SNOWBE ONLINE Procedure#

AP-1 Creating a new Account

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**<Creating a New Account>**

**Version #3**

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Procedure

This procedure details the procedural steps, information, and considerations that are part of account creation and removal by SnowBe’s Information Technology department

Scope

The SnowBe Creating a New Account procedure applies to all new employees and current employees who are requesting new accounts. This procedure ensures that each request is handled consistently, providing secure and efficient access to necessary resources and services within the organization.

Definitions

**Account Holder –** Any person granted a User Account in SnowBe’s network.

**Account Provisioning –** Account provisioning involves creating, modifying, disabling, and deleting user accounts and overall management of the account.

**Support Request**: A formal request made by SnowBe employees or departments to the Technology Services for IT-related assistance.

**User Account –** Base level account that is assigned the permissions needed for the user to complete their day-to-day job responsibilities.

Roles & Responsibilities

**All Employees, contractors, or interns –** All new hires must go through the account creation procedure to receive their account and begin work.

**CISO –** Oversees the efficiency, security, and reliability of the account creation procedure.

**HR –** The Human Resources Department manages all employee-related information. This includes hiring, training, employee benefits, compliance with labor laws, and maintaining employee records.

**IT Security team –** Manages the account creation process and ensures that all new hires are supplied with a account with proper permission.

# Procedure

HR will provide the necessary employee information to designated Employee Services personnel, who will then enter the account information into Banner and notify the individuals responsible for tasks such as SBE Database access and schedule assignments. For instructors, this will grant

access to Banner Web, and DegreeWorks.

Procedure for Creating a New Employee Account at SnowBe:

**Step 1:** HR will provide the necessary employee information to designated Employee Services personnel, who will then enter the account information into Banner and notify the individuals responsible for tasks such as SBE Database access and schedule assignments.

**Step 2:** Designated Employee Services personnel will then submit a support request to: [SnowBe Support Request](http://support.SnowBe.org) in the category of Account Creation, providing the required information in the fields when prompted:

* Banner ID #
* First, middle, and last name of the employee (correct spelling is crucial)
* Position and Employment Status (PT, FT)
* Mailing Address of the employee
* Division
* CISO or CEO
* Primary store to which they are assigned (only one)

**Step 3:** A Technology Services staff member will create the SNOWBE domain login account and associated O365 mailbox. The account should be created within 2 business days from the time the support request is submitted. The account will be created with the following standards:

* The username and email address will be created using the employee’s legal first and last name as provided by Employee Services in the format: first name initial, last name, @SNOWBE.ORG
* If the above username is already taken, then the user’s middle initial will be utilized to provide a unique username and email address: first name initial, middle initial, last name, @SNOWBE.ORG
* If none of the above results in a unique username, then a number will be added prior to the user’s last name field: first name initial, middle initial, number(begin at 1)last name, @SNOWBE.ORG

**Step 4:** For Full-Time Contractor/Staff or Part-Time Staff:

* The supervisor of the employee will be provided with a supervisor request informational sheet upon their employment start. This sheet will include information on how to request PCs, laptops, phones, etc., for their new hires.
* The supervisor will submit a Technology Services support request, providing specific information regarding office location, computer to be used, available times, etc.
* If the employee has an assigned computer and office location, a Helpdesk technician will set up the computer, provide the necessary username/password information, and review the SNOWBE Acceptable Computer Use Guidelines with the employee.
* If the employee does not have an assigned computer, the employee’s supervisor will be contacted to arrange a date/time for the employee to visit the Technology Services department and receive a sealed account packet containing their username/password, email address, FAQs, and the SNOWBE Acceptable Computer Use Guidelines. Technology Services employees can also answer any questions the employee has at this time.

**Step 5:** For all Part-Time Staff, a user account packet will be sent to their mailing address as provided in the account creation support ticket. This packet will include their username/password, email address, FAQs, and a copy of the current SNOWBE Security guidelines, password standard, and password procedure.

**Step 6:** Once an account is created, name changes can only be made based on changes to the legal name of the individual. These change requests must be submitted to Technology Services using the Support system by the SNOWBE Human Resources or designee.

Exceptions/Exemptions

Exceptions to this Procedure will be considered on a case-by-case basis and do not guarantee approval. To request an exception, please submit a written request to the IT Director outlining the following:

How to Request Exceptions/Exemptions?

To request an Exception or Exemption from a Procedure that is in place please message ITDirector@SnowBe.com with the following format:

What Exception/Exemption are you requesting?

Why are you requesting this Exception?

How long are you requesting this Exception/Exemption for?

The IT Director, in consultation with relevant stakeholders, will review the request and determine if an exception can be granted. The decision will be based on the potential impact on security, the justification provided, and the availability of alternative secure solutions. Exceptions/Exemptions are subject to change at any point in time to strengthen security posture

Enforcement

The failure to comply with policies, Procedures, or Procedures will result in a warning or disciplinary action depending on the severity of the infraction.

Version History Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version #** | **Implementation Date** | **Document Owner** | **Approved By** | **Description** |
| v1 | 06/06/2024 | Michael Kohronas |  | Added the exception and exemption and enforcement as a group |
| V2 | 06/07/2024 | Michael Kohronas |  | Fixed issues with text size and font, added name and date to header, |
| V3 | 06/24/2024 | Michael Kohronas |  | Added Account creation procedure |

Citations

<https://www.gntc.edu/fullpanel/uploads/files/accountcreationprocedures.pdf>