

# **Access Management**

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**Kāpiti Coast District Council Access  
Management Process**

**Draft 0.1, March 2015**

# Introduction

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The purpose of this document is to outline the Access Management service and deliver an overview of how the Access Management process will be managed and operated to support the provision of access to the NCS Chameleon MagiQ software.

The document includes:

- A summary of requirements for the Access Management service
- A summary of roles and responsibilities for the Access Management service
- An overview of the Access Management processes
- Production regimes and calendars' associated with the service

This document details the process and procedures to be used.

## Version Control

<i>Version</i>	<i>Author</i>	<i>Released Date</i>	<i>Notes</i>
<i>0.1</i>	<i>Roger Faithfull</i>		<i>Initial draft</i>

**This Document has been accepted by the XXXXXX Manager**

Signed : \_\_\_\_\_

Date: \_\_\_\_\_

# Overview of Access Management

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The goals of Access Management are to:

- To ensure that all Kapiti Coast District Council employees, contractors, and 3rd party support staff have the correct access to the systems they require to undertake their jobs.
- To ensure the security of the systems in place.

The purpose of the Access Management Process is to provide the means by which requests for access to the clients systems and services can be initiated, assessed, approved and implemented. This process allows all requests to be captured and assessed for risk and business viability, with associated approval and authorisation.

## Roles & Responsibilities

The following roles have responsibilities for the delivery of the Access Management service:

### 1. Requestor

The Requestor is the person who initiates an Access Request. The requestor can be anyone who has need of access to the MagiQ system including 3<sup>rd</sup> parties.

Responsibilities include:

- Complete access request form
- Use access as required for job role only.
- Do not share access with other staff

### 2. Line Manager

The line manager of the staff member requesting access has responsibility for determining the need for the access and approving the request. For 3<sup>rd</sup> party access this should be the line manager responsible for the function being carried out by the 3<sup>rd</sup> party. Specific responsibilities include:

- Authorise access for staff
- Ensure access permissions are maintained at correct level
- Review access on 6 monthly basis

### 3. Business Owner

The business owner is the senior manager who has responsibility for the function that gains the benefit from the system. They have the overall responsibility for the delivery of the MagiQ system module. Specific responsibilities from the access management service:

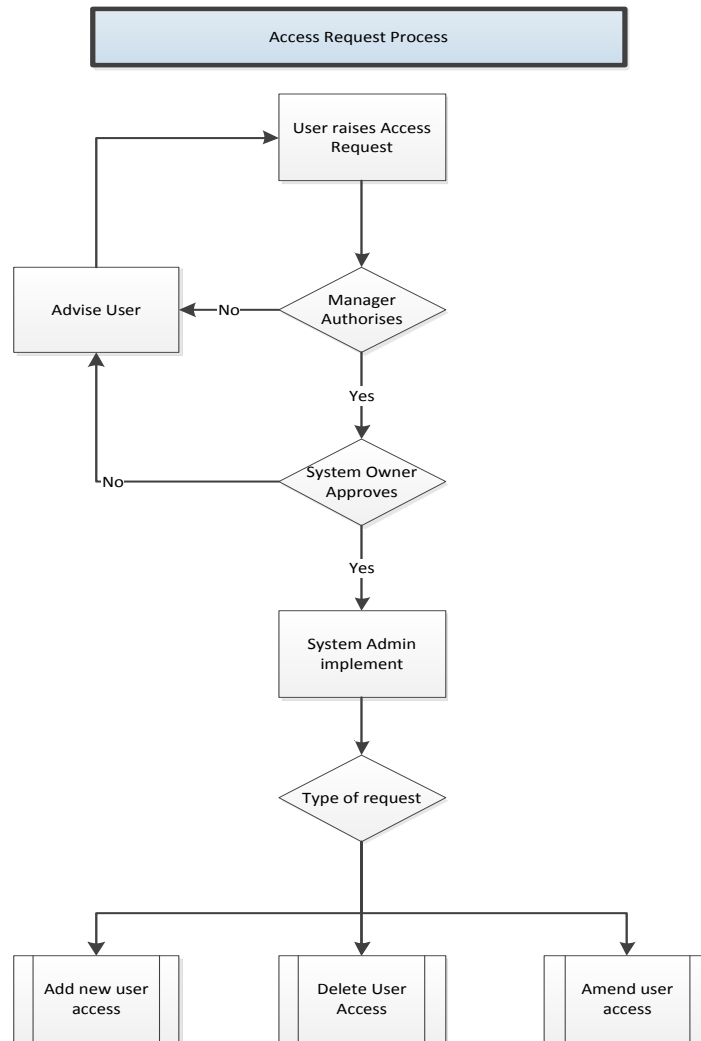
- Approve access requests
- Ensure regular reviews of access rights are undertaken to ensure rights are still valid.

#### 4. System Administrator

The system administrator is the person responsible for maintaining access controls for the MagiQ application. They have the following responsibilities:

- Set up correct access for users based on agreed requirement.
- Run review process reports every 6 months to ensure all are still required and at the correct level.

# Access Request Process



# Access Request Process Description

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The following tasks are completed during the Access Request Process

## Step 1 – Raise Access Request

- Who – Staff member, contractor, or 3<sup>rd</sup> party staff member requiring access (*Note: if request is received via telephone or email, the Help Desk can complete this step on their behalf*).
- Systems – NCS Service Request Module (Access management template) – *This is yet to be completed*

All requestors requiring access to the MagiQ software should complete and submit a service request via the NCS Service Requests (NCS Access template). Details for this request should include:

- Name of person access required for
- The type of access required:
  - Read/report
  - Update
  - administration
- When the access is required by

## Step 2 – Log Request

- Who – Help Desk
- Systems – NCS Service Request Module

Create Service Request

- Notify Requestor of receipt of Request, identifying the action taken.

## Step 3 – Authorise Access

- Who – Line Manager
- Systems – NCS Service Request Module

Authorise that the request is valid and level of access correct for the role.

## Step 4 – Approve Access

- Who – MagiQ Business Owner
- Systems – NCS Service Request Module

Review request and approve/reject based on requirements.

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## **Access Request Process Description, *Continued***

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### **Step 5 – Implement Access Request**

- Who – System Administrator
- Systems – As required

The system administrator creates the appropriate access in the system.

- Set up access
- Advise user

### **Step 6 –Close Request**

- Who –
- Systems – NCS Service Request Module.

Upon completion of the request close the service request record in the service desk system.

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## **Access Amend/Delete Process**

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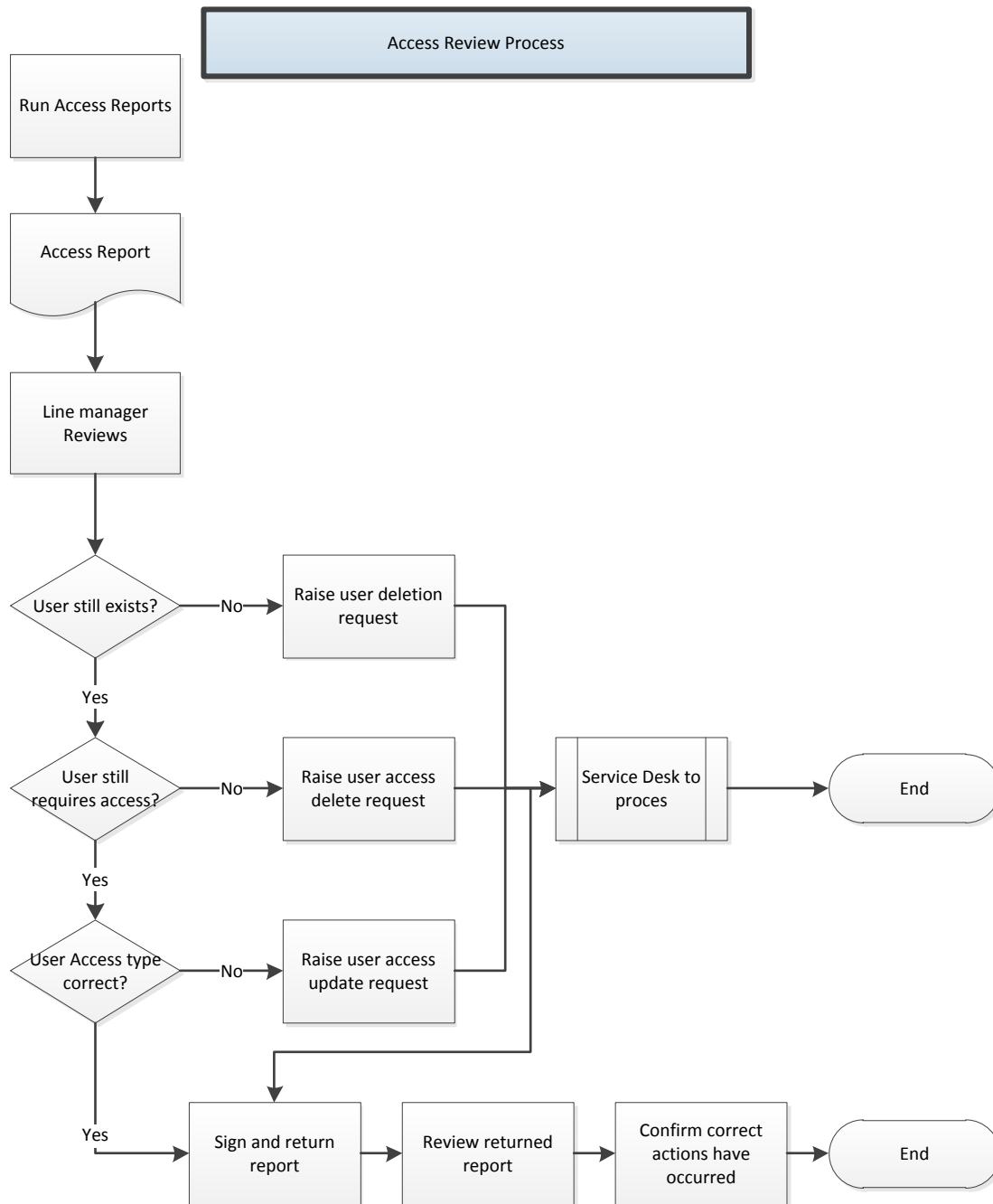
Where Line Managers require changes to the access permissions of their staff they should raise the appropriate service request to amend or delete access.

This process follows the steps in the Access Request process above.

# Access Review Process

The Access Review process is designed to confirm on a regular basis that currently assigned access permissions to the NCS Chameleon MagiQ software are correct.

The process should be run 6 monthly.





# Access Review Process Description

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## Step 1 – Run Report

- Who – System Administrator
- Systems – NCS Chameleon MagiQ

Run the report which details, by manager, staff names and current access permissions for the NCS Chameleon MagiQ system.

Distribute the reports to the appropriate line managers with instructions for the review plus copy to System Owner.

## Step 2 – Line Manager Review

- Who – Line Manager
- Systems – NCS Service Desk System

Line managers check each entry in the report to:

- Confirm user still exists. If not raise user deletion service request
- Confirm access is still required. If not raise user access delete service request.
- Confirm access is still at correct level. . If not raise user access update service request.
- Update report with actions. Sign and date.
- Return to Module System Owner.

## Step 3 – Process Requests

- Who – Service Desk
- Systems – NCS Service Desk system

The service desk processes any resultant service requests following standard procedures.

## Step 4 – Review

- Who – Module System Owner
- Systems – NCS Chameleon MagiQ

Once reports are received from Line Managers the Module System Owner reviews them and:

- Ensures access updates have been applied
- Reviews operational process to ensure that access permissions are being actioned in a timely manner
- Educates managers where appropriate