USER PROVISIONING PROCEDURES

REVISION HISTORY

Revision Tracking		
Version #	Revision Date	Revision Notes
V:01 (Initial)	4/16/2019	Initial document creation
V:02	5/1/2019	Systems not in Provisioning app, Implementers, Disciplinary Termination
V: 02	06/01/2020	Reviewed. No changes
V:03	4/21/2021	Reworded Onboarding to Provisioning, updated URL, Covid exception for LOA, modified approval process to include PIN for email

USER PROVISIONING

PROCESS OVERVIEW – USER PROVISIONING

This document lists the procedures that the departments within Joint Industry Board, JIB Services LLC & Education and Cultural Trust Fund will follow to provision user access to systems for all new hires, terminations, department changes and Leave of Absence (LOA).

The process is initiated by a notification from the Human Resources department or alternatively by the employee's supervisor (approval from Director of Administration).

The procedures will document user access provisioning due to the following:

- New Hires
- Terminations
- Changes to department, job or system access
- Leave of Absence (LOA)
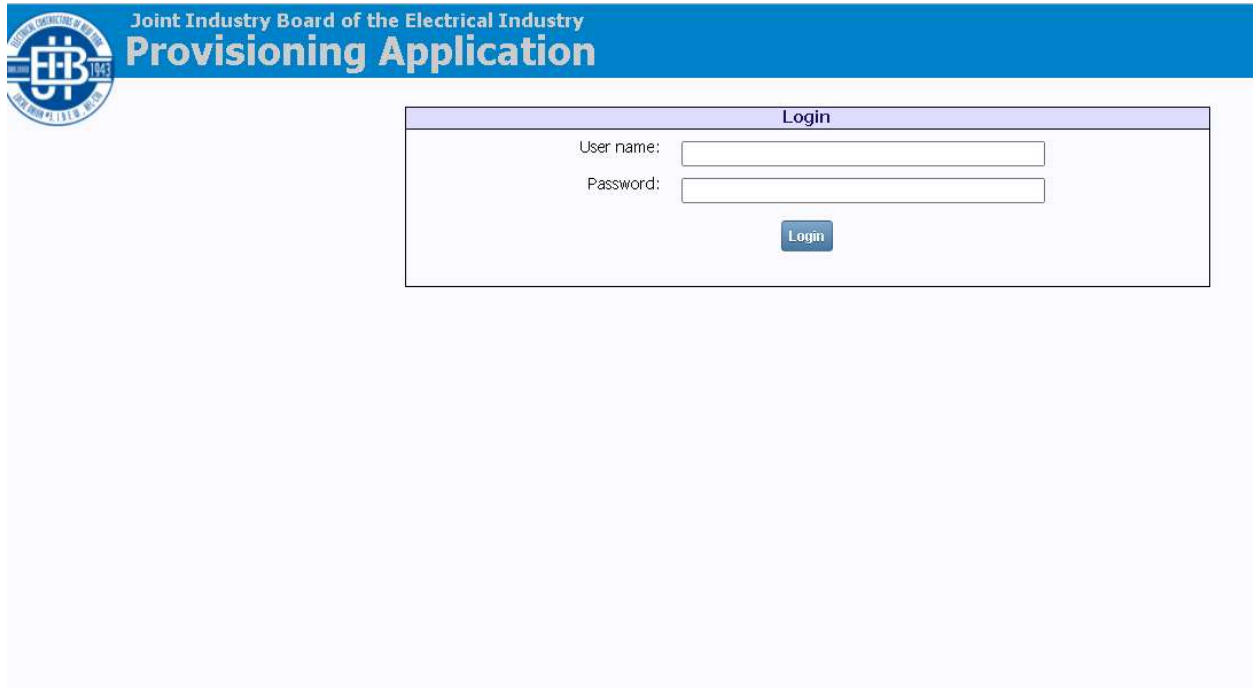
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NEW HIRE – USER PROVISIONING

Procedure

The Joint Industry Board Human Resources department will initiate the notification process using the HR 21 notification email to the Provisioning email group in advance of the new hire start date

HR will also send an email notification to the department Supervisor with the new hire start date.

Upon notification, the supervisor will need to log into the Provisioning Application and complete the online access form for the new employee.

The link to the Provisioning Application is <http://provisioning.app.jib.org/>

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Requester / Supervisor:

The Supervisor is the "Requester" for this process. After the Requester (supervisor) logs in:

1. Click the "New Request" button on top to start the process. When the "New Request" button is clicked, the supervisor will see a page with a list of JIB applications
2. Select applications required on the Overview tab (from list of applications available to all departments). If applicable, click department name in drop down for applications specific to a department(s). If an application is not in the Provisioning application, the department manager can send an email to the CTO to request employee access.
3. If Mainframe, Filehandler, Traverse access is required, select transactions/screens required (Mainframe transactions are selected on the "Mainframe" tab)
4. Click Submit

The landing page also shows the supervisor a list of all previously submitted requests. The supervisor can also search for a specific request.

Approval:

After the Requester has submitted the request form, the Approver (Director of Admin) will get an email sending him to a secure page, where he will need to enter a PIN to confirm the approval to grant access to the applications requested on the form.

The approver can either approve / deny request from email that is sent or log into the application.

- If the approver submits the action required via email (approve or deny request), then there will be no need for the Approver to log into the application.
- If the Approver logs into the application, the approver will see the list of approvals required by employee, submitted by the Requester (Supervisor).

    The Approver on this screen can either approve or deny the request.

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If the request is denied, the Requester (supervisor) will get the denied email from the application.

Implementers (IT):

If the request is approved, Implementers within the IT department will receive the information. Each domain specialist Implementer will give the new employee access requested within the Provisioning Application for which the Implementer is accountable. As each item is completed the domain specialist will mark as completed. When all access requests have been given, an email is sent from the application informing the Requester (Supervisor) that all access has been granted to the new employee.
The new user account-naming standard: First Initial & last name

- If a user exists with the same username or a special id is requested, it will be arbitrated by the CTO
- Existing user id's are grand-fathered into the system

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USER ACCOUNT SUSPENSION DUE TO TERMINATION

Procedure

There are two types of terminations:

- Regular (Deceased, Retirement, Resignation, etc.)
- Disciplinary

1 Regular Termination:
HR will send HR 21 email addressed to the HR21 email group.

IT will disable access for the employee, based upon the received termination email from HR.

2 Disciplinary Termination:
HR will immediately contact IT department & Security via a phone call giving all details.

Upon receipt of the HR request, IT will immediately disable access for the employee.

Following protocol, HR will send HR 21 email addressed to the Provisioning email group.

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CHANGES

Procedure

There are two types of changes:

- Updated access (for Employee upgrade/change within same department, overtime with other departments, Name change, etc.)
- Department change

1 Updated Access:

The supervisor will need to log into the Provisioning Application and search for the employee. They will then:

      (1) Select Employee
      (2) Select Applications to add on Overview Tab, if any
      (3) Select Transactions to add on Mainframe screen, if any
      (4) Click Submit

Based on the newly selected applications, the approval is triggered and the Approver (Director of Admin) will be notified and will need to approve or deny the request.

If the request is denied, the Requester (supervisor) will get the denied email from the application.

If the request is approved, Implementers within the IT department will receive the information. Each domain specialist Implementer will give the new employee access requested within the Provisioning Application for which the Implementer is accountable. When all access requests have been given, an email is sent from the application informing the Requester (Supervisor) all access has been granted to the new employee.

2 Department Change:

HR will send HR 21 email addressed to the Provisioning email group.

The new supervisor (department where the employee is transferring) will need to log into the Provisioning Application and search for the employee joining their department. The requester then selects the employee & completes the online access form. The Supervisor is the "Requester" for this process.

All access from the prior department will be removed. Request all access needed as if they were a new employee.

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    (1) Select Employee
    (2) Select Applications to add on Overview Tab, if any
    (3) Select Transactions to add on Mainframe screen, if any
    (4) Click Submit

The Approver (Director of Admin) will be notified and he would approve or deny the request.

If the request is denied, the Requester (supervisor) will get the denied email from the application.

If the request is approved, Implementers within the IT department will receive the information. Each domain specialist Implementer will give the employee access requested within the Provisioning Application for which the Implementer is accountable. Because this is a department change request, all previous department access will be removed. When all access requests have been given, an email is sent from the application informing the new Requester (Supervisor) all access has been granted to the employee.

If employee will be assisting in old department for a period of time, an email will need to be sent to IT to delay removing the access to the applications used in the old department with the time duration that is needed for dual access.

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USER ACCOUNT SUSPENSION DUE TO LEAVE OF ABSENSE (LOA)

Procedure*

HR will send HR 21 email addressed to the HR21 email group.

The HR 21 will mention required information regarding the employee and the starting date of LOA.

IT department will disable all access for the employee from the LOA start date.

For employees that will continue to need access while on LOA, the immediate director/manager must submit request for access to HR for review. HR will send an email indicating which access to keep enabled.

When the LOA employee comes back to work, HR will send another HR 21 to the authorized email group, asking for re-enabling access to the previously disabled access for the returning LOA employee.

*Exception: Due to the volume of employees that needed to quarantine during Covid, exceptions were made not to put short term absences as LOA during Covid.