

Managing access to IT resources through IT@RAMS

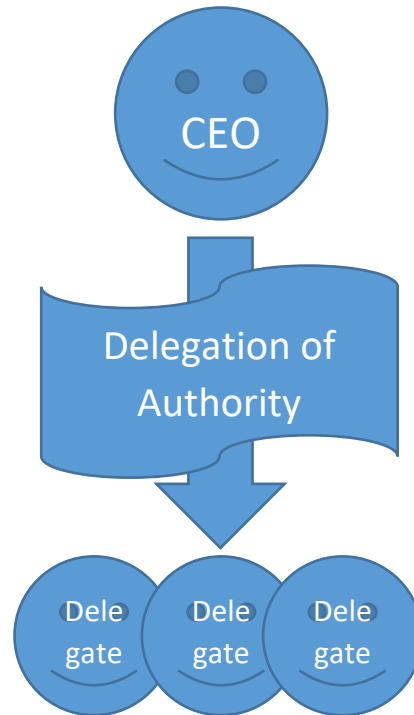
The CEO of each Service within IT@RAMS has authority to request any resource. For the purpose of practicality this authority can be delegated to other staff members. The delegation is through a document that is signed by both the CEO and staff member and retained by the IT Service Desk.

Only CEOs and delegates are able to request IT resources.

Resources are requested through two documents; the “[User Access Form](#)”, which is located within the intranet of each Service, and the “[IT General Request Form](#)”, which is available through the “General” drives at each Service.

The [User Access Form](#) is for any changes for an individual staff member. Once completed the form is sent to the IT Service Desk for action and remains available to the site’s HR function as a record of when access was granted, changes or revoked in case of a data breaches etc.

For new staff an [IT User Declaration](#) should be signed and returned to the IT Service Desk within five working days or their commencement. This sets out the requirements for users or the IT service and is available through the “General” drives at each Service.



The [IT General Request Form](#) is for areas not covered by the User Access Form. This includes two actions that can only be approved by the CEO. These are the granting of access a mailbox or personal folder to another member of staff.

Below is a table setting out the services that can be requested through each of the forms and the approval required for each.

User Access Request	
Task	Approval
Published applications – add or remove access	CEO or Delegate
Existing shared folders – add or remove access	CEO or Delegate
Medical Director / Pracsoft* – add, change or remove access	CEO or Delegate
Limitations (e.g. web access level) – set or amend access	CEO or Delegate
Scan clinical documents – add or remove access	CEO or Delegate
SharePoint (intranets) – add or remove access	CEO or Delegate
IT General Request	
Task	Approval
Secure (shared) folders – creation and removal	CEO or Delegate
Email distribution list – creation, allocation and removal	CEO or Delegate
Mailbox – access for staff other than owner	CEO
Home folder – access for staff other than owner	CEO
Software – installation	CEO or Delegate
Printer – allocate new printer to a computer	CEO or Delegate
Restore – files or folders from backup	CEO or Delegate

* Sites without Medical Director manage their own application level security. Sites with Medical Director can choose to manage their own application level security.