryContractsCustomer Relationship ManagementProject ServerLegislative TrackingAgency Intranet website | Service DeskBillingCall ManagerBadge/door systemCCTVData Center Support-EnvironmentalEmailState Network |  |
| **LEVEL C - VERY SENSITIVE**Data only available to internal authorized users. May be protected by federal and state regulations. Intended for use only by individuals who require the information in the course of performing job functions.Examples: Social security numbers, credit card numbers, home addresses, and competitive bids | Human ResourcesNesus Scans | IP AddressesSingle Sign-on (SSO)Active DirectoryACOOPSystem Monitoring Tools |  |
| **LEVEL D - EXTREMELY SENSITIVE**Data whose disclosure or corruption could be hazardous to life or health.Examples: Contents of state law enforcement investigative records and communications systems |  |  | Arkansas Wireless Information Network (AWIN) |

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