



ACCESS REQUEST BUSINESS PROCESS GUIDE

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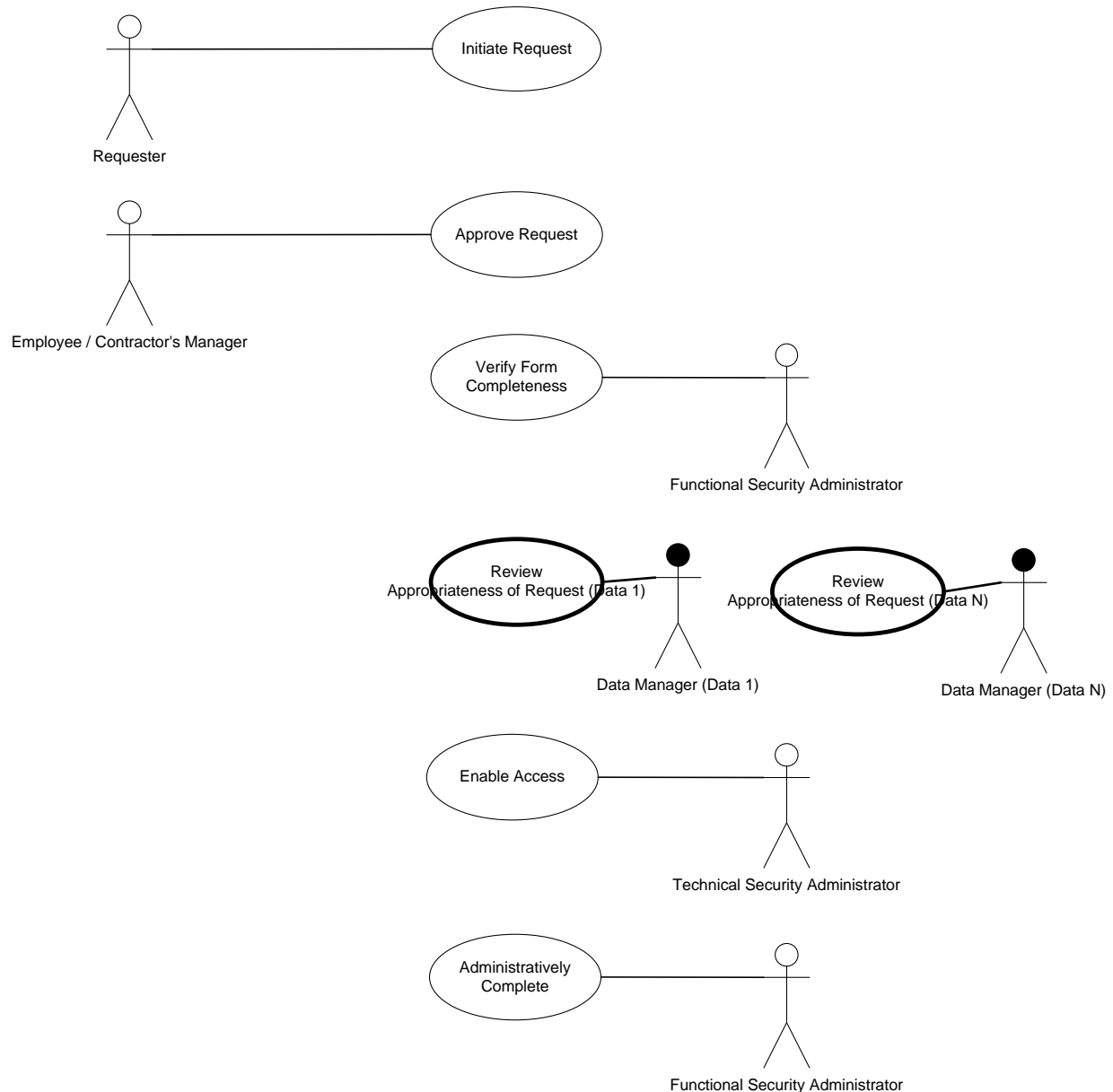
REVISION CONTROL

Date	By	Action	Page
7/23/09	M D'Arpino	Added the Hyperion Grandfathered Rule	2
8/6/09	M D'Arpino	Updated List Serv names and purposes	9
8/6/09	M D'Arpino	Updated the ARF Folder access description.	10
8/12/09	M D'Arpino	Revised the Audit section	11
8/14/09	M D'Arpino	Added "Any" to New Process item 1e	4
8/14/09	M D'Arpino	Added "ITS mail server" to New Process 7a to be consistent with the Change and Disable processes	5
9/8/09	M D'Arpino	From the Overview diagram – Added Functional Security Administrator's figure next to the Administratively Complete process and removed the line connecting the Verify Form Completeness and Administratively Complete processes (per A Kircher review)	1
9/8/09	M D'Arpino	Remove reference to Developer access process (per A Kircher review)	2
9/8/09	M D'Arpino	Added Finance Signature Authority exception process (per M Haynes Swank)	2
9/8/09	M D'Arpino	Changed New Process Step 2b to state that the Confidentiality Agreement need only to have been forwarded to the Vice-President of Administrative Affairs (signature and on file with HR is not necessary – per A Kircher)	4
9/8/09	M D'Arpino	Changed the New Process Step 2b to state that the Signature Authority form only needs to be sent to Procurement (per A Kircher)	4
9/8/09	M D'Arpino	Modified the Change process so that it can be used when a person leaves a department, but not the university and modified the Disable process so that it only applies to separations	6
9/8/09	M D'Arpino	Updated the Access Created E-mail Notifications	7 and 8
9/8/09	M D'Arpino	Updated the PS Security List Members	10
9/9/09	M D'Arpino	Define "Requester" as "User or Department Representative" (per M Haynes Swank)	4 and 6
9/9/09	M D'Arpino	Added "If you have technical difficulties, please contact the ITS Help Desk at x4357 or help@humboldt.edu . If you have questions about how to use the system, please refer to the Training and Job Aids below or contact the appropriate business department <URL for the Finance, HR, or CS group>" to the Notification messages. (per M Haynes Swank)	7 and 8
9/9/09	M D'Arpino	Change PS Security List-Procurement to "Needs to know who is approving Requisitions as part of the Signature Authority process" (per M Haynes Swank)	10
9/9/09	M D'Arpino	Modified for incorporation into the ITS ticketing system (KBox)	x
9/9/09	M D'Arpino	Modified the Signature Authority exception process for KBox	x

Review/Approval History

Date	By	Action	Page
9/3/09	A Kircher	Requested changes	1, 2, 4, 6, 7, 10
9/9/09	M Haynes Swank	Requested changes	4, 6, 7, 8, 10

OVERVIEW



The Access Request process is used to create, modify, or inactivate a person's access to Common Management Systems, including (refer to the ITS Maintenance Schedule for the most current list <http://www.humboldt.edu/~its/external/maint.html>):

- PeopleSoft*: Human Resources, Campus Solutions, or Finance
- System Interfaced to PeopleSoft: Oracle's Customer Relationship Management, CollegeNET's Resource25, and CASHNet's ePayment
- Hyperion (data warehouse) reporting enterprise applications

*Students, Faculty, Advisors, and Staff are excluded from the ARF process only for PeopleSoft Self Service access. Their access is controlled by separate User Profile Mass Creation processes.

HSU's Functional Security Administrator (FSA from the CMS Office) coordinates the access request process, the Data Manager reviews/approves access to the data, and the Technical Security Administrator (TSA from either ITS or AIS) manages the access (AIS=Finance and ITS=all other systems).

The Access Request form, business process guide, instructions (with a list of applications/roles), and quick reference card are available on <http://www.humboldt.edu/~cms/> (click on the Account Access Forms link in the left hand navigation, then click on the appropriate form/document link).

We attempted to make this process compliant with the Oct. 27, 2008 (draft) CSU System-wide Information Security Policy and Standards. Ideally, this process would be incorporated into the Human Resources Hiring, Change, and Separation processes.

EXCEPTIONS TO THE ACCESS REQUEST PROCESS

Hyperion Grandfathered Rule

The Hyperion security model changed with the PeopleSoft Finance 9.0 Upgrade in May 2009. Hyperion security is now controlled by the PeopleSoft security meaning that all Hyperion users must have a PeopleSoft User Account.

Any person that had Hyperion-only access (occurred only in Finance), can obtain the Finance Department Analyst (Inquiry/Reporting) role without filling out an ARF.

To obtain the new Finance role, the user or the user's supervisor can contact the CMS Office:

- CMS Office will pull the user's Hyperion ARF form and amend it with the new role
- CMS Office Director will date and initial the change
- CMS Office will forward the amended form to the Finance Technical Security Administrator for account creation and copy the Hyperion Support person
- Hyperion Support person will confirm that the Hyperion access was generated and contact the user

The CMS Office is allowing this exception because the person's data access will be exactly the same, Finance is using this role for people with signature authority, and we did not want to inconvenience the user and the user's supervisor.

Signature Authority

The Purchase Requisition / Signature Authority customization (installed in the PeopleSoft Finance 9.0 Upgrade in May 2009) requires each person with Signature Authority to have a PeopleSoft Finance account. This account is used to add a person to the Signature Authority Maintenance module and to add the person (Direct Payment Approver) to an Accounts Payable Voucher (needed for the Signature Authority Exception reporting process).

Some people who have Signature Authority do not need access to PeopleSoft Finance data. Finance will create a special "no data access" role and an ARF is not required to generate the account.

The process to set up the account is:

- Person follows Procurement's Signature Authority process.
- Procurement sends an e-mail to the Functional Security Administrator requesting the person have this special "no data access" account created (only if the person could not be found in the Signature Authority Maintenance look-up).
- Functional Security Administrator creates an Access Request ticket and places the e-mail content into the Comment section.
- The AIS Technical Security Administrator creates a PeopleSoft Finance account with the "no data access" Signature Authority Exception role (assuming that an account does not already exist and that an ARF is not in process).

The CIO is allowing this exception because the person does not obtain access to Finance data and Procurement's Signature Authority process collects the appropriate signatures.

NEW PROCESS

The New Process is used to create a new account in one or more of the enterprise applications. New is used when a department has a new employee or contractor. The access will be for the Production instance unless instructed otherwise.

The Requester (the User or Department Representative) is responsible for filling out a portion of the form. The Employee/Contractor's Supervisor/Manager is responsible for the accuracy of that information as well as ensuring that the Employee/Contractor has a signed Confidentiality Statement on forwarded to the Vice President of Administrative Affairs (Form available at <http://www.humboldt.edu/~hsuhr/forms/>). If the Employee/Contractor will enter or approve Purchase Requisitions, then the Employee/Contractor's Manager must also ensure that a signed "Signature Authority" form was forwarded to Procurement (Form available at <http://www.humboldt.edu/~procure/forms.htm>).

The detailed steps to process a New Access Request are:

1. User/Requester fills out the following form sections:
 - a. User Information
 - b. Request: Select "New Access"
 - c. Employee
 - d. Roles
 - e. Any additional Description of Access Needed
2. User's Supervisor/ Employee/Contractor's Manager:
 - a. Reviews the sections completed by the Requester for completeness and accuracy
 - b. Verifies that the Employee/Contractor's Confidentiality Statement was forwarded to the Vice-President of Administrative Affairs (or as appropriate, the President). If the Employee/Contractor will enter or approve Requisitions, then a signed "Signature Authority" form must have been sent to Procurement.
 - c. Types/prints his/her name and then signs and dates the completed Access Request form
 - d. Sends signed, and completed Access Request form via interoffice mail to the CMS Office (Gist Hall room 209).
3. Functional Security Administrator:
 - a. Verifies the completeness of the form.
 - b. Verifies that User's HSU ID and User Name belong to the name of the User [Workforce Admin → Personal Information using the HSU ID. Note: This step is done because there are a fair number of forms that come in with incorrect information.]
 - c. Verifies the User's Dept ID [Workforce Admin → Job Information. Note: This step is done because there are a fair number of forms that come in with no Dept ID. Job information is only available for HSU Campus Staff.]
 - d. Scans the form as a PDF file and e-mails the file to herself.
 - e. Saves the PDF file to the Access Request folder (\\its-elm\cms-file\ARF) with filename format HSU Username_AccessDeptNo_RequestDateYYYYMMDD [Note: Prior to August 13, 2009, the file name was the person's First and Last Names, not HSU Username.]
 - f. Opens an Access Request Ticket (see Appendix F for details). [System sends e-mail to the Data Manager(s), User, and User's Supervisor]
4. Data Manager:
 - a. Receives a system generated e-mail alerting the Data Manager that there is an Access Request requiring the Data Manager's approval.
 - b. Clicks on the Ticket link within the e-mail.
 - c. Logs into the Ticketing System.

- d. Opens and reviews the Access Request Form attachment
 - e. Changes the appropriate System Status from 'Data Manager Pending Approval' to 'Data Manager Approved.' Refer to Appendix I for a list of the systems. [Business Rule: Within three business days of e-mail receipt]
 - f. Saves the changes. If there are more than one Access Requests to review, then click on 'Back to Tickets,' click on the next ticket in the Data Manager view, and then repeat Steps 4d through 4f. [Ticket Owner is automatically changed to 'Technical System Administrator' and e-mail sent to ps_security@redwood.humboldt.edu, User and User's Supervisor once all Data Managers have approved. System removes the Data Manager(s) from the Ticket Cc List. If one Data Manager declines, then the Ticket Status is automatically changed to 'Cancelled.' If Data Manager has not 'Approved' or 'Declined' the Access Request within one week, then the Functional Security Administrator will send a reminder e-mail.]
 - g. Logs out of the Ticketing System.
5. Technical Security Administrator:
- a. Receives a system generated e-mail alerting the Technical Security Administrator that there is an Access Request needing attention.
 - b. Clicks on the Ticket link within the e-mail.
 - c. Logs into the Ticketing System.
 - d. Opens and reviews the Access Request Form attachment
 - e. Creates the Employee/Contractor access in the CMS System
 - f. Changes the appropriate System Status from to 'Data Manager Approved' to 'Access Updated.'
 - g. Saves the Ticket. [Once all selected systems' statuses are changed to 'Access Updated,' then a system generated 'Access Created' Notification is sent to the User and User's Supervisor. The Ticket Status is automatically changed to 'Completed' and the Ticket Owner changed to 'Functional Security Administrator.' A reminder e-mail is sent to the TSA's once a week until the ticket is completed. Ticket Status is automatically changed to 'Closed' after fourteen days]
 - h. Logs out of the Ticketing System.
6. Functional Security Administrator:
- a. Adds Employee/Contractor to the appropriate ITS mail server distribution list(s) (See Appendix B).

CHANGE PROCESS

The Change Process is used to add or remove access for an Employee/Contractor who is in the same department as when his/her access was first created or if the person has left that department, but not the University. The access will be for the Production instance unless instructed otherwise.

As with the New Process, the Requester (the User or Department Representative) is responsible for filling out a portion of the form. The Employee/Contractor's Supervisor/Manager is responsible for the accuracy of that information as well as ensuring that the Employee/Contractor has a signed Confidentiality Statement forwarded to the Vice President of Administrative Affairs (Form available at <http://www.humboldt.edu/~hsuhr/forms/>). If the Employee/Contractor will enter or approve Purchase Requisitions, then the Employee/Contractor's Manager must also ensure that a signed "Signature Authority" form was forwarded to Procurement (Form available at <http://www.humboldt.edu/~procure/forms.htm>).

The detailed steps to process a Change Request are the same as for New Access except:

1. Requester identifies which Role(s) to Add or Remove
2. Technical Security Administrator adds or removes CMS System access.
3. Functional Security Administrator may add or remove the Employee/Contractor from the ITS mail server distribution list.

DISABLE PROCESS

The Disable Process is used to remove access when an Employee/Contractor has separated from the university. The access will be for all instances.

As with the New Process, the Requester (the User or Department Representative) is responsible for filling out a portion of the form. The Employee/Contractor's Supervisor/Manager is responsible for the accuracy of that information.

The detailed steps to process a Disable Request are the same as for New Access except:

1. Requester does not need to identify which Enterprise System and Role(s) to Disable
2. Data Manager step is excluded.
3. Technical Security Administrator removes CMS System access.
4. Functional Security Administrator removes the Employee/Contractor from the ITS mail server distribution list.

Appendix A – Sample E-mails

General Ticket Change E-mail

From: CMS Access Request [cmsAccountRequest@help.humboldt.edu -Automatically sent from KBox]

To: Ticket Owner and Cc List

Subject: [TICK:#####] (REMINDER) <HSU Username> <System Abbreviation>

Content: Changed by, Change Date/Time, and Comments

Data Manager Review Reminder

From: CMS@humboldt.edu [Manually]

To: Data Manager(s) and their Back-up(s) identified on the ARF who have not approved/declined

Cc: User and User's Supervisor

Subject: CMS Access Request – Ticket 12345 Reminder

Content: A CMS Access Request requiring your review and approval was created several days ago. For complete details follow this link <https://help.humboldt.edu/userui/ticket?ID=19829> .

If you need further assistance, please download the CMS Access Request Quick Reference for Data Managers from <http://www.humboldt.edu/~cms/access.html> or contact our office at 707-826-5080.

Thank you.

Sincerely,
The Common Management Systems Project Office

Ticket Completed

From: CMS Access Request [cmsAccountRequest@help.humboldt.edu -Automatically sent from KBox]

To: Submitter and User

Subject: [TICK:#####] <HSU Username> <System Abbreviation> Access Granted

Content: Your CMS Access Request was completed <https://help.humboldt.edu/userui/ticket?ID=19829>

For Login, Training, Job Aids, and other Common Management System Information, please visit <http://www.humboldt.edu/~cms/access.html>

PeopleSoft Finance and PeopleSoft HCM/CS passwords expire at regular intervals. For more information, visit the ITS Password Expiration page at <http://www.humboldt.edu/~its/techguides/security/passwordexpiration.shtml>

Your ticket will close in one week except if you alert us to a problem.

Ticket Cancelled

From: CMS Access Request [cmsAccountRequest@help.humboldt.edu -Automatically sent from KBox]

To: Submitter and User

Subject: [TICK:#####] <HSU Username> <System Abbreviation> Cancelled

Content:

Your CMS Access Request <https://help.humboldt.edu/userui/ticket?ID=19829> was cancelled because one or more Data Managers declined to grant access OR the Access Request Form was incomplete. Please see the ticket comments for details.

Please submit a new CMS Access Request Form with the appropriate information. Download the Access Request Form from http://www.humboldt.edu/~cms/Documents/access_request/Account_Request_Form.pdf and the Instructions from <http://www.humboldt.edu/~cms/access.html>

Appendix B – List Servs

Each list must have an owner who decides who should be on the list (outside of who is added/removed in the Access Request process. Each List Serv is owned by the Data Manager (Security and Development List Servs are owned by the CMS Office).

Business Area	List Serve Name
Finance	psfininfo
Hyperion	hyperion
HCM (HR/CS) users	pshcminfo
Security	Ps_security

Appendix C – PS Security List Members

The following people are on the PeopleSoft (Oracle CRM and Hyperion) Security list serve:

Person	Department	Purpose
Cortney Pedroni	CMS Office	Functional Security Administrator
Melinda Haynes-Swank	CMS Office	Functional Security Administrator (Back-up)
Marisa D'Arpino	CMS Office	Functional Security Administrator (Back-up)
Patricia Ambrosini	Payroll	ARFs are an alternative way for Payroll to know if a staff person has been hired, transferred, or separated.
Colby Smart	Human Resources	Alert people to learning opportunities
Sue Peck	Payroll	ARFs are an alternative way for Payroll to know if a staff person has been hired, transferred, or separated.(Back up)
Ken Rocha	AIS	Technical Security Administrator (Finance)
Jeff Stebbins	AIS	Technical Security Administrator (Back-up for Finance)
Cade Webb	AIS	Technical Security Administrator (Back-up for Finance)
Denise Gentry	Procurement	Needs to know who is creating/approving requisitions
Ken Thrift	ITS	Technical Security Administrator (Campus Solutions, CRM, Human Resources, and Hyperion)
Peter Johnson	ITS	Technical Security Administrator (Campus Solutions, CRM, Human Resources, and Hyperion)
Liz Villareal	ITS	Technical Security Administrator (Campus Solutions, CRM, Human Resources, and Hyperion)

Appendix D – ARF Folder Access

All members of the PS_Security list serv have view access and only the CMS Office has view and write access to the ARF folder ((<\\its-elm\cms-file\ARF>)).

Appendix E –Annual Audit

In accordance with CSU policy (posted on HSU's ITS website - <http://www.humboldt.edu/~its/planning/policy/policy.shtml>), the CMS Office, will coordinate an annual audit of the Access Requests (including, but not limited to PeopleSoft). HSU's detailed ARF audit procedures will be documented separately.

Appendix F –Create Ticket

Title: Automatically generated - <Action> <HSU Username> <Application> (for example: ARF Modify JIJ7002 CS)

Category: Select New, Modify, or Remove (based on the ARF)

Status: Use default (Pending)

Priority: Use default (Medium) unless there is a valid business need to change to High

Owner: Unassigned (default). Owner is automatically changed to Functional Security Administrator once the ticket is saved.

System 1 – 7: Select up to seven different systems (see list in Appendix I)

Status (for Systems 1-7): Select 'FSA Reviewed'

HSU User Name: Enter the User's HSU User Name

Due Date: 'None' (default) unless specific Due Date identified on the ARF

CC List: Enter each Data Manager and Back-ups

Submitter: Select the User's Manager.

See Also: Use default

Referrers: Use default

Resolution: Use default

Owner's Only: Unchecked (default). Ignore-not used in the ARF process.

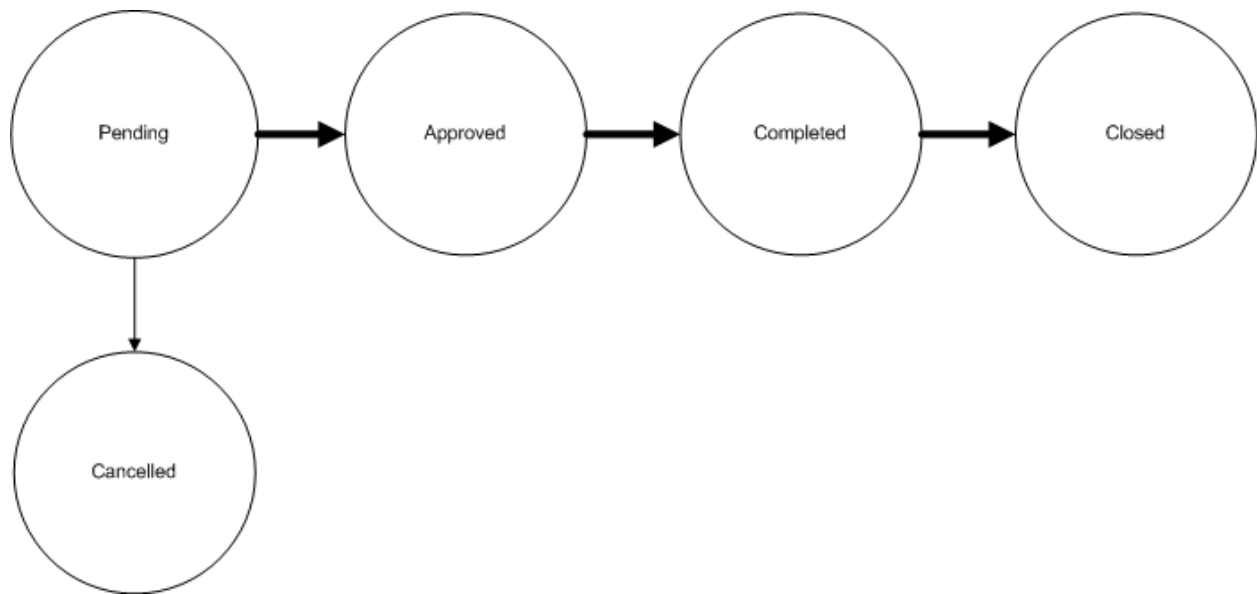
KB article lookup: Ignore-not used in the ARF process

Comment: Blank (default).

Attachment: Select the Scanned ARF from the Access Request folder

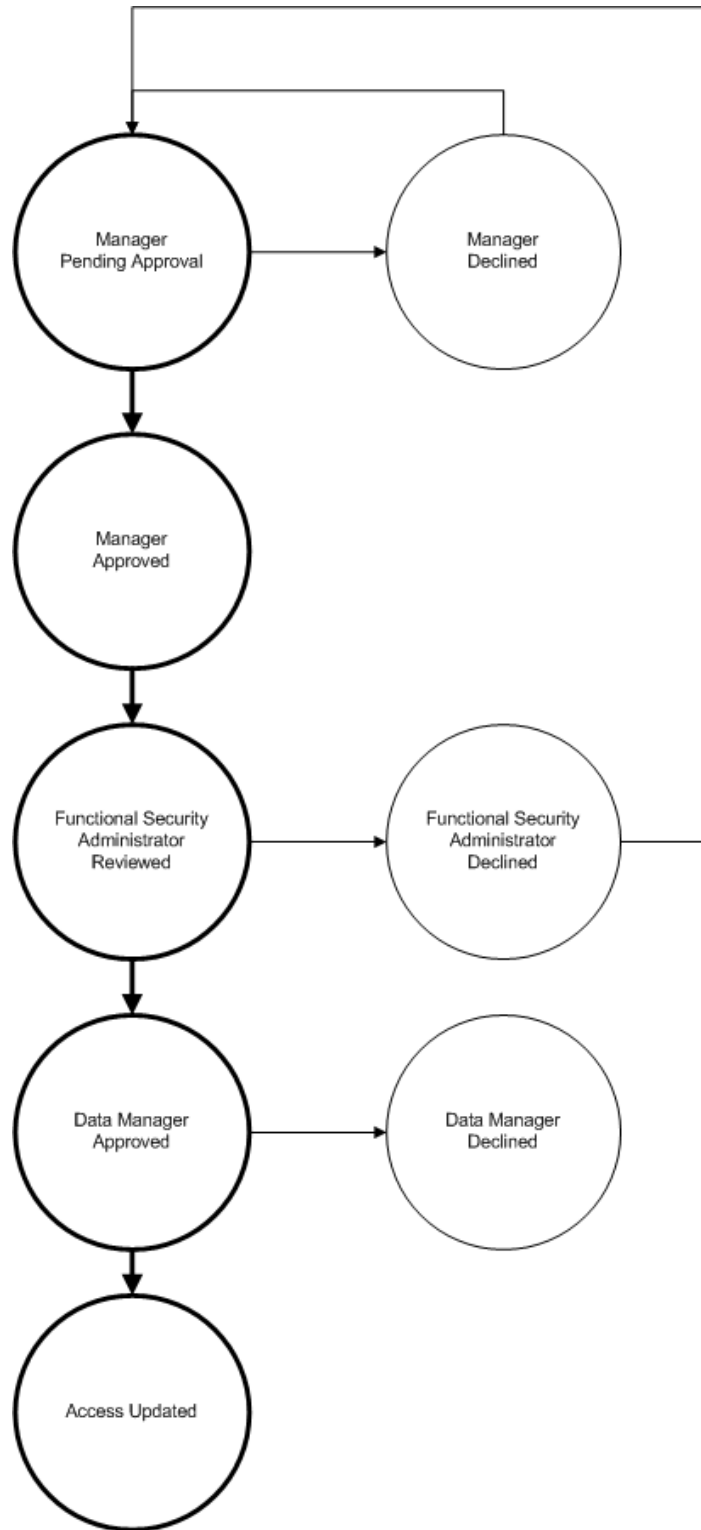
<Save>

Appendix G–Ticket Status



- **Pending:** Ticket Status from Ticket creation until either Approved or Cancelled.
- **Approved:** All Data Managers have approved the request.
- **Completed:** Ticket Status when all selected systems have Ticket Workflow status of 'Access Completed.'
- **Closed:** Ticket Status automatically set fourteen days after the ticket was completed.
- **Cancelled:** Ticket Status automatically set when any Data Manager declines the request.

Appendix H –Ticket Workflow Status



Appendix I –Ticket Systems and Categories

This is the initial list of CMS systems and categories. The systems let the TSAs identify which Access Request tickets that they need to respond to. The System/Category combination lets the Data Managers know which high-level access they need to approve (actual access is in the Access Request Form). Reference the ARF Access Grantors List (Final version October 2, 2009).

1. CN - CASHNet
2. CS - Academic Personnel
3. CS - Admissions
4. CS - Financial Aid
5. CS - Housing
6. CS – Student Financial Services
7. CS - Student Records
8. CRM - Customer Relation Management
9. DARS - Advising
10. FIN – Advancement
11. FIN - Finance
12. FIN – Sponsored Program Foundation
13. HC – Health Center
14. HR - Academic Personnel
15. HR - Sponsored Program Foundation
16. HR - Staff
17. HS - Housing
18. HYP - Hyperion Finance
19. HYP - Hyperion Human Resources
20. R25 - Resource 25

Appendix J –Access Request Information

The following information is available from the CMS Project Office's web site

<http://www.humboldt.edu/~cms/access.html>

Access Request Process Timing

It may take up to seven business days to process an Access Request (From the time that the CMS Project Office receives the completed Access Request Form to the time that access is granted). The Access Grantors have up to three business days to review and approve the request and the Technical Security Administrators have up to **two business days to** create or modify the access.

Login

Go to the appropriate system (see links below) and then log in using your HSU user name and password.

- **PeopleSoft Finance** <https://cmsfin.humboldt.edu/FHUMPRD/signon.html>
- **PeopleSoft HCM/CS** (Campus Solutions, Human Resources)
<https://cmsweb.humboldt.edu/psp/HHUMPRD/?cmd=login>
- **Hyperion** (Data Warehouse) <https://hyperion.humboldt.edu/Hyperion/browse/main>

Training and Job Aids

- **Training and Professional Development web site (classes and job aids)**
<http://training.humboldt.edu>
- **PeopleSoft Finance:** Purchase Requisition procedures and reporting -
http://www.humboldt.edu/~procure/training_guides.htm
- **Faculty / Advisors** – Faculty Center Help at <http://welcome.humboldt.edu/facultycenter>
- **Students** - – Student Center Help at <http://welcome.humboldt.edu/studentcenter>

Need more help?

- Submit a CMS Support Request from the CMS Project Office web site. Go to <http://www.humboldt.edu/~cms/index.html> and then click on the Support Request at the left.
- If you have technical difficulties, please contact the ITS Help Desk at x4357 or help@humboldt.edu.
- If you have questions about how to use the system, please refer to the Training and Job Aids above or contact the appropriate business person:
 - Financial Services business department <http://www.humboldt.edu/~fiscal/>
 - Human Resources <http://www.humboldt.edu/~hsuhr/employee/directory/>
 - Academic Personnel <http://www.humboldt.edu/~aps/staff.html>
 - Campus Solutions <http://welcome.humboldt.edu/studentcenter/depts.html>

Downtime Notification

Regularly scheduled PeopleSoft downtimes are posted in the weekly University Notices. They can also be found at <http://www.humboldt.edu/~its/external/maint.html>

If there is unscheduled downtime, information is posted to ITS Systems Status at <http://www.humboldt.edu/~systat/>. To receive an email when a new advisory is posted to the ITS Systems Status, subscribe to the systat listserve by sending an email to majordomo@redwood.humboldt.edu with **subscribe systat** in the body of the message.

PeopleSoft Password Expiration

PeopleSoft Finance and PeopleSoft HCM/CS passwords expire at regular intervals. For more information, visit the ITS Password Expiration page at <http://www.humboldt.edu/~its/techguides/security/passwordexpiration.shtml>