Comprehensive Review of UAccess

UAccess – Employee and Learning – Completed!

We are pleased to announce that a full comprehensive review of two of our UAccess systems - Employee and Learning, has been completed this year! These reviews included two main compliance functions: Role review and provisioned User review. The Role review was completed by our Data Stewards, which includes reviewing permissions and navigations. Both Data Stewards and APLs completed the provisioned User review, which verified the current business need for access.

This was the second comprehensive review of the Employee system. The Access Review Tool (ART) made this task much easier and less time consuming since ART is a real-time online tool, versus manual spreadsheets last time around. The review was finalized in May 2017. The Employee system includes over 18,000 provisioned users and 183 roles. In the end, there were 578 roles removed from users and just over 17,500 roles retained. The role review resulted in questions/modification requests/retirement of 19 roles. So far, 7 of these changes have been completed.

It has been 3 years since our campus was first introduced to UAccess Learning, and the first Comprehensive review was just completed this month. The Learning system review consisted of 476 administrative provisioned users and 34 UA custom roles. In the end, there were 24 roles removed from users and 3 roles resulting in questions/modification requests/retirement.

The next systems to be reviewed will be the Financials and Research systems, which we anticipate will begin sometime during the first half of next year. After those reviews are completed, we will review the Student system. More details will be included in an email or future newsletter.
EAST Website Change

EAST will be launching our new website on December 17th. This new website has a more user-friendly layout and navigation. And it’s integrated with the rest of the catalog of services offered by UITS.

The new website can be accessed from the same link that is available on the UAccess landing page. Or you can go directly to the website:
https://it.arizona.edu/service/access-provisioning-tool

All the content you are familiar with on the old site will be available on the new website. Here is a screenshot of the old website. The subsequent screenshots will display where you can find this information on the new website.
On the new website, Service Overview tab, you can find the following (refer to the numbered icons):

1. Submit Access Request (Add or Remove)
2. Approve and Monitor Requests
3. Training and Useful Links – found under Support, How-To’s & Info
4. Manage Access Provisioning Liaison Authorizations
On the new website, Support, How-To’s & Info tab, you can find the information that resided under Training and Useful Links (refer to the numbered icon):

3. On this page, you can find links for User Access Agreement, FERPA and Elevated Privilege Training. Quick reference guides and Role descriptions.

4. Frequently Asked Questions – found under Access Provisioning FAQ

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**FAQ**

**Question**
I completed the required training in UAccess Learning, why is my access request still not completed?

**Answer**
This happens when a user does not get to the last training slide, therefore the system does not post the training as complete.

Log into UAccess Learning then click on the ‘My Learning’ tile. Click on the class name to view the class requirements you need to complete. Please be sure the course Status column says “Completed” once you’ve finished, otherwise you will not be credited with finishing the training.

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**Access Provisioning Tool**

**Contact the Enterprise Applications Security Team (EAST)**

 UIT-S-EASecurityTeam@email.arizona.edu
 (520) 621-4214

**SERVICE DOCUMENTATION**

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<thead>
<tr>
<th>Prerequisite and Training Links</th>
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<tbody>
<tr>
<td>User Access Agreement</td>
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<tr>
<td>Elevated Privileged Training</td>
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<tr>
<td>FERPA Tutorial</td>
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<td>FLSA Tutorial</td>
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**Guides and Access How-To’s**

- Understanding Prerequisites and Training Requirements
- Provisioning - Overview and Requirements
- Access Provisioning FAQ
- Provisioning - Requesting Access
- Provisioning - Monitoring Requests
- Provisioning - Approving, Denying, or Withdrawing a Request
- Provisioning - Understanding Access Removals
The Role Details can be found in the Access Provisioning Tool.

First, log into the Access Provisioning Tool by clicking on Submit Access Request under the Service Overview tab.

Once you are logged into the Access Provisioning Tool, click on the Role Details on the upper right-hand corner.

FAQ

Question
I went to UAccess Learning to enroll in a course, but I get the message, “No Classes available for the selected Course.” How do I schedule a class?

Answer
Look in the Course Details under Contact Information. Contact the instructor or team that owns that course to schedule a convenient time for your training.

Elevated Privilege Training News

Change of Cycle Timing

Some of you requested we change the cycle periods from June and December to other times of the year to accommodate folks who are gone during the Summer and Winter breaks. Now, the cycles will run in October and April. Most users will be here during those times. This will eliminate the unnecessary removal of access during their absence.
The Role Details will pop up, allowing you to search and find where roles reside (system/subject area) in the APT and their descriptions. This popup is conveniently available, without you having to navigate away from your request.

Elevated Privilege Users Required to use NetID+ for UAccess Employee

Effective December 8, NetID+, the university’s two-factor authentication system, will be required for UA employees with elevated privileges to access UAccess Employee. This security enhancement is designed to further protect university systems and data.

You will be prompted to authenticate with NetID+ credentials when you log in to UAccess Employee. Use the “Remember this device for 30 days” button to reduce the number of times you need to re-authenticate in your preferred browser. Those of you enrolled in Global NetID+ are already prompted and your experience will not change.

Why NetID+?
NetID+ adds a second layer of security—a code sent by text, phone, app, or device that authenticates a login beyond the password, protecting accounts in the event of password compromise.

UA employees are encouraged to enable Global NetID+ for use on all sites with UA WebAuth for login, such as UAccess systems, D2L, CatMail, etc. to protect their identities and UA accounts.

Support
If you need assistance with NetID+ account management, contact the 24/7 IT Support Center at 520-626-8324.

Related Links
NetID+ information and documentation: it.arizona.edu/service/netid-plus
NetID+ enrollment or account management: netid-plus.arizona.edu
Elevated Privileges Cycle

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.

October 2, 2017, we have started a new review cycle.

<table>
<thead>
<tr>
<th>Elevated Privilege Communication Cycle Notice</th>
<th>Day of Week</th>
<th>Date</th>
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<tbody>
<tr>
<td>1</td>
<td>Monday</td>
<td>10/02/2017</td>
</tr>
<tr>
<td>2</td>
<td>Thursday</td>
<td>11/02/2017</td>
</tr>
<tr>
<td>3</td>
<td>Monday</td>
<td>11/20/2017</td>
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<tr>
<td>Removal</td>
<td>Thursday</td>
<td>12/07/2017</td>
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Summer 2017, EAST completed the first of 2 yearly reviews of Elevated Privilege roles for 4,685 users. On August 5, 2017, 58 users had roles removed after not responding to three reminder notices. Results:
- 4,685 users reviewed
- 14,649 assigned elevated privilege roles
- 1,623 users out of compliance in cycle 1
- 562 users out of compliance in cycle 2
- 210 users out of compliance in cycle 3
- 47 users out of compliance in cycle 4, had roles removed

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 regarding access provisioning/access reviews/changes/removals
- Become the college/department local subject matter expert in 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

APL Resources
- APL Materials posted on our website under the ‘Support, How-To’s & Info’ tab: [https://it.arizona.edu/service/access-provisioning-tool](https://it.arizona.edu/service/access-provisioning-tool)
- UAccess Analytics Security dashboards – available to users who have HR-Medium access. Users can confirm what level(s) of Analytics access they have on the Analytics home page in the ‘Get Started’ section labeled ‘My UAccess Roles and APL.’
- The Security dashboards are located under Security> Security
  - All Roles dashboard - provides the ability to look up and filter UAccess user roles by NetID, Home Department, DeptID, or Last Name. From this tab, you can click the technical role link (which will open a new tab) to find out what prerequisites are required as well as the location of the role in the Access Provisioning Tool. Clicking further into composite role links will open another tab that lists all of the roles that are included in the composite.
  - Access Provisioning Liaisons dashboard - provides the ability to look up APL delegations by NetID, Home Department, or Authorized Departments
  - ORG Roles dashboard – provides information on department dashboard owners, viewers and editors
  - Prereqs dashboard – allows you to view prerequisite completion dates for users
- Join us for EAST Office hours! You can register in UAccess Learning on the ‘Find Learning’ Tile - Access Provisioning: UAccess Provisioning Office Hours (UA-1266)