

## **ATS Process – De-Provision task**

**Task names: Active Directory – De-Provision Active Directory account on Access  
MX EXIT - Active Directory**

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<b>Version: 1.0</b>	<b>Document type: Knowledge</b>
<b>Creation Date: 03/28/2021</b>	<b>Last Modification:</b>
<b>Owner: Eduardo Osuna</b>	<b>Last Modification made by:</b>

The purpose of this document is to provide information about how to process an EXIT for US employees.

**Note:** EXITs must be processed within 3 business days per SOX (Sarbanes-Oxley) standards.

The screenshot displays the TSM (HEAT) interface with the following sections:

- Header:** TSM logo, navigation links: Home, Incident, Service Request, More...
- Home Tab:** Show Service Desk Analyst ▾
- My Service Requests (0):** Table with columns: Service Req, Status, Urgency, Customer, Subject. Message: "No data to display".
- My Open Tasks (798):** Summary section with multiple entries: "Active Sync – Please preform a remote wipe to clear n".
- My Active Incidents (1):** Table with columns: Customer, Summary, Status. Entry: Mark Agans, Email Access, Waiting for Custom...
- My Team's Incidents Breaching in the Next 2:** Table with columns: Incident, VIP, Incoming Email, Service. Entries: 10003475, 10003386, 10003412, 10003426, 10003348.
- All Active Employee Exits (152):** (Highlighted with a red box) Table with columns: Service Request, Customer Name, Status, Incoming Email, Owner.
 

Service Request	Customer Name	Status	Incoming Email	Owner
30003163	Marcus McGuffey	Active	<input type="checkbox"/>	Marcus McGuffey
30003162	Marcus McGuffey	Active	<input type="checkbox"/>	Marcus McGuffey
30003161	Sandra Gray	Active	<input type="checkbox"/>	Marcus McGuffey

The ticket will request that all access be removed for an employee.

The "Service Request" should be auto generated based on the Employee EXIT Submittal Process documentation through TSM(HEAT). As shown above, EXIT's have their own section based on submittal.

Open the ticket in question within TSM(HEAT).

Show Monthly Closed Resolved report ← →

[List View](#)
[New Service Request](#)
[Save](#)
[Pin It](#)
[Print ServiceReq](#)
[Refresh](#)

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**Service Request: 30003163 (Active)**  
Employee Exit

Customer: Marcus McGuffey	Status: Active
Email: Marcus.McGuffey@trin.net	
Phone: 214-589-8746 VOIP Ext: 88746	
Business Unit Number: 7705 - CORPORATE BUSINESS UNIT	Urgency: Medium
Plant Number: 1099 - Dallas, TX Corporate HDO	
Department: 6120 - IT&S Relationship Mgmt & EUC	
Cost Center: 10996120	

Team: Service Desk

Owner: Marcus McGuffey

Comments: Employee Exit- Full Exit ONLY  
SECURITY AUDIT \*Customer has not logged into account in over 30 days\* Original Ticket 30003053

Response Target: 7/8/2016 2:07 PM

Created By: MCGUFFM On: 6/17/2016 2:07 PM

Modified By: HOUSSEN On: 6/21/2016 10:27 AM

The "Requestor" for the EXIT will be listed in the "Customer" field.

Please validate that this individual is either with HR or is the appropriate Manager for the individual being EXITed. If NOT, please contact the manager in question or HR representative to valid the termination of the employee unless it is an Audit.

Request Form Resolution Details Task (23) External Task (0) Activity History (49) Approval (0) Vote Tracking (0) Attachment (1)

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**Service options**

**Employee Information**

Exit to be Processed (Date & Time)	6/17/2016 2:07 PM
Employee	Paul Gault [C5206]
Employee ID	C5206
Employee Login ID	GAULTP
Employee Email	TSM.C5206@trin.net
Employee Plant	8018 - Oklahoma City, OK Tankcar Mfg
Employee Department	1515 - Plant Human Resources
Employee's Manager	Wendell Milam

It is mandatory for IT to backup all computer hard drive, home drive, and any external storage device data for record retention and litigation support.

**Hardware Information**

Did the employee have Trinity hardware assigned to them?	No
Do they receive Trinity Email on a personal device?	<input type="checkbox"/>

Reminder - employee's personal device will be wiped of ALL data as noted on the signed PDA form.

Please attach all relevant files 0 file(s)

The information at the bottom of the EXIT request ticket will contain the information for the individual being EXITed. Please validate the information accordingly as mentioned above.

Request Form	Resolution Details	Task (23)	External Task (0)	Activity History (49)	Approval (0)	Vote Tracking (0)	Attachment (1)
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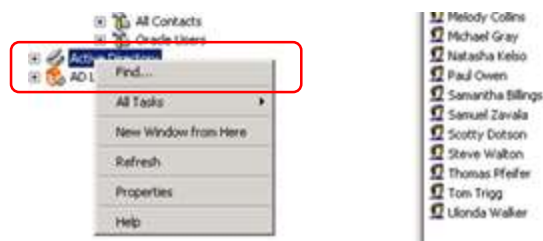
Please attach all relevant files      0 file(s)

The Login ID, Employee ID and Email address will be listed here for ease of access and verification for access removal later on. (If an email address shows up with TSM.(EID)@trin.net, the user did not have an email address in use and an email address was generated for them for the purpose of showing the account in TSM(HEAT).)

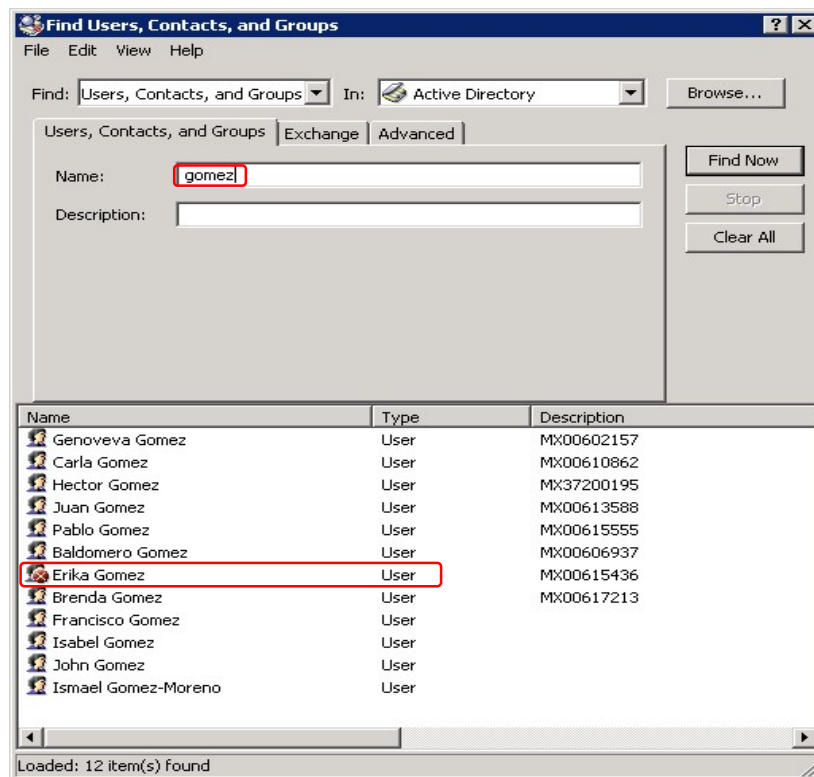
**Note:** When an “AD Exception Report” is received, it must be attached to each exit ticket that is created. Always notate the date you received the exception report.

Go to the Jump Server TXCRPPRDSS10.

Open **ARS** (with your Harris account) and then right-click on **Active Directory** and **Find**.



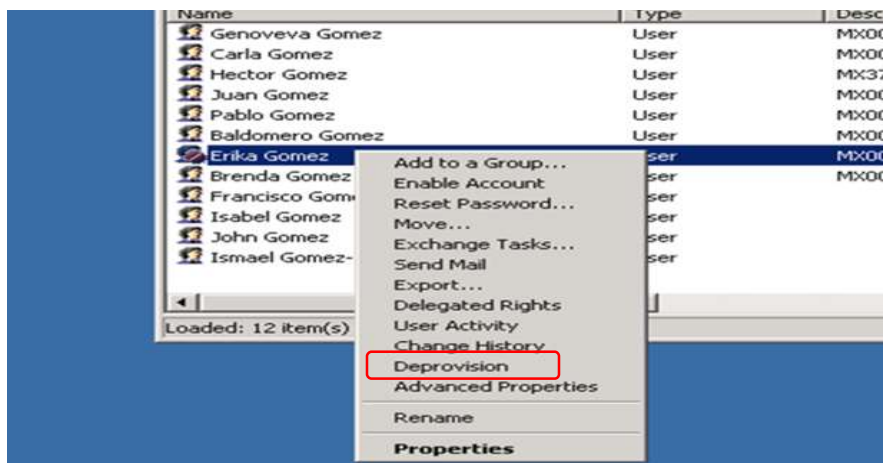
Type the user's name in the **Name** field and click **Find Now**. Locate the user's name in the list results.

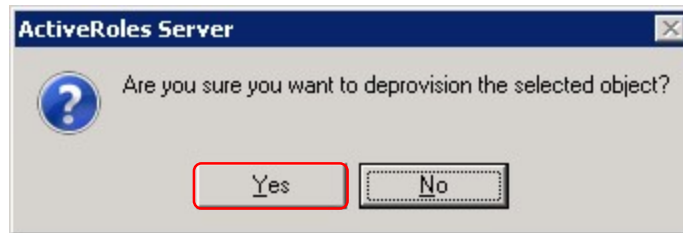


If there is more than one person with the same name or you are unsure that that profile is that of your user, double-click on the person's name to open the profile to verify their employee number which is listed under the **Other Properties** Tab. **Make sure you are Exiting the correct person.**

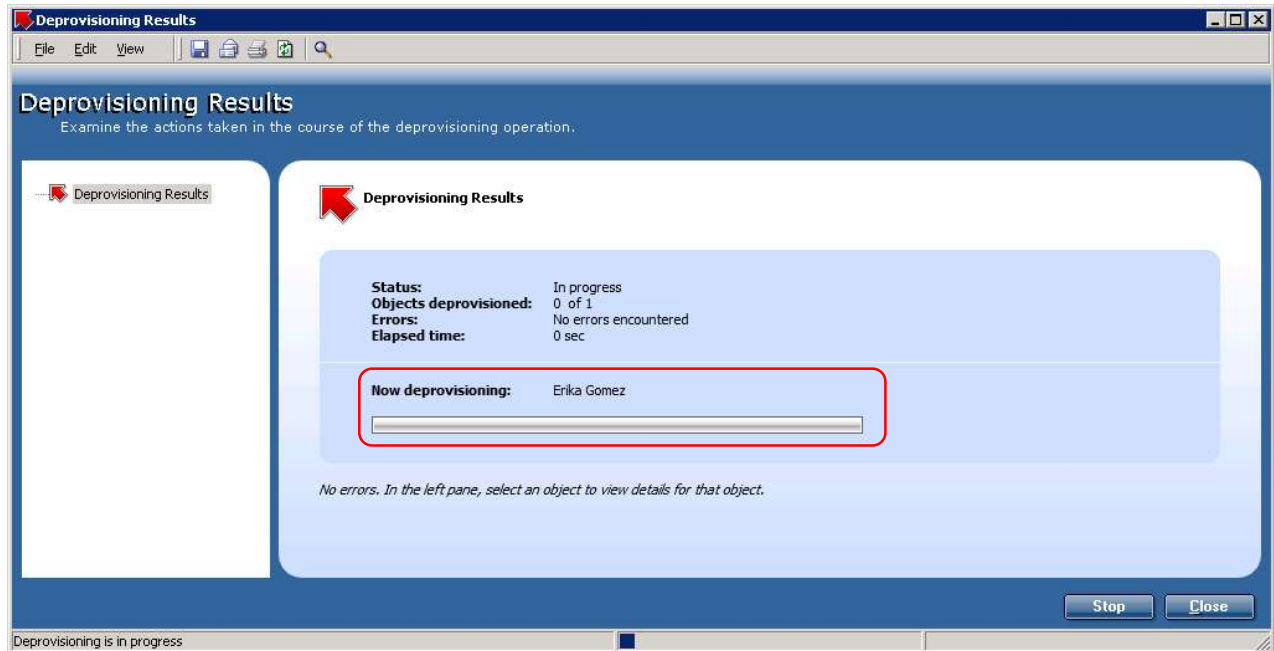
**Note:** US employee numbers are not listed in the description.

Right-click on the user's name and select **Deprovision** from the drop-down list.

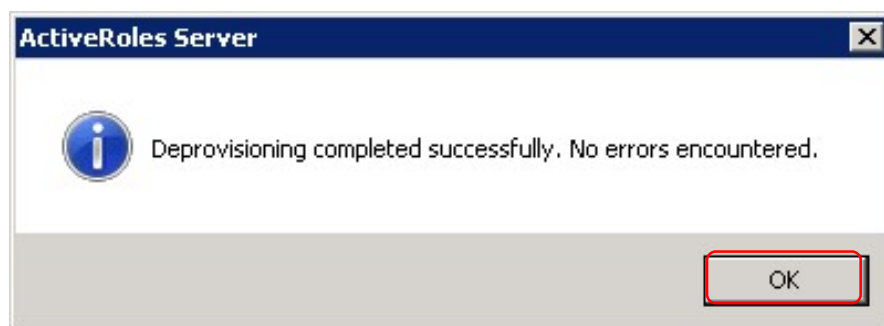




A screen will appear showing the progress.

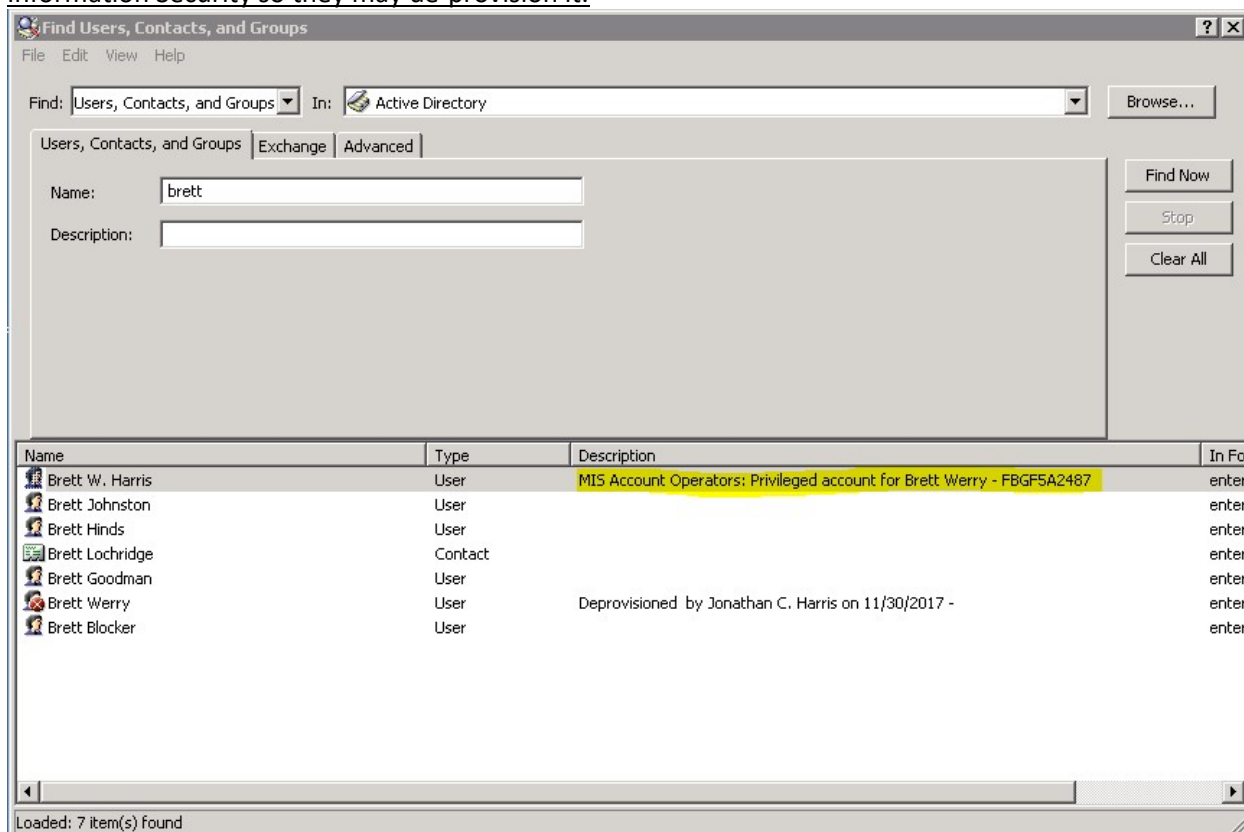


When it has completed, click **OK**.

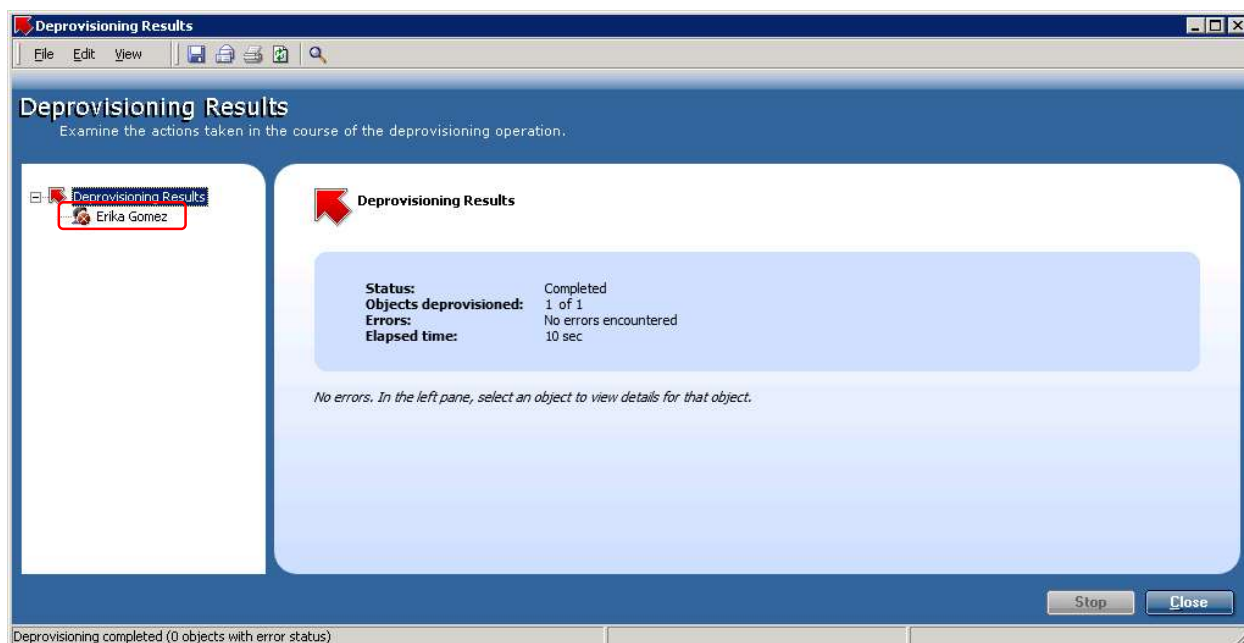


**NOTE:** For all Employees being exited you must search within ARS to see if they have an elevated account. To do so, search by Last name only or First name only.

If found in ARS you will see within description “**MIS Account Operators: Privileged account for X user**”. You will then create a generic service request and assign the TASK and the actual service request to Information Security so they may de-provision it.

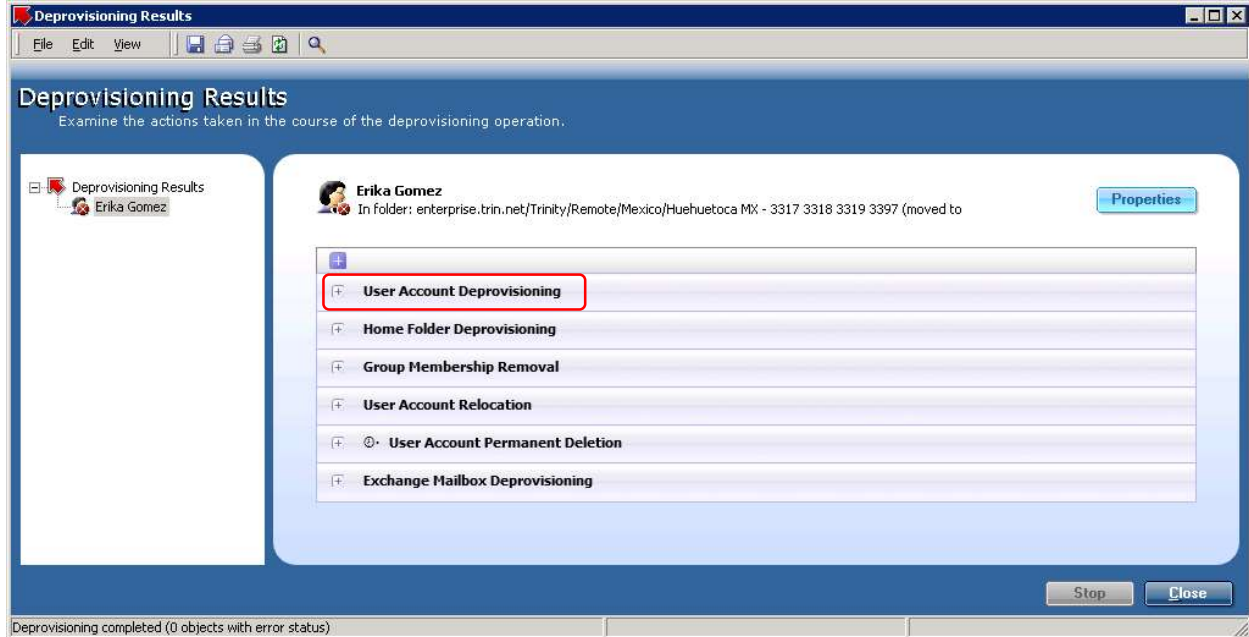


Click the user's name.

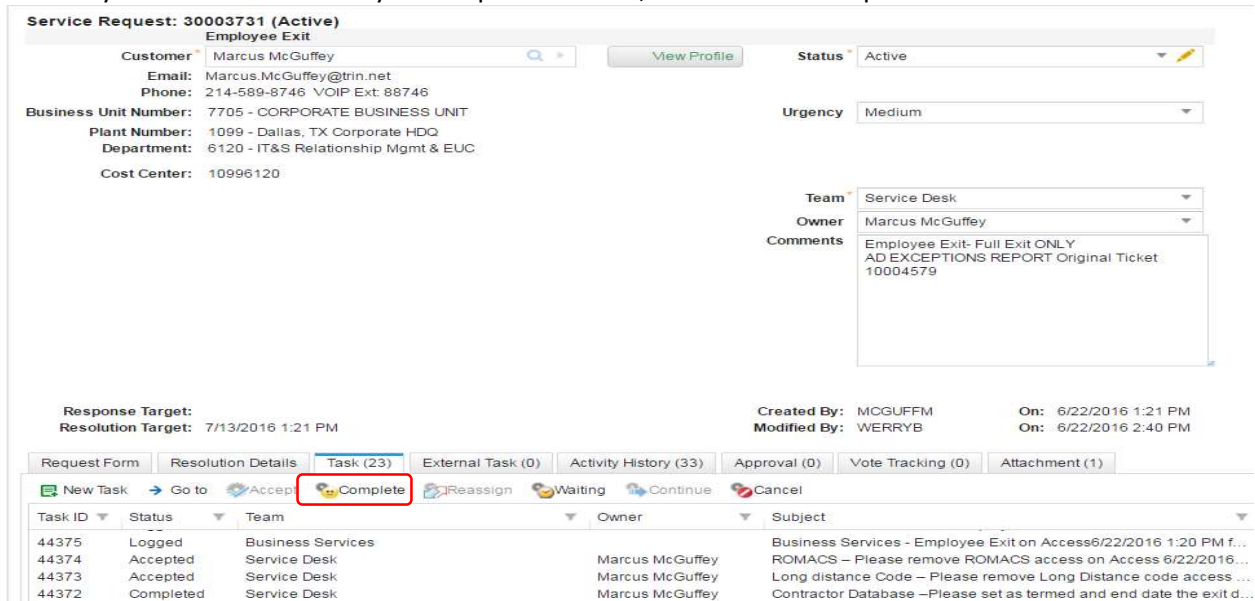




Click the plus (+) sign to expand the details for **User Account Deprovisioning**.



Go back to the Request in TSM, select and accept the task named “Active director-DE-provision active directory account”. When ready to complete the task, click on the “Complete” icon.



Copy the **Deprovisioning** confirmation information from ARS and paste the information into the **Resolution notes** portion of the TSM(HEAT) ticket.