Access Provisioning Liaison Newsletter

Welcome, New APLs!

As we approach our one-year anniversary of the Access Provisioning Liaison program, we’d like to take this opportunity to thank you all for your time and effort and to extend a hearty welcome to new APLs! Thank you all, for your participation! As we reach our one year milestone, we’d also like to review Access Provisioning Liaison Roles and Responsibilities.

Liaison Role

- Act as a Primary Contact for the college/business unit for Access related work and issues with regard to Access Provisioning/Access Reviews/Changes/Removals/Related Activity
- Become the college/department local subject matter expert in the area of Access Provisioning
- Understand, communicate and champion security concerns as they relate to the end user and the access they have been privileged to receive

Liaison Responsibilities

- Act as the Primary Contact for receiving, reviewing, distributing and collecting necessary information relating to access
- Participate in the work flow for overseeing/approving/requesting access or access removals
- Participate in the work flow for access reviews and user access changes
- Monitor Department User training needs as they relate to Access Provisioning
- Monitor and insure department users who have elevated privileges complete necessary annual security training and acknowledgements and/or agreements
- Review and disseminate Access Provisioning Communications to appropriate college/department personnel and users

Contents

Welcome, New APLs! 1
Elevated Privileges Training 2
Analytics Upgrade 2
Approval Authority Dashboard 2
UAccess Student Training 3
UAccess Student Data Stewards 3
Q and A with EAST 3
Updates to APT 4
Process Change: Dept Transfers 4
EAST Contact Information 4
Coming Soon!
Elevated Privileges Training

In collaboration with the Information Security Office (ISO), a new online training course has been developed directed toward users with “elevated privileges.”

_Elevated privileges are defined as roles or permissions that – if misused or compromised – could allow a person to exploit the university systems for his or her own gain or illicit purpose._

Over the past several months, the ISO and EAST worked with Data Stewards and functional experts for all UAccess systems to identify Roles that will be considered “elevated privileges.” Some of the business functions permissible with Elevated Roles include:

- enrollment
- update a student’s career/program/plan stack
- update student name or address
- view SSN
- view employee benefit or tax information
- blanket approval of financial documents

The Elevated Privileges training consists of a 15-minute online tutorial and video, followed by the user’s acceptance of an Elevated Privilege Agreement.

- For new users, the acceptance of the agreement will be a prerequisite to gaining access to the Elevated Role(s). EAST will verify this training in the same manner as other training prerequisites.
- For existing users (i.e. users who currently have Elevated Roles at the time of the training roll-out), EAST will coordinate with users and their APLs to insure they receive the training they need.

Look for a formal announcement to the APL listserv later this Spring!

UAccess Analytics Upgrade

As most of you have likely learned by now, UAccess Analytics will be upgraded on March 19, 2012. For additional details, see the Upgrade Information page.

Later this spring, minor changes for role names and approval routing are being planned for the APT.

- HR High will be renamed to HR Restricted, as the data included here pertains to benefits and is intended for central Benefits/HR staff.
- SA High will be renamed to SA ISIR, as the data included here pertains to Financial Aid Institutional Student Information Record (ISIR).
- HR Medium will be routed to two Data Stewards for approval, instead of three.

Upcoming Changes to Approval Authority Dashboard

EAST is in the process of working with the Analytics team to implement the following changes to the Approval Authority (APL) dashboard:

- Clean up bad data, which consists mainly of mistaken APL delegations.
- Separate “history” data from “current” data. History data refers to delegation records for former APLs. The improved dashboard will display Current data by default, and History may be viewed using a new filter.
- Delegation Request Comments will no longer be displayed.

Look for these changes in the coming weeks!
UAccess Student: How Do I Know What Training Is Required?

In the December newsletter, we introduced the online access request process for UAccess Student. It was noted one of the key differences in the provisioning process for UAccess Student compared to other UAccess systems is the likelihood that role(s) being requested require formal training as a prerequisite to gaining access. While it is not our expectation that APLs verify if staff in their area have completed training, APLs should be able to

- describe the provisioning process as it relates to training prerequisites
- help staff identify training prerequisites
- help staff arrange for training

The following resources are available to assist you in these responsibilities:
UAccess Student - Campus Training Catalog
UITs Available Workshops site

Remember, online access requests have a life of 42 days. Please consider whether or not training requirements can be completed within that timeframe before submitting requests for access.

Meet the UAccess Student Data Stewards!

Academic Advising
Roxie Catts – Office of Academic Affairs
Admissions
Dani Rollins – Office of Admissions
Campus Community
Cori Cashen – Office of the Registrar
Financial Aid
Ellen Fishman – Office of Student Financial Aid
Graduate College
Teresa Embry – Graduate College
Room and Course Scheduling
Abbie Sorg – Office of the Registrar
Student Financials
Traci Sitzmann – Office of the Bursar
Student Records
Irene Delgado – Office of the Registrar
Transfer Credit
Jody Payne – Office of the Registrar

Q and A with EAST

APL Question: “I had a request returned to me by an Approver requesting additional information on the user’s business need. Why is this needed? Isn’t it assumed that because we requested it, it’s needed by the user in order to do their job?”

EAST Answer: While it may seem obvious to you that staff in your area require certain access to perform job duties, job titles alone are not a good means for a Data Steward to understand a specific user’s business need for the access being requested. To reduce the chances of having requests returned to you for additional information (and slowed down in the process), simply describe the user’s specific job duties that require the access being requested at the time the request is created, in the Additional Information space. Not only is this information used by Data Stewards to evaluate the appropriateness of the request, but it also helps confirm that what was requested matches the need described.
Updates to UAccess Access Provisioning Tool (APT)

Several Roles have been made available for request in APT recently:

- **UAccess Employee – Campus Users > Payroll** now includes an option for **Pay Request with Cash Allowance**.
- **UAccess Student – Campus Users > Advising** now includes an option for the **Basic View Composite**, which is intended for Faculty Advisors who require no more than view access to all areas of student data. For staff with non-advising responsibilities, the original Basic View Composite option remains listed under the Student Records Subject.
- **UAccess Financials** includes a new Subject for **Affiliates/POIs/DSVs**, which can be used to request access for non-UA employees.

Process Change Coming Soon for Transfers of Department

At the recommendation of the Data Stewards for all UAccess Systems, we are in the planning stages for implementing a process to **automatically remove access for users transferring departments within the University**.

**Why?**

Several legitimate concerns have been raised in recent months that access for users transferring departments is not being appropriately reviewed nor adjusted. We also recognize the difficulty with the quarterly distribution and review of persons who changed departments; we have not been able to achieve a sustainable return rate on these APL assignments. And indeed, we receive inquiries about access or requests to remove access for persons who transferred departments several weeks or months in the past.

**What?**

At this time, it is planned that all **update** access for UAccess systems will be removed for users transferring departments. If employees require access in the new department, it will need to be requested and approved. EAST will monitor for transfers of department and remove access once per week, just as we do for terminations.

**When?**

Because we are still in the planning stage, we anticipate this process change taking effect in April or May. This is an important and significant change, so we need to insure you have all received enough information to effectively communicate this change within your department.

Please be reminded that you are encouraged to Request Access Removal using the **APT** anytime you have knowledge of staff changes. This includes when staff terminate, transfer departments, or when their job duties no longer require specific system access.

Stay tuned for further information on this important process change to be posted to the APL listserv!