Access Provisioning Liaison Newsletter

Accolades to the APLs and Data Stewards!

Comprehensive Review of Access

Last year, EAST was tasked with a Financial Audit remediation. All UAccess roles and users are required to be reviewed once every 3 years in accordance with the ISO-P702M Procedure. Because of this Financial Audit finding, EAST began the review with the UAccess Employee system.

On March 3, 2014, EAST launched the very first Comprehensive Review of access to the UAccess Employee system. Data Stewards came together and reviewed all 174 security roles.

On April 10, 2014, EAST launched the comprehensive review of users with access to the Employee system. This was not an easy feat! Collectively, 189 APLs reviewed every role assigned to all active users to determine if their access was relevant to their job duties. That’s over 15,500 provisioned User Roles for the UAccess Employee system.

We wish to thank the APL and Data Steward communities for their excellence. The Comprehensive Review represents a significant effort that is still drawing to a close. Throughout this work effort, the level of collaboration and cooperation has been tremendous. In addition to the overall review effort, the necessary emphasis on the Time and Labor Time Approver and Time Coordinator roles added to the complexity and the need for collaboration. Thank you to everyone who has come together to help us support both the business and security needs related to the important work we do in the UAccess Employee system. (See By the Numbers on page 3!)

A Comprehensive Review of access for the remaining UAccess systems needs to commence prior to the end of 2014. Look for more information on this topic in coming months. We appreciate any suggestions you may have for improving the review process.
New Access Provisioning Tool (APT) Delayed

The much anticipated campus launch of the new Access Provisioning Tool (APT) has been delayed. Currently, we are working to complete some feature development and remedy a small number of technical issues. Once the base development is complete, EAST will conduct the necessary testing and will create and publish video training for campus users. Our new goal for campus launch is this Fall. Once we solidify our dates, we will notify you.

For our Beta users, thank you for helping to test the new APT by continuing to submit access requests. With your efforts, we have exposed areas that needed improvement.

Message from Laurel - Changes are Afoot in UITS!

My Dear Colleagues,

Yes, changes are afoot in UITS which include changes within EAST. Reporting to me, EAST has been a part of the Enterprise Application Services division of UITS. With recent changes in the CIO organization and specifically UITS, EAST now reports to Susan Legg and is part of the UITS Service Center - User Care organization. Wow, that was unexpected! Yes, it was for me too! But, it is all good!

I have enjoyed working with all of you reading this communique. And, I am very proud to have had the opportunity to help shape EAST and the good work it performs—providing more than just access provisioning services. As we have grown, EAST’s defined core values have come to be Committed, Communicative, Collaborative and Customer Focused.

A testament to what EAST has been able to accomplish is in your response to the Comprehensive Review of Access for UAccess Employee. This was a huge work effort—and YOU did it! WE did it! EAST received such a good and collaborative response from each APL and department, it is unprecedented! Thank you so much for your contributions to EAST’s success; this has been a wonderful opportunity for me.

Rest assured, these good works will continue! Susan Legg brings many years of customer service leadership experience in technical environments—and she has a very good team and an excellent customer base to work with. Please look forward to communications from Susan, in the coming weeks.

For me—I now report to Tom Bourgeois, the new Executive Director for Campus IT Operations. I will be helping Tom understand the use of IT on campus and looking for opportunities to help Colleges and Departments collaborate on IT solutions. This means I’ll be out and about—venturing into your areas to learn about IT. I look forward to seeing you in my new role 😊.

Thank you again for all of your valuable and collaborative work. I look forward to seeing continued growth in this service area, but alas—from afar.

Please accept my kindest regards,

Laurel Wadlund
Q and A with EAST

**APL Question:** Do I need to submit a ticket for an employee who’s terminated or transferring out of my area?

**EAST Answer:** Yes, submitting an access request for a user who’s terminated or transferring departments helps EAST proactively manage user’s security, instead of cleaning up the user’s access at least a week later.

Also, submitting tickets for department transfers, from both the old and new departments, helps EAST decipher which roles the user will need to keep. Otherwise, all access will be removed for users that transfer departments.

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**APL Question:** What if my area is changing departments but we need the users to keep the same access?

**EAST Answer:** Just let EAST know about your department change so we do not remove their access during our weekly removals of department transfers and terminations.

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**APL Question:** During the comprehensive review, I had departments under my authorization that I do not believe should be listed. Or there were departments that were missing. How do I change this?

**EAST Answer:** Let us help you with that! Send us your Approval Authority Delegation request to modify the departments in which you are the Access Provisioning Liaison approver. Here is a link to that request form:

https://request.uaccess.arizona.edu/dept_approver_request/
Elevated Privilege Training

It’s time again for EAST to review user access to verify users have completed Elevated Privilege User Training within the last year.

The review cycles have been reduced from quarterly to twice annually. Users who are out of compliance have already been notified by email that they have until Friday, August 1st to complete the training. We will continue updating you of their status as we approach our deadline.

This time around, users have the option of refreshing their knowledge by viewing the short video and completing the agreement portions at the end OR going directly to the agreement page and accepting the agreement.

For more information about Elevated Privileges:

http://security.arizona.edu/elevprivtraining

APL Roles and Responsibilities

Because new APLs are delegated on a continuing basis, this space is reserved for Liaison Roles and Responsibilities.

Liaison Roles
- 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
- 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