

## Understanding Prerequisites and Training Requirements

### Understanding Prerequisites, Training Requirements and When to Request Access

Supervisors, Managers and Access Provisioning Liaisons are encouraged to become familiar with and understand the training requirements for the various roles. Our online [role details and description reports](#) include information on UAccess System Roles that require training, as well as the training source and contact.

### User Access Agreement for All System Access

A prerequisite to access any UAccess system is the one-time completion of a user attestation to the Enterprise Applications - User Access Agreement. The Access Provisioning Tool will not allow a request for a user who has not completed this prerequisite. The user attestation can be found at the following URL:

<https://request.uaccess.arizona.edu/useragreement>

### Information Security Awareness Training for Administrative Access

Many UAccess System roles have been identified as having any data outside self-service (administrative access), or 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. Examples of administrative access functions include:

- Enrolling students in courses
- Update a student’s career/program/plan stack
- View Social Security numbers
- View employee benefit or tax information
- Blanket approval of financial documents

A prerequisite to administrative access roles is the completion of an online training and a user agreement acknowledging the user’s responsibility to safeguard access credentials and the related systems and data. The Access Provisioning Tool will not allow a request for a user who has not completed this prerequisite.

In addition, annual renewal of the training and user agreement will be required. Administrative access users will be notified directly by email when it is time to renew. Information Security Awareness training can be found on UALearning.

***Non-renewal of the training and user agreement will imply that the roles / permissions are no longer necessary for the user to fulfill their job responsibility. Roles and permissions are subject to revocation, for non-renewal in the specified time periods.***

### FERPA Training to Access Student Data

A prerequisite to access Student Data in UAccess systems is the completion of Family Educational Rights and Privacy Act (FERPA) training. Compliance with FERPA is a federal requirement. The Access provisioning Tool will not allow a request for access to UAccess Student or UAccess Analytics Student Data for a person who has not completed FERPA training. The completion of FERPA training is required only one time; renewal is not necessary. This is a one-time requirement and the training can be found at the following URL:

<http://www.registrar.arizona.edu/ferpacourse>

### All UAccess Systems – Business Process-Related Training

Training is a critical component to the successful use of system functionality that supports our many and varied business processes within UAccess Systems.

A prerequisite to gaining access to many UAccess System Roles is the completion of training relevant to the applicable business process. Training is conducted in multiple formats:

UAccess Learning <sup>1</sup>	<ul style="list-style-type: none"> <li>• Instructor-led and self-paced online training</li> <li>• Attendance roster data is used to verify completion of training via an automated process.</li> <li>• Some courses are concluded with an assessment which must be passed at 80% in order to gain access to requested roles.</li> <li>• Assessment data is used to verify completion of training via an automated process.</li> </ul>
Departmental Training	<ul style="list-style-type: none"> <li>• Training provided within an Administrative Office.</li> <li>• Attendance Roster data is provided by the office hosting the training. Roster data is manually entered into the provisioning system.</li> </ul>
On the Job Training	<ul style="list-style-type: none"> <li>• Training which occurs over the course of time as a natural result of performing day-to-day job duties, under supervisory guidance.</li> <li>• OJT is managed only in the subject user's department; OJT is not centrally tracked. Roles specifying OJT do not require attendance / completion verification.</li> </ul>

<sup>1</sup> Although UAccess Learning supports automated data feed into the provisioning process, classes may be held *infrequently*. Attention should be given to the training schedule when setting expectations for access provisioning. If access is requested, but the next available training session is too far into the future, the access request may expire.

### When to Request Roles That Have Training Requirements as Prerequisites

Requests for Access should generally be made just after training has been completed.

### Additional Considerations

Access requests must be approved by the department Access Provisioning Liaison as well as the Authorizing Agent (a.k.a. Data Steward) prior to provisioning.

***The timing of the provisioning is dependent upon the timing of the request, the required approvals and the training data processing. When all dependencies have been satisfied, in most cases the provisioning can be completed within one to two business days.***