MANAGER 1

USER 1

Request 2

KNOWN IT USER

Access Solution via Application GUI

Access DATABASES that support Solution via Query Editor *(ex: SSMS)*

TYPICAL SOLUTION

Requested Modifications
4

Notification
7

Requested Modifications
4

APPLICATION ADMINISTRATOR 5

SOLUTION OWNER 3

7 Notification

DATABASE ADMINISTRATOR 5

Provision Access

DBMS ("SQL")

Provision Access

Requested Modifications

6

Application GUI

6

Database

6

APPLICATION / WEB SERVER

SQL Server Management Studio

DATABASE SERVER

6

6

4

4

Provision Access

6

Requested Modifications

SYSTEMS ADMINISTRATOR 5

6

6

NETWORK ADMINISTRATOR 5

- User or Manager (**1**)

- Requests "Access" to a solution. (**2**)
  o "Approval" is frequently provided by the manager of the requestor. **Not the owner of the solution.**

- Solution Owner (**3**) (**if present**) Receives no opportunity to approve or deny access.

- Vague access request to Platform with securables that support the Solution is sent to known user in IT by Requestor (**4**)

- Known user in IT takes best guess, and forwards ticket to a Platform Administrator (**5**)
  o Application Administrator (**5**)
  o Database Administrator (**5**)
  o Systems Administrator (**5**)
  o Network Administrator (**5**)

- Platform Administrator determines which other Platform Administrator is most appropriate to handle the request. Re-forwards ticket as necessary.

- Access is provisioned to securables within Platform (**6**)
  o Application Access (**6**)
  o DBMS and / or Database Access (**6**)
  o Systems Access *(VMs, Drives, Folders, Files, etc.)* (**6**)
  o Network Access (**6**)

- Notification is provided to Requestor and Solution Owner that access is provisioned (**7**)
  o Definitive statement for DBA group. Unknown how other groups handle notification.