Access Management Procedure

1. **Purpose**

The objective of this process is to manage and limit the granting of access rights only to the authorised Authority employees while preventing access to non-authorised users.

1. **Scope**

The procedure starts with the raised access request and ends with the resolved access request after obtaining the necessary approvals and confirmations.

1. Narrative
2. The IT Helpdesk Specialist (First Line of Support) receives an Access Request from the concerned Requestor.
3. Are the necessary approvals in place?
   1. **Case A – Yes;** in case the necessary approvals are in place, proceed to step 3.4.
   2. **Case B – No;** in case the necessary approvals are not in place, proceed to step 3.3.
4. The IT Helpdesk Specialist (First Line of Support) notifies the Requestor that appropriate approvals are not in place. Return to step 3.1.
5. The IT Helpdesk Specialist (First Line of Support) ensures that all the requisite details have been recorded for internal IT usage.
6. Type of Access Request?
   1. **Case A – Create;** in case it is an access creation request, proceed to step 3.6.
   2. **Case B – Modify;** in case it is an access modification request, proceed to step 3.7.
   3. **Case C –** **Revoke;** in case it is an access revocation request, proceed to step 3.8.
7. The relevant IT Specialist (Second Line of Support) creates a new User Profile. Proceed to Step 3.9.
8. The relevant IT Specialist (Second Line of Support) modifies an existing User Profile. Proceed to Step 3.9.
9. The relevant IT Specialist (Second Line of Support) deletes an existing User Profile. Proceed to Step 3.9.
10. Does the Requestor object?
    1. **Case A – Yes;** in case the Requestor objects, return to step 3.4.
    2. **Case B – No;** in case the Requestor does not object, proceed to step 3.10.
11. The relevant IT Specialist (Second Line of Support) updates the activity log.
12. The relevant IT Specialist conducts a periodic review of the activity logs.
13. Access Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Number of Access Management Issues | KPI |
| Number of access management issues reported in audit findings | Description |
| *Number of Access Management Issues* | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Confirmed Resolving of an Access Request |  | Relevant Department | N/A |
| Providing Confirmation of the Resolving of an Access Request |  | Relevant Department | Relevant Deputy Governor |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.