



System Access Authorization Request (Service Desk)

Requesting Agency Name/Number _____

Department: _____

Unit: _____

Date: _____

This request is for:

Initial Set Up Additional Access Deletion of Access De-Activate Re-Activate

If this is to De-Activate, effective date of De-Activation: _____

User's Name: _____ Employee ID#: _____

Job Title: _____ Phone: _____

Email address: _____

Manager's Name: _____

Reason for access: _____

Add to Team (See List on Page 3 for selections): _____

I hereby authorize the above named individual access to the OMES Service Desk ticketing system with the security levels indicated until we send written notification that their access should be terminated. I certify that the user has received the training necessary to successfully perform all functions granted them.

Requested by: _____ Phone: _____
Signature of Client Experience Director

Name & Title (Please print): _____

For Official Use Only:

Security Role: _____

CRM Access Approval: _____

Security Agreement

The undersigned agrees to abide by the following:

1. Data originated or stored on State computer equipment is State property. Users will access only data which are required for their job. Users will not make or permit unauthorized use of any OMES Service Desk ticketing system data. They will not seek personal or financial benefit or allow others to benefit personally or financially by knowledge of any data which has come to them by virtue of their work assignment.
2. Users will enter, change, and delete data only as authorized within their job responsibilities. They will not knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry, nor will they knowingly alter or expunge from any record or report, or cause to be altered or expunged, a true and proper entry.
3. Users will not release OMES Service Desk ticketing system data except as required in the performance of their job or as directed in writing by their Appointing Authority.
4. Users are responsible for protecting their access authorization and must take steps to prevent others from using their User ID. Users will construct good passwords and manage them securely, keeping their passwords secret and not sharing them with others. If a user has reason to believe that others have learned his/her password, the user will change the password and notify the Service Desk of the situation. Users will not attempt to use the logons and passwords of others.
5. If a user finds that they have access to data they believe they are not authorized to view, they will exit from that data and report the problem to OMES Security.
6. I am aware of the responsibilities associated with access to the OMES Service Desk ticketing system and agree to abide by the OMES Information Security Policies and Procedures. I understand that according to Section 840-2.11 of Title 74 of the Oklahoma Statutes the home addresses, home telephone numbers, social security numbers, and information related to personal electronic communication devices of current and former state employees shall not be open to public inspection or disclosure without written permission from the current or former state employees or without an order from a court of competent jurisdiction.

Signature of User: _____ Date: _____

Processed By: _____
Date: _____
User Notified: _____
Agency Security Representative Notified: _____

Entered in Cherwell by: _____
Date: _____

Instructions for completing System Access Authorization Request (OMES FORM 303SD)

Mark whether the request is to establish, de-activate or change a UserID or type of access.

User Name, phone number, job title, employee ID# and email address: This is the person for which the UserID or access is to be established.

Teams: Teams are groups of users that work cases. Please review the list below to determine which team(s) user should be added to. Contact the OMES Service Desk with any questions regarding teams.

DESCRIPTIONS

The OMES Service Desk ticketing system has access to the ticketing database to record problem solving when assigned a case.

Teams:

OMES

Health-ASPEN	IS-Financials Purchasing
Health-OCAPPA	IS-Firewall
Health-Phocis	IS-HCM
Health-WIC	IS-IT Purchasing
IS-Amanda	IS-ITOCC
IS-Applications-ABLE IBM	IS-Mainframe Database
IS-Applications-Agriculture	IS-Mainframe Prod Control
IS-Applications-Amanda	IS-Mainframe Security
IS-Applications-Benefits Dept	IS-Mainframe System
IS-Applications-Budget Request	IS-ODVA
IS-Applications-CareerTech	IS-OMES Security
IS-Applications-Commerce	IS-Open Books
IS-Applications-DCAM	IS-OpenRange
IS-Applications-EBC	IS-Operations
IS-Applications-Education	IS-Oracle Business Intel
IS-Applications-EGID	IS-PC Support
IS-Applications-Health	IS-PeopleSoft Security
IS-Applications-Labor	IS-Project Management Office
IS-Applications-Nursing	IS-Radio
IS-Applications-PS Environment	IS-SDE-Legislative Requests
IS-Applications-PS Financial	IS-Server
IS-Applications-PS HCM	IS-Service Desk
IS-Applications-Tourism	IS-Voice
IS-Applications-Transport	OMES-ABS Billing
IS-Applications-Treasurer	OMES-Communication Department
IS-Applications-Water Res Brd	OMES-Communication Publication
IS-Asset Team	OMES-Financials Acc Payable
IS-Billing	OMES-Financials Acc Receivable
IS-Budget Division (Capitol)	OMES-OK.Gov (NIC)
IS-Business Quality	OMES-Oklahoma Interactive
IS-Cabling	OMES-Treasurer
IS-Communications	OMES-Vendors
IS-Content Management	PSD-Applications
IS-Customer Service	PSD-DBA
IS-Data Communications	PSD-IT Security
IS-Data.ok.gov	PSD-Maintenance
IS-Encore Budget	PSD-Network
IS-Enterprise Architecture	PSD-PC Support
IS-Executive Support	PSD-Physical Security
IS-Facilities	PSD-Purchasing
IS-Finance	PSD-Server
IS-Financials General Ledger	PSD-Voice
IS-Financials Other	

Send completed form to: Security Provisioning
3115 N. Lincoln Blvd.
Oklahoma City, OK 73105
Attn: Security Provisioning

If you have any questions concerning this form, please contact the OMES Service Desk at 521-2444 or servicedesk@omes.ok.gov.