Hosted Services User Access Request

Campus User's Guide

UNC System Office

Version 3.0

March 2018

Table of Contents

UNC System Office Hosted Services User Access Request
Campus User's Guide

1. <u>Purpose</u>

This document serves as the Campus User's Guide for the procedure to request user access for the UNC System Office Hosted Services environment. This guide provides documentation on completing and submitting the user access request. The UNC System Office Information Technology Hosted Systems User Access Request Form is explicitly for requesting operating system (OS) accounts for the UNC System Office-managed Banner Hosting Environment. Requests for database (DB) accounts will be handled via the campus access request form while adhering to campus processes and policies.

2. <u>User Information</u>

Section 1 of the User Access Request Form records the user information required to process the access request.

Figure 1: User Information Section

SECTION 1 ~ USER INFORMATION

PRINT User's Name: _____   Date: _____|_____

PRINT Requestor's Name and Phone Number (if Requestor is not the User): _____

PRINT User's e-name: _____User's Phone Number:_____

User's e-mail address: _____

Contractor (Y/N): _____   Expiration date for Contractor account: _____

University/Organization: _____   Department: _____

SECTION 2 ~ OPERATING SYSTEM ACCOUNT OPTIONS

All fields in Section 1 are required with a few exceptions. The information that is to be entered for each field is described in more detail below, along with how to handle exceptions (e.g., new employee, contractor/vendor).

Table 1: Section 1 Field Names and Descriptions

Field Name	Description
User's Name	Print the user's first and last name; middle initial/name is optional.
Date	Enter the date the request is created.
Requestor's Name & Phone #	If the Requestor is not the User, print the Requestor's name and include a phone number so they can be contacted with any questions on the request. If the Requestor is the User, please simply enter "**same**" in this field.
User's e-name	Enter the user's e-name or the e-name that will be assigned if not yet working for the organization. The e-name is typically the first part of the user's email address. For example, 'jxsmith' would be the e-name based on the user's email address of jxsmith@northcarolina.edu. If the e-name is not known, enter 'not

Field Name	Description
	available' in this field. The Campus Contact will be notified for any questions about the request.
User's Phone Number	Enter the user's direct dial number, which could be a main number with an extension. If the user has not yet been assigned a phone number, enter 'not available' in this field. The Campus Contact will be notified for any questions about the request.
User's e-mail address	Enter the user's email address or the e-mail address that will be assigned for a new staff member. If the e-mail address is not known, enter 'not available' in this field. The Campus Contact will be notified for any questions about the request.
Contractor	Enter 'Y' if the user is a contractor (i.e., vendor) who will require access for a limited period of time. If the user is a long-term contract employee, then enter 'N' and the request will be handled as a standard employee. For employees, enter 'N'.
Expiration date	This field is required only for contractors that will require access for a limited period of time. Enter the date that user's account(s) are to be deactivated. The accounts will not be removed until another User Access Request Form is submitted for the Remove action.
University / Organization	Enter the organization for which the user is/will be working.
Department	Enter the department within the organization.

3. Operating System Account Options

Section 2 of the User Access Request Form records the operating system account options used to process the access request.

Figure 2: Operating System Account Options

SECTION 2 ~ OPERATING SYSTEM ACCOUNT OPTIONS

Request Type: ____Add User   ____ Modify User   ____ Remove User

     _____ All Servers (UNC System Office SA only)
     _____ Core Banner Servers: database, INB, SSB, batch (UNC System Office DBA only)
     _____ sudo Access: justification and period of need must be included in Additional Comments section
     _____ Batch Server (Campus Power User / UNC System Office Developer *)
     _____ Ancillary Systems: details of request must be included in Additional Comments section (Campus Power User / UNC System Office Developer *)
     _____ Active Directory Domain Account (Campus Users)

     *will require joint Campus approval which will be obtained by UNC System Office Sys Admin (SA) Team

Additional Comments and Information:

_____

_____

_____

The information entered for the fields in Section 2 will vary based on the purpose of the request and the type of user. The information that is to be entered for each field is described in more detail below, along with how to handle any special situations (e.g., non-Prod only request, UNC System Office developer users).

Table 2: Section 2 Field Names and Descriptions

Field Name	Description
Request Type	One of the three options on the Request Type line must be selected. If not, the form will be returned for updates.
All Servers	This option is only for UNC System Office systems administration (SA) staff. It should only be selected for those users that require access to all UNC System Office-managed systems to perform their assigned SA duties.
Core Banner Servers	This option is only for UNC System Office database administration (DBA) staff. It should only be selected for those users that require access to all UNC System Office-managed systems to perform their assigned DBA duties.
sudo Access	The justification and period of need must be included in the Additional Comments field. If these items are not included or sufficiently documented, the form will be returned for updates.
Batch Server	This option is to allow access to the Batch servers specific to the university listed in Section 1. For UNC System Office Developers that request this access, as much detail as possible about the request should be included in the Additional Comments field. The UNC System Office SA Team will contact the User/Requestor/Campus Contact for any required clarifications on the request. For each Campus Batch Server to which access is requested, the UNC System Office SA Team will obtain cross-approval with the Campus contact(s). Access will be given to both the Prod and non-Prod Batch Servers for the requested campus unless otherwise specified in the Additional Comments field.
Ancillary Systems	This option is to allow access to the Ancillary Systems specific to the university listed in Section 1. For campus staff, access will be granted to the Prod and non-Prod servers for the requested Ancillary Systems for that campus unless otherwise specified. For UNC System Office Developers that request this access, as much detail as possible about the request should be included in the Additional Comments field. The UNC System Office SA Team will contact the User/Requestor/Campus Contact for any required clarifications on the request. For each Campus Ancillary System to which access is requested, the UNC System Office SA Team will obtain cross-approval with the Campus contact(s). Access will be given to both the Prod and non-Prod Ancillary Systems for the requested campus(es), unless otherwise specified in the Additional Comments field.
Active Directory Domain Accounts	This option is only for users with Active Directory (AD) Domain accounts with the requesting campus so that an account can be created in the UNC System Office AD domain so that account information to be synchronized between the domains and the campus IT staff can manage the accounts.

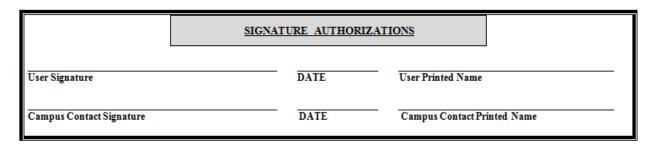| Field Name	Description
Additional Comments	In addition to the use of Additional Comments mentioned in the field descriptions above, this field can be used to provide any information that the User, Requestor, or Campus Contact believes is pertinent to the request. If the request is denied, this field will be used to document the reason that the request was not approved.

4. User Agreement Form

The User Agreement Form can be found on page 2 of the User Access Request document. This form documents key definitions and policies related to the user access request. This form must be reviewed and signed before being submitted. If the user is currently working for the organization, the user's signature is required at this time. If the user is a new employee joining the organization, the user should review and sign the form once they begin work with the organization. In either case, the Campus Contact signature is required prior to submitting the request.

For campus requests, a Campus Contact is any person listed in Appendix A of the campus' Banner Hosting SLA. The Campus Contact cannot be the Requestor or the User for a request. For UNC System Office staff requests, this is the user's supervisor or designee.

The signature date and the printed name of the User and Campus Contact are entered on the form at the time of signature.

Figure 3: Campus Signature Authorizations

With sections 1-3 completed, the form is ready for submission to the UNC System Office SA Team for review and processing.

5. User Access Request Form Routing

Section 3 of the User Access Request Form provides the information on how the request form is to be routed for review and approval by UNC System Office.

Figure 4: User Access Request Form Routing

SECTION 3 ~ FORM ROUTING

For approval of the access that has been requested above, please review and sign the User Agreement Form (page 2 of this document) for this request and email the completed and signed forms to:
ithostingsupport@northcarolina.edu

The User Access Request Form is submitted to the UNC System Office SA Team for processing once it has been completed, reviewed, and signed. A scanned version with the signature should be sent via email to ithostingsupport@northcarolina.edu .

While the UNC System Office SA Team will typically review and respond to an access request within 1-2 business days, the requests should be submitted with a minimum of five business days lead time. This will allow the request to be assigned and prioritized within existing work activities and provide time for any clarifications, corrections, or additional campus approvals that may be required.

6. <u>UNC System Office Authorization and Implementation</u>

Section 4 of the User Access Request Form documents the approval results for the request.

Figure 5: UNC System Office Authorization and Implementation

SECTION 4 ~ UNC System Office Authorization and Implementation

Approval Decision: ___Approved ___ Denied, reason: _____

UNC System Office Information Technology Authorizing Signature_____

_____   _____
UNC System Office SYSTEM ADMIN   DATE IMPLEMENTED

If the request is approved, the UNC System Office SA Team will sign off that the work is complete and include the data implemented on the form. If the request is denied, the reason will be documented and the form will be routed back to the Campus Contact.