

State of Ohio Private Cloud Elevated Permission Access



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1. Description

This document provides guidelines for System Administrator: Access Management when granting users elevated access to servers.

When a user requests access to a server, access is typically requested for one of the following groups: The Procedure begins when the Requestor submits a ticket requesting access to a specific server. Server access is usually contained within three specific groups (with specific rights) on each server:

- Server Administrator group – members of this group have full control over the server
- Remote Desktop Access group – members of this group have remote desktop access to the server
- D Drive (Shared drive) group – members of this group have access to a shared drive on the server

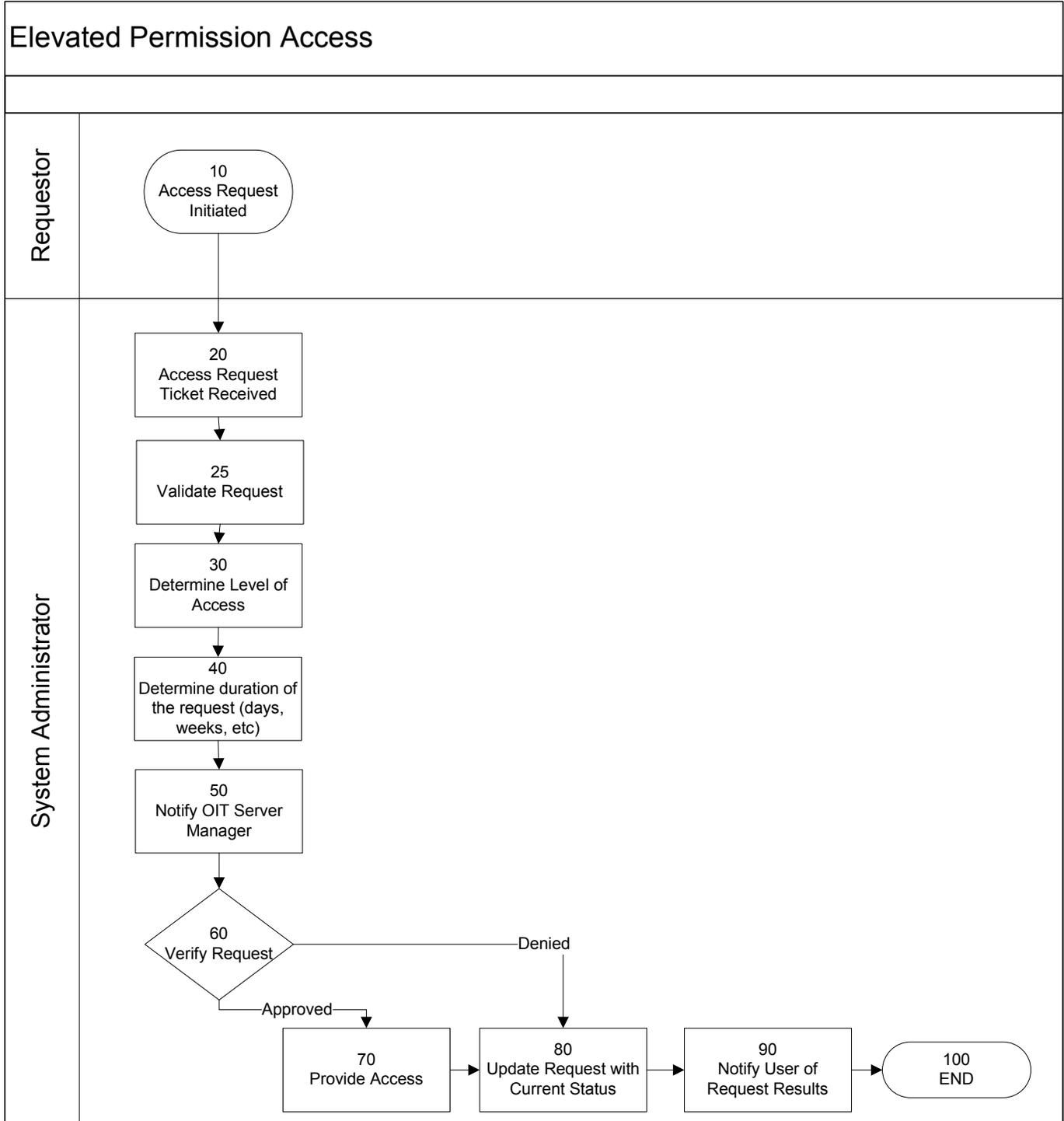
This procedure is for servers running the Windows OS.

This procedure defines the activities for reviewing access requests, verifying the request, granting access request, and notifying request results.

1.1 Entry

Attributes	Details	Owner
Inputs: Deliverables	<ul style="list-style-type: none"> • Access request 	<i>User</i>
Task(s)	<ul style="list-style-type: none"> • Review access request • Verify approvals • Grant access • Notify requestor of results • Close request ticket once access is removed 	System Administrator
Inputs: Artifacts	<ul style="list-style-type: none"> • Approvals linked to the access request 	
Job Role(s)	<ul style="list-style-type: none"> • Requestor • System Administrator • OIT Server Manager 	N/A

1.1.1 Procedure Flow Diagram



1.1.2 Procedure Narrative

Role	Step	
Requestor	10	Access Request Initiated Requestor submits request for access rights to a server by opening a ticket.
System Administrator	20	Access Request Ticket Received Receive ticket requesting access to server.
System Administrator	25	Access Request Validated Validate the request by contacting the "Agency Contacts" inside of ServiceNow. Please call the Agency Contact with the phone number listed in ServiceNow to help validate the request AND get confirmation via email to update the original ServiceNow request.
System Administrator	30	Determine Level of Access Determine the level of access requested. Access to servers usually is requested for one of the following groups: <ul style="list-style-type: none"> • Server Administrator • Remote Desktop Access • D Drive (Shared drive)
System Administrator	40	Determine duration of the request Determine the appropriate duration required to fulfill the request. Communicate the required duration to the requestor. Note: Maximum of 30 days per request, if additional time is needed the original request must be updated.
System Administrator	50	Notify OIT server manager Notify OIT server manager about the request for elevated permission request.
System Administrator	60	Verify Request Verify request by contacting OIT server manager via email. <ul style="list-style-type: none"> • If OIT server manager approves request or if the requestor is the OIT manager, proceed to step 60 • If OIT manager denies the request, proceed to step 80
System Administrator	70	Provide Access Grant requested permissions by adding requestor to the appropriate group on the server. Set a task in ServiceNow to remove access once agreed upon time has passed. Leave the ServiceNow Incident open but set the status to "Awaiting User Info" until the Incident can be "Resolved" i.e. remove admin access.

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System Administrator	80	<p>Update Request Record with Current Status Update the request record with information and the current status of the request. (Rejected, Failed, Successful, and so on). Include information on the specific action performed, and if access was not implemented, any reasons the request was unable to be completed (for example, details of non-approval, not entitled, or technical issues). The ticket is closed communicating the disposition of the request.</p>
System Administrator	90	<p>Notify User of Request Results After processing request, notify all applicable persons of the successful or unsuccessful completion of the request. Leave the request open</p>
	100	<p>End End of Procedure</p>