FINNAIR UP USERID REQUEST PROCESS

**Process for requesting access to ADFINNAIR domain**

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**Owning Competency:** Security Competency

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1. Document Control

Document location

This document will be a part Finnair Procedures Manual. This document will be available from the same locations as the Procedures Manual. Contact the Project Office or Author for further information.

Revision History

| **Revision Date** | **Rev.**  **Number** | **Summary of Changes** | **Author** |
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| 2015-12-18 | 1.0d | Document Created. | Kimmo Hirvonen  kimmo.hirvonen@fi.ibm.com |
| 2016-02-19 | 1.1p | Added mention about Finnair processing time in document. (Section 1.4 and process step 6) | Kimmo Hirvonen  kimmo.hirvonen@fi.ibm.com |

Reviews / Distribution

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| Kari Suortti | kari.suortti@fi.ibm.com | Chief Information Security Officer(IBM) | 2015-12-18. Made some clarifications. |
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1. PROCESS OVERVIEW

This chapter provides description of the actions, documentation and responsibilities which are needed for the process. Process description in short step-by-step form is in chapter 2.

This process is valid to all IBM units needing Finnair UP accesses. This includes workforce members serving AMD, EP, EUC in all locations including also GDC.

## Finnair Form UPnumber Access Rights Request (SH11)

IBM Workforce member fills in **SH11\_Finnair\_Form\_UPnumber\_Access\_Request\_name\_yyymmdd.xls** form. Fill-in at first sheet „*Personal“*. If you are not a Finnish person, then fill in also column AD „**Security Clearance Provided“.**

and then describe the needed UP accesses to *„OS Access Rights“* sheet. Mention also **AD security groups** to which your UP id needs to be attached to. If you don’t know the groups, please consult your colleagues of Finnair counterpart. **Note also to describe exact and valid business justification. When working for transition/transformation project you must insert also WBS number and describe tasks related.**

Send filled-in form for approval to IBM Finnair Account Service Manager.

IBM Service Manager reviews filled form and approves it if all information is filled in as needed. **After approval IBM Service Manager sends it to IBM Finnair Account Access Rights Manager (kimmo.hirvonen@fi.ibm.com) and cc to account Chief Information Security Officer (CISO) (kari.suortti@fi.ibm.com).**

## Security clearance/background check for foreign individuals

In case IBM Workforce member is foreign (other than Finnish), security clearance must be attached to access request. Finnair licensing office has delivered requirements for this check and those are described below:

*“When the individual is a foreign (other than Finnish), she/he must provide a security clearance/background check from the country/countries where she or he has lived during the last five years.* IBM Finnair Account CISO comment: this requirements may be hard to comply for the persons who has lived during the latest 5 years abroad and let’s get at least the clearance/background check information from the current country.

*The individual must get the security clearance/background check in person from the authority or locality of the country where she/he has lived and the security clearance/background check can be at most three (3) months old.*

*The original copy of the security clearance/background check must be delivered to person responsible for processing of permits/applications.“*

**IBM Workforce member sends scanned security clearance document to IBM Finnair Account Access Rights Manager (kimmo.hirvonen@fi.ibm.com) and cc to account Chief Information Security Officer (CISO) (kari.suortti@fi.ibm.com).**

## Finnair IT-UP request for Finnair licensing office

IBM Access Rights Manager fills Finnair IT-UP hakemus.pdf form with information of IBM Workforce member who has requested accesses. This document will be attached with other documentation to access request package.

## IBM UP number request package for Finnair

IBM Access Rights Manager sends all documentation for needed requests to Finnair Service Manager **once a week**. Documentation will include:

* SH11 requests forms
* Security clearances for needed IBM Workforce members
* Finnair IT-UP hakemus.pdf

Documentation is saved in one zipped folder which is send via e-mail. Folder is named “IBM UP number request yyyymmdd.zip”.

## Request processing time in Finnair

When request package has been delivered to Finnair it will take approximately 3–5 working days to deliver UPNumber and password to requestor.

1. PROCESS FLOW

1. IBM Workforce member fills SH11 Finnair Form UPnumber Access Rights.xls form and sends it to IBM Finnair Account Service Manager.

2. IBM Service Manager reviews SH11 form and sends approved form to IBM Finnair Account Access Rights Manager (kimmo.hirvonen@fi.ibm.com) and cc to IBM Finnair Account CISO (kari.suortti@fi.ibm.com).

3. Foreign (non-Finnish) IBM Workforce member sends Security Clearance Certificate to IBM Access Rights Manager (kimmo.hirvonen@fi.ibm.com) and cc to IBM Finnair Account CISO (kari.suortti@fi.ibm.com).

4. IBM Access Rights Manager fills Finnair IT-UP request.PDF form with all needed access request information

5. IBM Access Rights Manager gathers all documentation together and sends it to Finnair Service Manager once a week.

6. UPNumber and password will be delivered to requestor in 3-5 working days.

1. ACCESS REQUEST PROCESS ROLES AND RESPONSIBILITIES

This table presents the roles and responsibilities in Access Rights Request Process for ADFINNAIR domain.

|  |  |
| --- | --- |
| Role | Responsibility |
| IBM Workforce Member | Filling in access request form according to one’s job responsibilities. Requesting approval and processing from IBM Service Manager. Responsible to follow the access related policies and rules. Reporting issues with using access rights. |
| IBM Service Manager | Validating request, rejecting or approving the request. Providing approved requests as cc also to IBM Finnair Account Access Rights Manager. Contact IBM Finnair Account Security team in cases when unsure of the security compliance of the request. |
| IBM Access Rights Manager | Delivering IBM access request material to Finnair Service Manager.  Storing evidences to *Finnair AMS Management Teamroom* and updating access rights inventory in employee list. |
| IBM Finnair Account Chief Security Officer (CISO) | Supporting in cases where the Requestor or IBM Service Managers has doubts regarding the security compliance of the request. Is also authorized to send requests to Finnair Service Manager. |
| Finnair Service Manager | Delivering access request material to Finnair licensing office and other parties involved. |

*Kimmo Hirvonen*

*IBM Access Rights Manager*

*Finnair AMS Account*

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