Elevated Privilege Awareness Training for UAccess System Users
Frequently Asked Questions

What are elevated privileges?	Elevated privileges are defined as roles or permissions that – if misused or compromised – could allow a person to exploit the university systems for his or her own gain or illicit purpose.
Why do we need Mandatory Elevated Privilege Awareness Training?	Awareness of data security for individuals with elevated privileges is more important than ever with our UAccess systems. UAccess features a common set of employee and student data underlying both the Employee, Student and Learning systems, which greatly facilitates our work but also brings new exposure with the increased availability of people data, including sensitive information. Unlike our legacy systems, our UAccess systems are web-based, more accessible and more intuitive to use, increasing our need to be more diligent about the potential for misuse. We rely on our users, faculty, staff and students, to be our best defense for sensitive data protection. The training provides important information to help users safeguard their access to the systems.
Who decided this was necessary?	The Information Security Office (ISO), in collaboration with the Data Stewards responsible for the UAccess Systems and Data. This training need was also then vetted with the Mosaic Executive Steering Committee in late 2011.
Why does the training need to be repeated every year?	Annual training will help reinforce the message to users.
What is the awareness training?	• Training includes a video scenario to illustrate the impact of misuse of elevated privileges. • Online training session is short and covers password security, physical security and the handling of confidential university and/or protected data. • Following the short training session is an attestation that the user understands his/her obligations and agrees to comply with University policy regarding confidential university data. • All users with elevated privileges must complete their attestation annually in order to retain the elevated access status. This impacts over 4,000 users currently.
Why a video?	The video was produced by the ISO and was vetted with the director of the office used in the video and OGC. The training narrative clearly states that the video is a fictional scenario carried out by actors. This video and future videos will portray a potential realistic scenario that users can either relate to or can use to think about scenarios that might occur in their work. We hope this addition to the training will proactively raise discussion about adjustments or new approaches that may be needed to efficiently and securely carry out work requiring elevated privileges.

As an APL, what am I expected to do?	APLs are the department's subject matter expert for Access Provisioning and related issues. As such, it is important for APLs to be aware of the training, its purpose, the fact that it is mandatory, and to help users in their area understand these same points.
	To the extent APLs are able to monitor the users in their area who need to complete training (using reports provided by EAST and reviewing this data on the Analytics Dashboard), it is in everyone's best interest that they encourage users to complete the training prior to any cutoff times.
	Once a role is removed for lack of training, the role will need to be re-requested using the standard process through the Access Provisioning Tool, at http://request.uaccess.arizona.edu.
	If an APL knows of any person(s) in their area who have extenuating circumstances (user out on FMLA, or similar issue), the APL should notify EAST on the User's behalf.
What roles are considered Elevated Privilege?	A report of Elevated Privilege Roles is available at the EAST documentation site: http://uits.arizona.edu/Access-Provisioning-Documentation.
	As new roles are developed (in support of new business functions), they will be evaluated for Elevated Privileges. So the list of EP Roles will change over time. At the beginning of each training cycle, the then current EP Roles will be used to identify impacted Users.
How often will training be reviewed to ensure Users are current?	Training review cycles will occur semi-annually and last 60 days. Users who have not completed training in the last 12 months will be identified in the review cycle. As the operational process moves forward, this will ensure training coverage.
Does this mean training is actually required twice a year?	No. It simply means that every 6 months EAST will review Roles and Users to ensure everyone who has EP Roles completed/updated their training within the last 12 months.