IT access maintenance Process

Version: 0.1

Issued: 20th February 2019

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Document Control

Date	*Ver*	*Change Description*	*Author*
20/02/2019	0.1	Initial document created	Jon Rolph

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Introduction

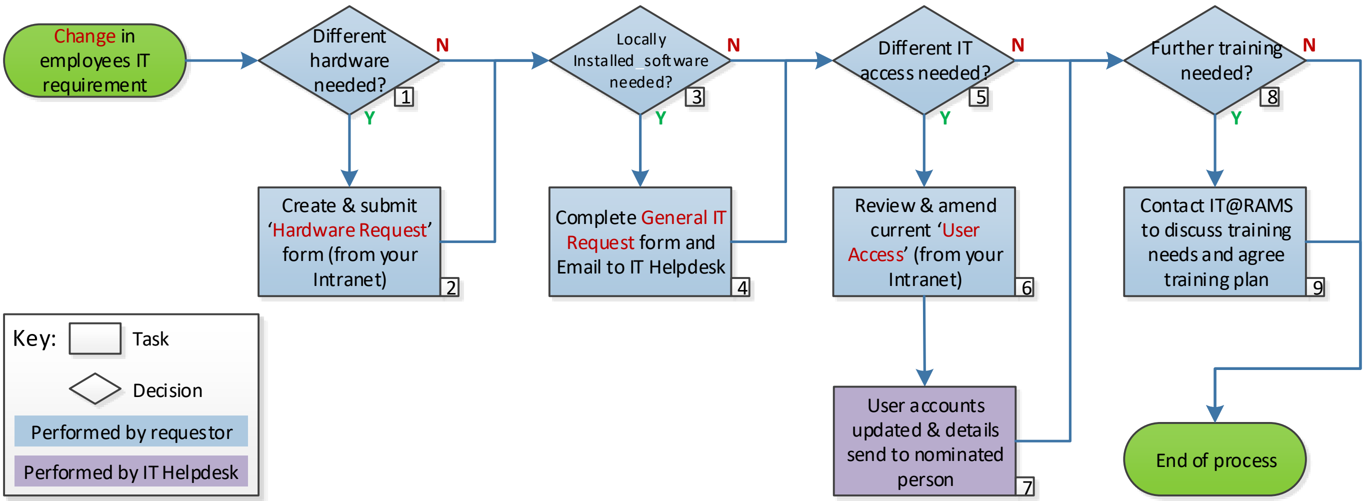
To provide a secure and efficient IT service it is vital that all users of the service have:

- The right equipment
- The right software
- The right levels of access
- The right knowledge

This process is designed to ensure that this is achieved for existing users, whose access requirements change as their roles develop.

There is a separate process for initially setting up user access and other IT resources. This can be found in the "New user IT inductions Process".

Overview of process



Detail of each step in the process

The following outlines the steps to be followed when a new employee is engaged:

1. New hardware needed?
   As a general rule, if an employee is taking over the role of another, the existing IT hardware will be inherited by the new employee.
   Where an employee is performing a new role then additional hardware may be needed.
   If in doubt please contact the Regional IT Manager (email: it.manager@galambila.org.au or call: 6652 0850)

2. Create & submit 'Hardware Request' form
   If new hardware is needed, requirement should be documented through the "Hardware Request" form located on your intranet site*. The icon used for this is below:

Request New IT Assets

(Details of how to complete this form are contained in Appendix 1 at the end of this document.)

The request will be reviewed by the Regional IT Manager, who will provide any equipment needed. In doing so he will consider the following:

a. Is there existing equipment that can be reallocated?
The remit of IT@RAMS is to provide the IT equipment needed to support the core services of each of the organisations within the IT@RAMS consortium. Where appropriate this can include the reallocation existing equipment, both within and between organisations.

b. Should a third party be covering the cost of the equipment?
For non-core services (e.g. programmes, projects, etc) IT@RAMS is not responsible for funding IT equipment. In exceptional circumstances, such as unfunded programmes where there is great patient need, the IT@RAMS consortium management committee may approve an exception to this.
Where the cost is to be covered by a third party, IT@RAMS will purchase the equipment and then re-charge the cost to the appropriate cost centre.

If agreed by the Regional IT Manager, equipment will be ordered and provided to the new staff member.

** Access to the "hardware Request" form is restricted to a small number of staff at each site. Contact the IT Helpdesk for a list of the staff at your site.*

3. Locally installed software needed?
Each computer will include the following software:

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

If an employee is to perform a role that requires other software, for example; advanced graphics, desktop publishing or project management, it may need to be purchased (the Regional IT Manager can advise on this).

4. Complete General IT Request form and Email to IT Helpdesk
A request for additional software would be submitted using the General IT Request form, found in your local G: drive.
G:\DRV - ?? - General\IT\Forms (where ?? are the two letter short name for your site)

Generally the individual organisation will be responsible for the cost of purchasing and installing any local software.

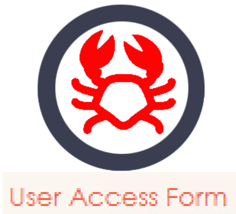
Note: information on how to complete the General IT Request for can be found in a guide in your local G: drive.

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

5. Different IT access needed?

   A change in role may require a change in the applications and data that the employee needs access to. If there may be a change needed....

6. Review & amend current 'User Access' (from your Intranet)
   Existing access will be documented within an online form that can be found on the main page of your intranet site. The icon used to identify the form is below.



   (Details of how to review and update this form are contained in Appendix 2 at the end of this document.)

7. User accounts set up & details send to nominated person
   The IT Helpdesk will update the user account, based on the approved access. Confirmation when this is done will be sent to the person who requested it.

8. Further training needed?
   If an employee has been given access to new hardware, software or data then they may need additional training. If so.... Further training needed?

9. Contact IT@RAMS to discuss training needs and agree training plan
   IT@RAMS can be contacted via email on: IT@<local suffix). E.g. it@galambila.org.au or it@durri.org.au. Etc.
   You will then be contacted to discuss training needs and set up a training plan.

Appendices

Appendix 1: Hardware Request Form Completion Guide

Please refer to the following guide when completing the Hardware Request form:

Step 1: Open Request New IT Assets Form

Select “Request New IT Assets” from the IT Assets page of your intranet site. The icon used to identify the form is below. (Icon colours vary between sites)

Request New IT Assets

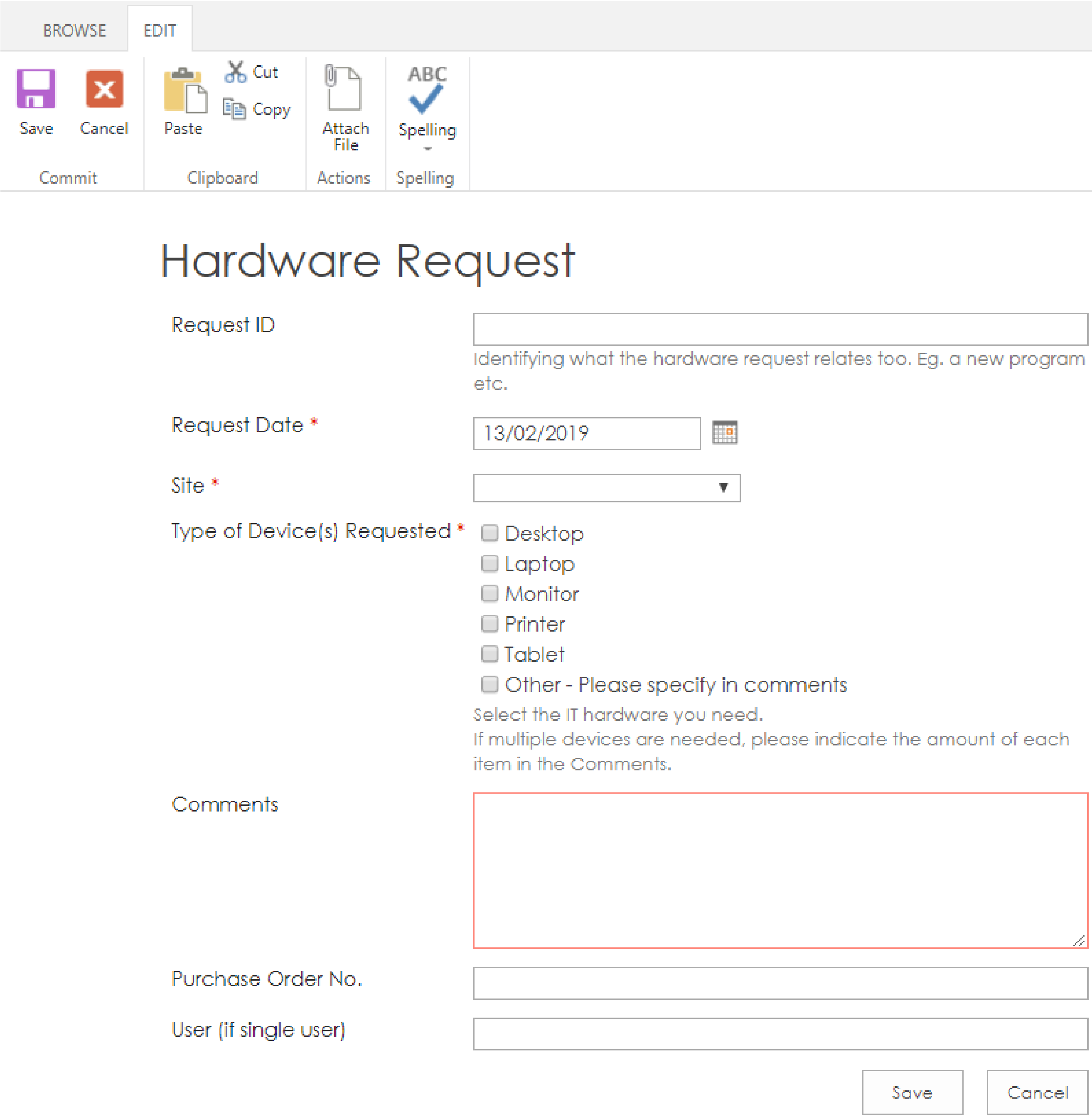
Step 2: Enter Request Details

Enter the details of the hardware request. The fields required are:

- Request ID: Enter a value to help identify what the requested hardware is for. Eg. New laptop for outreach clinic, new program etc.
- Request Date *: Request date is the current date by default.
- Site *: Select your site from the list.
- Type of device requested *: Select the device type from the 6 options of Desktop, Laptop, Monitor, Printer, Tablet or Other. If you are requesting multiple device types, you will need to tick the required devices and indicate how many of each in the Comments field.
- Comments: Enter any comments applicable to the hardware request including number of devices if multiple are required. This is also where you can request wireless mouse for laptop, laptop bag etc.
- Purchase Order No.: Enter your purchase order number for the hardware request if applicable.
- User (if single user): Enter the name of the user that the hardware is to be allocated to. Only complete if the hardware is for a single user.
- Attachments: Add attachments to the hardware request. This may include brochures etc. for the requested hardware. This is located above the form in the standard view.

NOTE: Any field with an asterisk (*) is a required field and must be completed to submit the request.

Once all the fields have been completed, click on the save button to send to the Regional IT Manager for review. If agreed by the Regional IT Manager, equipment will be ordered and provided to the new staff member.



BROWSE EDIT

Save Cancel
Commit

Paste Cut Copy
Clipboard

Attach File
Actions

Spelling
Spelling

Hardware Request

Request ID

Identifying what the hardware request relates too. Eg. a new program etc.

Request Date *

13/02/2019

Site *

Type of Device(s) Requested *

- Desktop
- Laptop
- Monitor
- Printer
- Tablet
- Other - Please specify in comments

Select the IT hardware you need.
If multiple devices are needed, please indicate the amount of each item in the Comments.

Comments

Purchase Order No.

User (if single user)

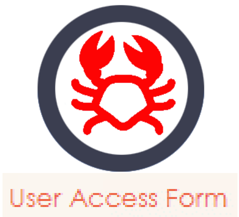
Save Cancel

Appendix 2: New employee 'User Access Form' Completion Guide

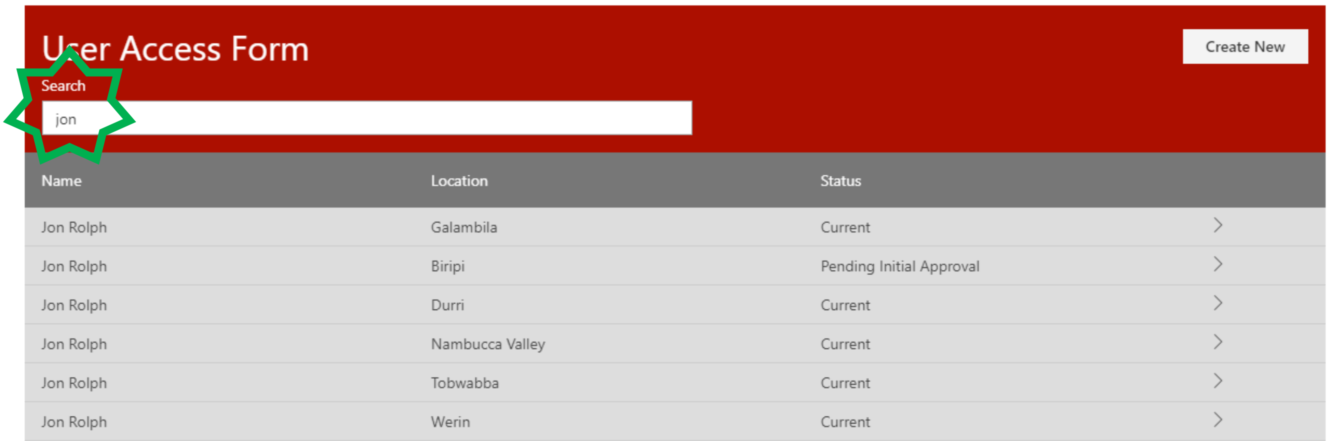
Please refer to the following guide when completing the form for new employees:

Step 1: Find the existing account

Select the "User Access Form" from the main page of your intranet site. The icon used to identify the form is below.



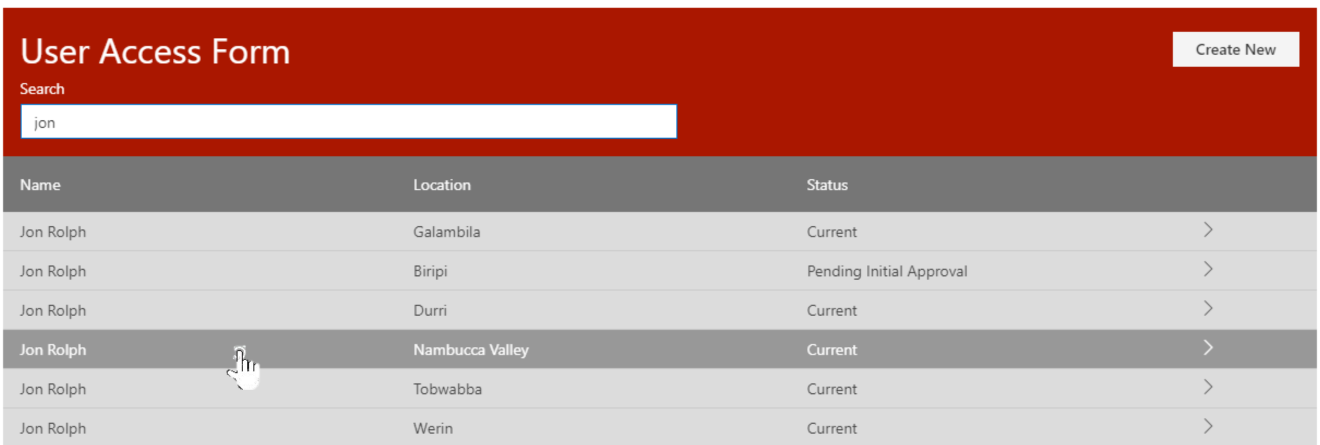
If you cannot see the person you are looking for in the screen, at the top of the page start typing the name in the Search field (you can use their first or last name).



You will see an entry for each location if a user has access to more than one.

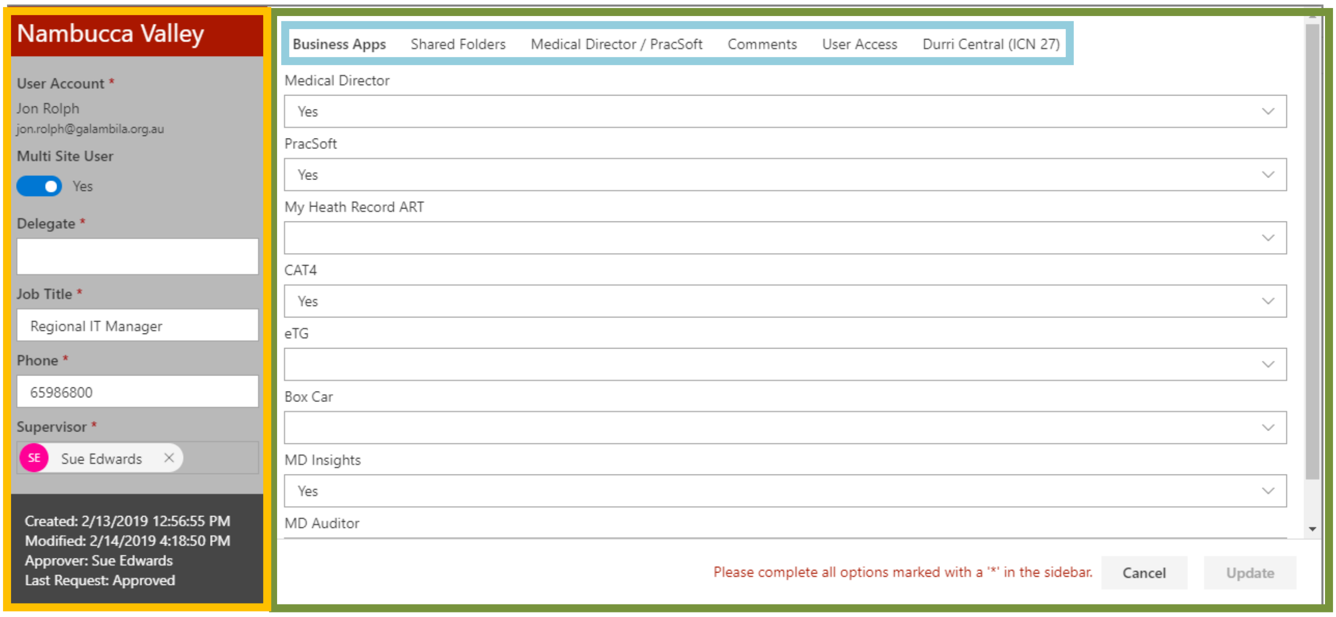
Step 2: Select the account

Click on the record you want to open.



Step 3: Review/Update details for the user

The User Access Form consists of a number of pages that cover all aspects of the access to be granted. The details of each page will vary depending on the location of the user. The general format, however, is common and shown below.



The sidebar (in yellow) contains the personal details of the user whilst the main window (in green) contains a number of tabs (in blue) that represent different aspects of the user's access.

Step 3a: Review / amend personal details for the user

Within the personal details the information that can be updated is:

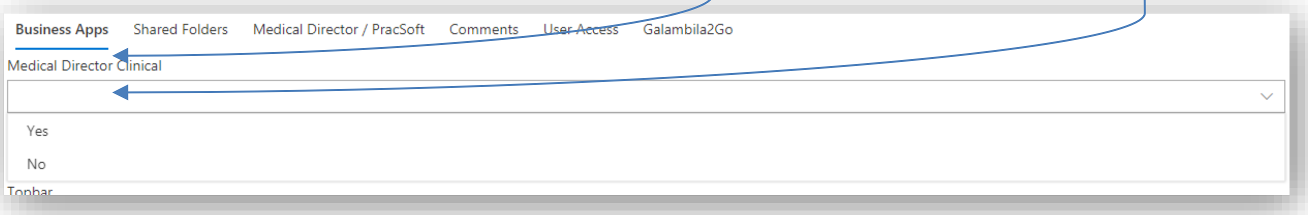
1. The Supervisor of the employee
2. The employees phone number & Job Title
3. The Delegate to approve any changes to the details. This is initially blank but must be chosen before updates can be processed.
4. Multi Site user indicator which is set if a user will work at multiple sites (e.g. a visiting specialist) and use the same logon name and password for all.

In addition to this the employees name and email address are shown at the top of the section and the dates when the account was created and last modified, along with the name of the Delegate who approved the change, is shown at the bottom on the section.

Step 3b: Review / amend remaining details for the user

Whilst the exact details to be entered are different for each organisation, reflecting the different applications used by each, the method of doing this is common to all.

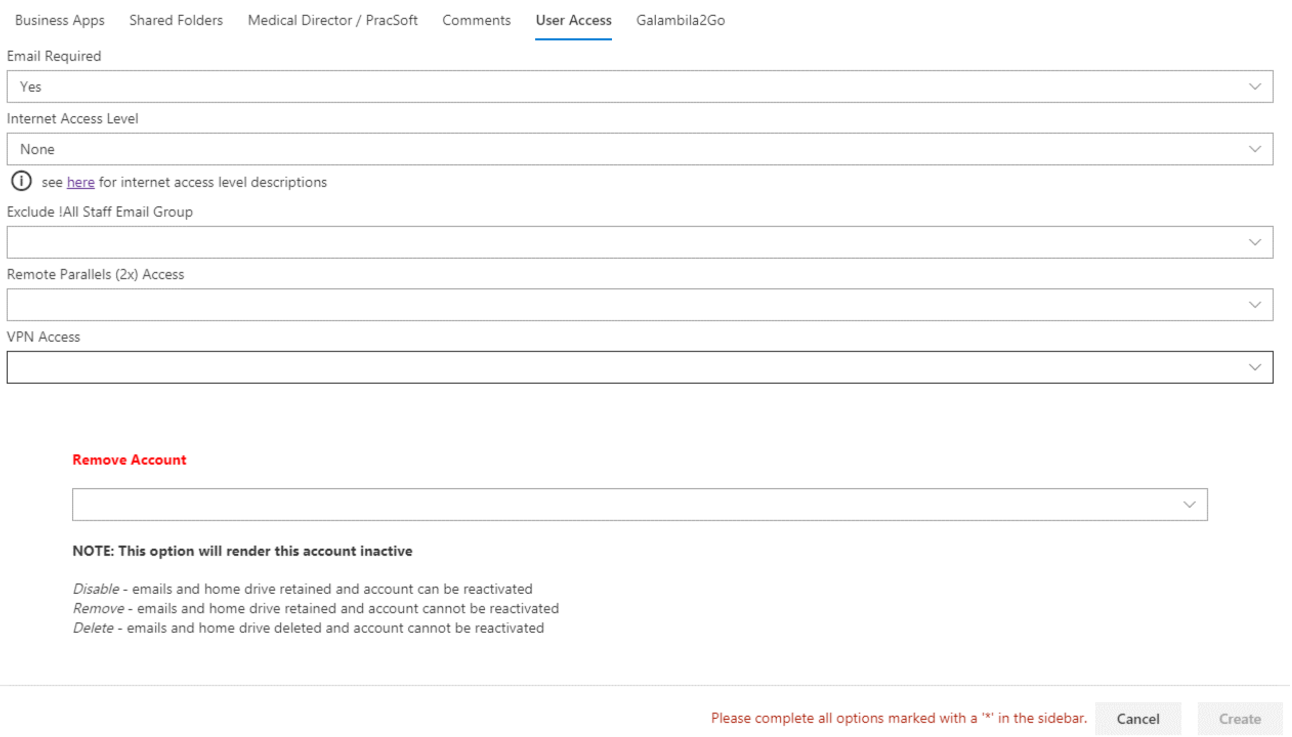
For each option that you want to update, click on the rectangle below the name and select “Yes” to add access or “No” to remove it.



Repeat this for all fields that require change. Don’t forget that sometimes a change in role means that some existing access is no longer needed and should be removed.

Step 3c: Complete the User Access tab

The “User Access” tab requires some explanation and is common to all organisations. I will therefore provide more detail on filling in this element of the form:



Each entry is outlined below:

- Email Required: For some account (e.g. visiting specialists) there is no benefit in having an email account.
- Internet Access Level: Ensuring that staff have only the level of internet access they need for their role, and no more, is a way of minimising the risk of malware infection through compromised web sites. There are six levels of access (other than no access) supported. Pick the most appropriate one from the list:

    None: No internet access is provided

Base: Access to the most common types of web site and suitable for most users

Shop: As Base PLUS shopping web sites

Social: As Shop PLUS social media web sites

Stream: As Social PLUS streaming media web sites

Email: As Stream PLUS web based email (often used for Registrars or visiting specialists)
Note: Access to work email via the Office 365 web site does not require this

Skype: As Email PLUS web based video conferencing

The following link will take you to a detailed list of the types of site available to each level: http://itrams.org.au/resources/FortiClient%20Groups%20%40%2008.07.2016.pdf

- Exclude !All Staff Email Group: Each organisation has a public group that will send emails to all staff. Some account, such as visiting specialists, Board members, etc. would generally be excluded from this group so they do not receive such emails.
- Remote Parallels (2x) Access: Parallels, formally called 2x, is the system through which most shared applications are accessed. To protect our confidential information access to such systems is prohibited from anywhere physically outside the organisations without special permission. Selecting this option will give such permission.
  Note: This option required the use of a 2 factor authentication, which will be provided by the IT Helpdesk.
- VPN Access: The VPN (Virtual Private Network) client is a way of securely connecting to some IT services when working remotely, via an IT@RAMS provided computer. The services that will be accessible via a VPN connection are; Network drives, Printers and Parallels delivered applications (e.g. Medical Director, Communicare, Best Practice, etc.).
- Remove Account: When a user leaves the organisation it is highly recommended that something is done as soon as possible regarding their access. A decision needs to be made about what to do with their accounts and data. Three options are available:
  1. Disable: Emails and home drive are retained and the account is temporarily made inaccessible but can be reactivated if needed.
  2. Remove: Emails and home drive are retained but the account is deleted and cannot be reactivated.
  3. Delete: Emails, home drive and account are all deleted and cannot be recovered.

Step 4: Submit the request for approval

Once the form is complete reviewing the account details select “Update” from any tab to submit any changes for approval by the Delegate. If you do not want to save the changes, or you have not made any, select “Cancel”