

# User Access and Change Request Process

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# User Access and Change Request Process

## Document Control

<b>Date</b>	<b>Ver</b>	<b>Change Description</b>	<b>Author</b>
14/01/2010	1.0	Draft presented to CEOs	Jon Rolph
18/01/2010	1.1	Incorporated changes requested by CEOs – First published version	Jon Rolph
05/03/2012	1.2	Update to reflect new request form details and improve language to aid understanding	Jon Rolph
13/03/2012	1.2a	Correct error in process flow diagram	Jon Rolph
10/10/2012	1.3	Update Authorisers	Jon Rolph
10/11/2014	1.4	Update 'User Access Request Form' to version 1.17 Update Authorisers	Damian C
23/01/2015	1.5	Update 'User Access Request Form' to version 1.18 and change screen captures. Include the storage of forms in employees permanent record	Damian C & Jon R
05/02/2015	1.6	Added ART: Assisted Rego Tool option to all sites applications Changed Durri dental software to Titanium Updated with screen captures from v1 19 of User Access form	Damian C
22/09/2015	1.7	Updated images to v1 21 of User Access Request Form	Damian C
30/05/2016	1.8	Update signatories and reflect change in IT User Declaration v1.3	Jon Rolph
22/12/2016	1.9	~Updated IT@RAMS logo ~Updated User Access request form screens to current version (1.28) and added detail about list boxes to application instructions.	Damian C
05/01/2018	2.0	~Updated screens to reflect User Access and Change Request V2 2.pdf	Damian C

## Authorisation

<b>Name</b>	<b>Position</b>	<b>Signature &amp; Date</b>
Kristine Garrett	CEO Galambila	
Brett Cowling	CEO Biripi	
Lisa Orcher	Executive Officer Tobwabba	
Tim Agius	CEO Durri	
Fay Adamson	CEO Werin	

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## Introduction

Maintaining a consistent view of the IT equipment and access to IT services is a very important aspect of IT Governance. This process is designed to ensure that such a view is maintained. This process replaces any previous process relating to this activity.

## New Employees

The following steps must be followed when a new employee is engaged:

1. Identify IT requirements

The IT requirement of the new employees should be assessed as soon as the decision is made to employ them. It can often be helpful to look at the IT services used by other employees who have the same or similar roles. The IT Helpdesk can provide a summary of these services upon request.

2. Complete a request form

The 'User Access and Change Request Form' can be found on your G: Drive in the following location:

G:\DRV - ?? - General\IT\Forms (where ?? are the two letter short name for your site)

Details of how to complete this form are given at the end of this document

- a. IT Hardware needed?

If additional IT hardware is required this should be discussed with the Regional IT Manager. This should be done as early as possible, since there can be a long lead time on IT equipment.

- b. Non- standard Software needed?

Each computer will provide the following software:

- MS Office 2013 Professional
- Outlook
- Adobe Reader
- Windows Media Player
- PDF Creator

If the new starter requires other software it may need to be purchased (the IT Helpdesk can advise on this). A request for additional software would be submitted on the General request form and should be discussed with the Regional IT Manager.

3. Send the request form to the IT Helpdesk & store in your employee permanent record

Email the completed document (appropriately approved) to the IT Helpdesk. They will then create the requested user account.

The original request form should be stored in the employee permanent record for future

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reference.

## 4. Receiving the account details

The 'User Access and Change Request Form' includes the identification of the person who should receive the new User Account details. In most cases this will be the new employee's immediate supervisor.

When the User Accounts have been created, the user names and passwords will be provided to the nominated person. They are responsible for keeping this information safe until it is passed to the new employee.

## 5. Sign User Declaration

Prior to providing the details to new employees, the 'User IT Declaration' should be read and signed by the employee. The Declaration can be found on your G: Drive in the following location:

G:\DRV - ?? - General\IT\Forms (where ?? are the two letter short name for your site)

This form must be returned to the IT Helpdesk within 5 working days of the employee starting to use IT services. If not returned within this time, user access will be suspended until it is provided.

## Change or Remove Employee Access

The following steps must be followed when access requirements for an employee changes or an employee leaves the organisation:

### 1. Retrieve and review the current access details

The current User IT Facilities Request form should be found in the employee permanent record. If not available request that the IT Helpdesk provide a copy of the form. Review these details and identify any changes required.

### 2. Update the 'User Access and Change Request Form'

Make the necessary changes to the form or create a new form if the changes are significant. Use the 'Remove Account' box where all access is to be removed.

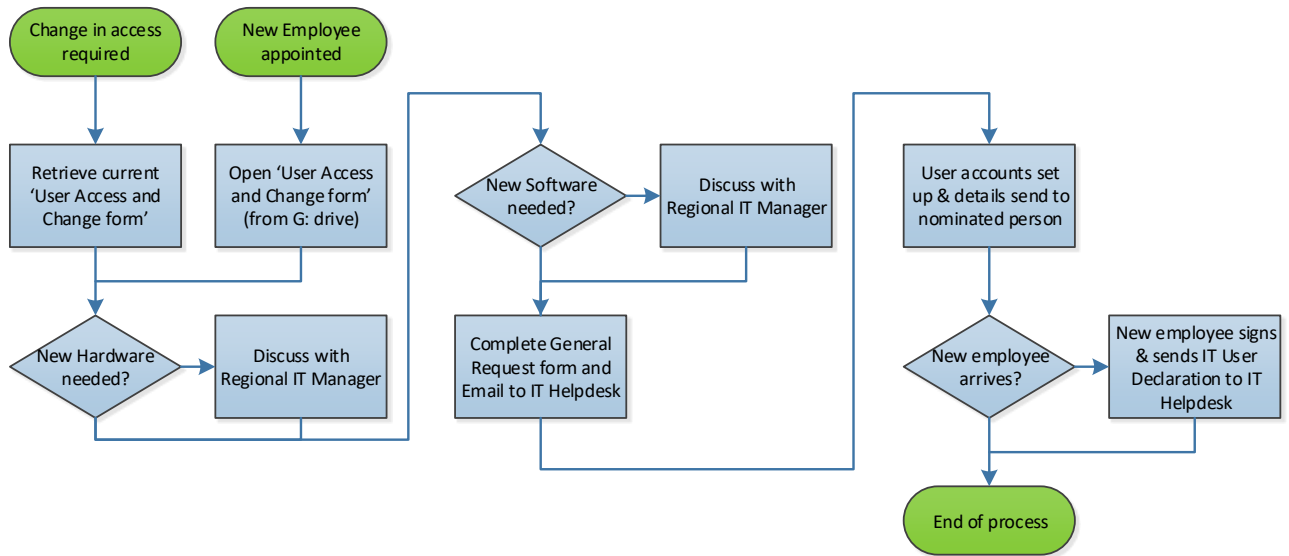
### 3. Send the request form to the IT Helpdesk

Email the completed document (appropriately approved) to IT Helpdesk via email.

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## Process flowchart

Below is a flowchart that sets out the steps involved in requesting IT services for a new employee



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## 'User Access and Hardware Request and Change Form' Completion Guide

Please refer to the following guide when completing the form. This applies to requests for; new employees, changes to existing employees or removing access from former employees.

Page 1:

[Help](#) Link to process document.

**IT@RAMS**  
*Galambila, Durri, Biripi, Tobwabba & Werin*

**User Access / Access Change Request Form**

**Employee Profile**

First Name:

Last Name:

Location (Site):

Job Title:

Start/Change Date:

Phone Number:

Supervisor:

**Business Applications**

**Biripi**  
Best Practice:   
Topbar (Clinical Desktop):   
Titanium:   
CAT4:   
MYOB AccountRight:   
eTG:   
BoxCar:   
Care Manager:

**Durri**  
Medical Director Clinical:   
PracSoft:   
Titanium:   
My Health Record ART:   
CAT4:   
UpToDate:   
MYOB AccountRight:   
MYOB Asset Manager:   
MYOB EXO:   
MYOB PowerPay:   
eTG:   
Tiny Tag:   
MD Insights:   
MD Auditor:

**Galambila**  
Medical Director Clinical:   
PracSoft:   
Topbar (Clinical Desktop):   
My Health Record ART:   
CAT4:   
MYOB AccountRight:   
eTG:   
Tiny Tag:   
MD Insights:   
MD Auditor:

**Tobwabba**  
Medical Director Clinical:   
PracSoft:   
Topbar (Clinical Desktop):   
Titanium:   
My Health Record ART:   
CAT4:   
MYOB AccountRight:   
eTG:   
Genesis Pro:   
MD Insights:   
MD Auditor:

**Darrimba Maarra**  
Medical Director Clinical:   
PracSoft:   
My Health Record ART:   
CAT4:   
eTG:   
BoxCar:   
MD Insights:   
MD Auditor:

**Werin**  
Medical Director Clinical:   
PracSoft:   
Topbar (Clinical Desktop):   
My Health Record ART:   
CAT4:   
MYOB AccountRight:   
eTG:   
TMS:   
MD Insights:   
MD Auditor:

Select application access required by site:  
  
These are list boxes where you can hit the A button to add an application or R to remove access. There is also arrows on the left of each list box where you can toggle up or down between blank, Add or Remove.

Please return completed form to the IT Helpdesk by email: [support@forsythesit.com.au](mailto:support@forsythesit.com.au)  
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Page 2:

Shared Folders		
Biripi	Durri	Galambila
Admin: <input type="text"/>	Administration: <input type="text"/>	Brokerage: <input type="text"/>
Aged Care: <input type="text"/>	Brokerage: <input type="text"/>	Care Coordination: <input type="text"/>
BACS - BAYS: <input type="text"/>	Care Coordination: <input type="text"/>	Executive Administration: <input type="text"/>
BACS Child Services: <input type="text"/>	CEO: <input type="text"/>	Finance: <input type="text"/>
Brokerage: <input type="text"/>	Child Health: <input type="text"/>	Staff & Community Events: <input type="text"/>
Care Coordination: <input type="text"/>	Chronic Care Enhancement: <input type="text"/>	Medicare: <input type="text"/>
Complaints Register: <input type="text"/>	Clinical: <input type="text"/>	<b>Tobwabba</b>
Dental: <input type="text"/>	Dental: <input type="text"/>	Administration: <input type="text"/>
Drug & Alcohol: <input type="text"/>	Diabetes: <input type="text"/>	Care Coordination: <input type="text"/>
Family Health: <input type="text"/>	Family Support: <input type="text"/>	Clinic: <input type="text"/>
Finance: <input type="text"/>	Finance: <input type="text"/>	Finance: <input type="text"/>
Human Resources: <input type="text"/>	Healthy 4 Life: <input type="text"/>	<b>Werin</b>
Management: <input type="text"/>	Hearing: <input type="text"/>	Finance: <input type="text"/>
Maternal & Infant: <input type="text"/>	Management: <input type="text"/>	HR: <input type="text"/>
Medical: <input type="text"/>	Maternal & Infant: <input type="text"/>	<b>General Drive</b>
Mental Health: <input type="text"/>	Medical: <input type="text"/>	Biripi: <input type="text"/>
OH&S Committee: <input type="text"/>	Mental Health: <input type="text"/>	Biripi BACS: <input type="text"/>
Primary Health: <input type="text"/>	Primary Health: <input type="text"/>	Darrimba Maarra: <input type="text"/>
Reception: <input type="text"/>	Programs: <input type="text"/>	Durri: <input type="text"/>
School Screening: <input type="text"/>	Sexual Health: <input type="text"/>	Galambila: <input type="text"/>
Sexual Health: <input type="text"/>	Transport: <input type="text"/>	Tobwabba: <input type="text"/>
TPP: <input type="text"/>	Vascular Health: <input type="text"/>	Werin: <input type="text"/>
Vascular Health: <input type="text"/>		

Medical Director & PracSoft User Account		
Actions: <input type="text"/>	<b>PracSoft User / Practitioner</b>	
	User Type: <input type="text"/>	
	Security Level: <input type="text"/>	
<b>MDC Doctor / Nurse Practitioner</b>	Summary Data View: <input type="text"/>	<b>MDC User</b>
Provider No.: <input type="text"/>	Type: <input type="text"/>	Security Level: <input type="text"/>
Prescriber No.: <input type="text"/>	Other Type: <input type="text"/>	Category: <input type="text"/>
HPI-I No.: <input type="text"/>		AIR Ancillary Provider No.: <input type="text"/>
Qualifications: <input type="text"/>	Bank Account: <input type="text"/>	

Please return completed form to the IT Helpdesk by email: support@forsythesit.com.au  
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Select folders to be accessed by site through list boxes the same as the applications.

Select General Drive access

Add details for user MDC / PS account if required

## Page 3:

Please return completed form to the IT Helpdesk by email: [support@forsythesit.com.au](mailto:support@forsythesit.com.au)  
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User IT Facilities and Access Request Process v2.02.0