Comprehensive Review of UAccess Employee

Preparations for 2017

In the Spring of 2014, EAST conducted the first full review of the UAccess Employee system. This review included two main compliance functions: Role review (permissions and navigations) and provisioned Users (verification of current business need for access and re-approval). The review included over 15,000 user roles and about 175 roles. In accordance to the ISO-P702M procedure, it is time again to perform this review as required once every 3 years. We’re planning on holding the kick-off meetings with the Data Stewards in early January, and are aiming for a completion date of April 21st.

In 2014, the Employee system review involved the use of spreadsheets, which required significant effort. This time, the user role review will be accomplished using the Access Review Tool (ART), which is the same application used in recent reviews for the Analytics and Student systems. This tool will streamline the process and make things more efficient. ART uses live data so what you see on your screen is current.

In preparation for the UAccess Employee system review, EAST recently completed a formal review of users who have both the Time Approver and Time Coordinator roles. Having both roles requires an exception due to segregation of duties policy.

With ART in place and the prep work that has been completed, we anticipate this review will be less time consuming for Data Stewards and Access Provisioning Liaisons. Initially, Data Stewards will perform the first pass review. If they delegate a user’s role review to the department APL, EAST will notify the APL who has tasks in their queue for access review. Specific details will be included in an upcoming email and kick-off meetings. Stay tuned!
Enterprise Cloud Initiative

Overview
The cloud will allow us to provide services faster than we can provide with on premise resources and services. It can bring up services on demand and shut them down when not needed. Therefore it will allow us to provide high availability and scalability for both low use and peak usage times. It can provide unlimited server capacity for short-term projects and scalable resources for long-term services. This gives IT staff more time for designing systems to meet the ever-growing needs of faculty, researchers, staff, and students.

Project Description
This project will move UITS services to the cloud and begin to build the next generation of systems infrastructure in the cloud, focusing on automation, availability and performance. Key motivators include:

- High Availability & Resiliency – Choosing and designing cloud solutions spread across data centers and geographic regions increase service reliability and fault tolerance.
- Pay only for Usage – The cloud provides practically unlimited resources; however we only pay for what we use.
- Peak Usage Scalability – Resources can be designed to automatically increase in capacity at certain trigger points.
- Uptime during testing – Disaster Recovery Testing can be designed so that production systems are not down for a weekend, as they are now.
- Reduced risk – By automating both the infrastructure and the software of a deployment, we reduce the risk of differences between environments and/or rebuilds of environments.

Progress on the Migration to the Cloud (Cloudaprise)

<table>
<thead>
<tr>
<th>In The Cloud</th>
<th>In Testing Phase</th>
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</thead>
<tbody>
<tr>
<td>14%</td>
<td>6%</td>
</tr>
<tr>
<td>22%</td>
<td>58%</td>
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Time and Labor View Only Role
Recently, FSO brought to attention that the Time View Only role, which enabled access to all time sheets, was not intended for campus use, but only for FSO and Benefits staff. With your help, we were able to limit the role to 18 users with the appropriate job duties, down from 83 users.

Enterprise Applications
Security Team (EAST)

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Find us on the Web:
https://request.uaccess.arizona.edu
UAccess Learning - FAQ

**Question**
I logged into UAccess Learning for the very first time and do not see any available courses to enroll in. What could be the issue?

**Answer**
Students and DCCs who log into the Learning system for the very first time will not have any courses listed in Find Learning. Their first-time login starts the process to activate their profile, which occurs during an automated overnight refresh in the Learning system. They will have access to the Learning system when they login the very next day.

**Question**
I completed my training in UAccess Learning, but my access has not been provisioned. What is holding up my access request?

**Answer**
Delays in completing your access request may occur when the course or certification is not showing as Complete in the Learning system. Each course has at least one required component which must be complete in order for the course to show as Complete. Your My Learning automatically defaults to show only Active Learning so if the class is still listed there, the status is still In-Progress and you have a required component or components that are not complete. To see completed learning in My Learning, click on the View drop-down and select 05-Completed & Waived Learning.

**Question**
When I try to enroll in a class it says, “No Classes available for the selected Course”.

**Answer**
Look for the CONTACT INFORMATION located in the Abstract section on the Course Details page. Please reach out to the contact for that course to schedule a class.

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UAccess Employee - FAQ

**Question**
I was recently provisioned the Time Approver role in UAccess Employee. Why are some of my employees' time sheets not showing up in my results of time to approve?

**Answer**
The Time and Labor workflow is a snapshot in time. When the employee submits their time sheet, it is routed to Time Approvers for their department at that moment. If you were provisioned the Time Approver role after the time sheet has already been submitted, you will not see that time submission. Another time approver will need to approve that time sheet until the next pay cycle. Alternatively, the employee can resubmit their time sheet.

**Question**
I have been a Time Approver for quite a few pay cycles. Why are some of my employees' time sheets not showing up in my results of time to approve?

**Answer**
Time and Labor security is based on departments. If your employees have different DeptIDs, you will need to request Time Approver access for each of these DeptIDs. The departments you are able to approve will appear in your Analytics home page under:

[My UAccess Roles and APL]
Going On Vacation?
How to Delegate Your Approval Tasks

With the holidays and Winter Closure upon us, please take a moment to consider if you will need to delegate your access request/approval tasks to another APL, Dean, or Department Head. A vacation ‘rule’ can be created in the UAccess Access Provisioning Tool by following these instructions:

1. Select **Approve and Monitor Requests** in the **APT**
   https://apt.uaccess-aws2.arizona.edu/
2. Click the link for **Preferences**.
3. On the **Vacation** page, set the dates of your vacation and **Save**.
4. Click **Create** to begin creating your vacation rule.
5. Give the rule a name.
6. Leave the default checkbox ‘Rule should only apply from [your vacation] dates’ checked, and click **Create**.
7. Leave the default checkbox ‘Rule should only apply from [your vacation] dates’ checked, and click **Create**.
8. Skip to ‘Task the following action:’ and select the **Delegate To**. Specify your **Delegate** by NetID. If you do not know your delegate’s NetID, use the flashlight icon to look it up then **SAVE**.

APL Roles and Responsibilities

Since new APLs are designated on a regular basis, we’ve reserved this space to explain basic Liaison roles and responsibilities. Welcome all new APLs!

**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
- Become the college/department local subject matter expert in the area of access provisioning
- Understand, communicate and drive security concerns as they relate to the end user and the access they have

**Liaison Responsibilities**

- Act as the primary contact for receiving, reviewing, distributing and collecting necessary information relating to access
- Participate in the work flow overseeing/approving/requesting access or access removals
- Monitor department user training needs as they relate to access provisioning
- Monitor and insure that department users who have elevated privileges complete required annual training
- Review and distribute access provisioning communications to appropriate personnel

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**Elevated Privileges**

Users with Elevated Privilege roles must retake their training annually. Because the video has not yet been updated, users have the option of refreshing their knowledge by viewing the short video and completing the assessment / agreement portions at the end or going directly to the agreement page and accepting the agreement.

December 1, 2016, we have started a new cycle of review.

<table>
<thead>
<tr>
<th>Elevated Privilege Communication Cycle</th>
<th>Notice</th>
<th>Day of Week</th>
<th>Date</th>
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<td>Removal</td>
<td>Wednesday</td>
<td>02/01/2017</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Monday</td>
<td>12/01/2016</td>
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<tr>
<td>3</td>
<td></td>
<td>Tuesday</td>
<td>01/03/2017</td>
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<tr>
<td>4</td>
<td></td>
<td>Friday</td>
<td>01/20/2017</td>
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Summer 2016, EAST completed the first of 2 yearly reviews of Elevated Privilege roles for 4,548 users. On August 5, 2016, 125 users had roles removed after not responding to three reminder notices. Results:

- 4,548 users reviewed
- 14,172 assigned elevated privilege roles
- 1,621 users out of compliance in cycle 1
- 851 users out of compliance in cycle 2
- 400 users out of compliance in cycle 3
- 125 users had roles removed in cycle 4

Elevated Privilege Communication Cycle Notice:

- **Notice**: Day of Week, Date

Elevated Privilege Communication Cycle Removal:

- **Removal**: Wednesday, 02/01/2017

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