

# SNOWBE ONLINE Policy# SOP- AC-1 New Account Creation

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**Version # 3.0**

**DATE: July 21, 2024**

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## Purpose

The SnowBe Online User Self-Service Account Creation Standard Operating Procedure (SOP) is designed to provide users with a consistent approach to creating their accounts. This guarantees that access is allowed appropriately and securely, with the IT department and key managers overseeing the permission and verification processes. This SOP defines the actions necessary for users to request account creation, acquire authorization, and be assigned a company email address.

## Scope

This SOP applies to all possible users, including employees, contractors, and third-party providers, who must set up their accounts to access SnowBe Online's information systems and services. It outlines the steps for creating an account, the approval process, and assigning appropriate access levels and company email addresses.

## Definitions

**Authorization:** Access privileges granted to a user, program, or process or the act of granting those privileges.

**Information System:** A discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information.

**User:** Individual, or (system) process acting on behalf of an individual, authorized to access a system.

## Roles & Responsibilities

- IT Department: Provide and manage a self-service account creation system, ensuring correct authorization and keeping records of all accounts.
- Managers: Verify and authorize new account requests as needed.
- Senior Management/Executive Team: Allocate resources to handle account creation.
- Third-Party Vendors: Follow the protocol to seek access and confirm their information is correct and up-to-date.
- Users: Begin the self-service account creation process and provide all essential information.

## Procedure

The SnowBe Online User Self-Service Account Creation SOP consists of the following:

### 1. Access Self-Service Portal:

1.1. Users navigate to the SnowBe Online Self-Service Account Creation Portal.

### 2. Submit Account Request:

2.1. Users fill out the required fields in the account creation form, including name, email address, department, job title, and desired access levels.

2.2. Users submit the form for processing.

### 3. Automated Verification:

3.1. The system uses automated checks to validate the user's information and eligibility.

3.2. If more verification is required, the system prompts the user to provide more details.

### 4. Approval Process:

4.1. If the account creation request requires managerial permission, the system will immediately submit it to the appropriate manager.

4.2. The manager reviews and approves the request.

### 5. Account Creation:

5.1. After approval, the system immediately creates the user account, assigns appropriate access levels, and establishes initial passwords.

5.2. A company email address is assigned to the user in the format [first name][last name]@snowbeonline.com

### 6. Notification:

6.1. Users receive an email notification with their initial login credentials, including their company email address and instructions for changing their password upon first login.

### 7. Documentation:

7.1. The system records the account creation date, user information, and allocated company email address.

7.2. Generated accounts are reviewed regularly to ensure they meet account management criteria.

## Exceptions/Exemptions

In circumstances where regular security standards cannot be followed, exceptions or exemptions may be requested. To request an exception or exemption, the requester must send a formal written request to the IT department, outlining the precise security protocol that cannot be followed and the justification for the request. The request should include a reason for why the exception or exemption is required, the potential impact on security, and any proposed compensatory controls. The Chief Information Officer (CIO) or a designated senior IT executive has the power to approve or reject such requests. Approved exceptions or prohibitions will be provided for a brief period not exceeding one year unless otherwise justified. The requester must make certain that the exception or exemption is reviewed and re-evaluated before the end of the permitted term.

## Enforcement

All SnowBe Online employees, contractors, and third-party entities must comply with this security policy. Failure to follow the policies and procedures outlined will result in disciplinary action, which may include verbal or written warnings for minor infractions, temporary suspension from duty for repeated or serious violations, and termination of employment for severe or repeated noncompliance. If noncompliance results in legal consequences or financial loss for SnowBe Online, the company has the right to take legal action. Contractors and third-party entities that violate this security strategy may face contract termination and legal action, depending on the severity of the breach. All disciplinary actions will be carried out under SnowBe Online policy and any applicable labor laws. Each individual must understand and follow security policies to protect the company's information assets.

## Version History Table

Version #	Implementation Date	Document Owner	Approved By	Description
3.0	07/21/2024	Humberto Gonzalez	Robin Groff Alarcon	SOP documentation to create a new user account.

<New Account Creation> – V 3.0

Status: ✖ Working Draft ☐ Approved ☐ Adopted

Document owner: Humberto Gonzalez

DATE: 07/21/2024

## Citations

Enforcement- [Sample Detailed Security Policy \(bowiestate.edu\)](#)

Exceptions/Exemptions- [Sample Detailed Security Policy \(bowiestate.edu\)](#)

NIST SP 800.53 R5 / Definitions- [Security and Privacy Controls for Information Systems and Organizations \(fso-lms4-immortal-assets.s3.us-east-1.amazonaws.com\)](#)

SOP- [Account Creation and Removal Procedures \(gntc.edu\)](#)