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User ID Issuance and Termination

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1. Introduction

Access to MTD's information systems are controlled by each user being assigned a 'User ID' and then having accounts built to access various computing resources such as Microsoft Windows and Email as required.

2. Objective

The objective of this document is to define a set of guidelines for defining and maintenance of 'User ID's within the organization.

3. Scope

This policy applies to all staff including temporary users such as vendors, contractors and consultants accessing and using networked systems through any facility of the company. Such resource includes computer and network systems, hardware, databases, support services, physical facilities, data communication systems and services.

4. Definitions

User

A user is a person who uses MTD's information systems or connect their own system into the network including systems that do not require user authentication.

System Administrators (HQ)

System Administrators are responsible for monitoring, maintaining security systems, implementing procedures to protect information systems and databases from unauthorized users.


Toll System Support Maintenance (TSSM)

Toll System Support Maintenance (TSSM) is a section within IT Department responsible for monitoring and maintaining the Toll System for the following area :-

Area 1 is to cover KLK Expressway which is from Gombak to Bentong Toll Plaza

Area 2 is to cover ECE from KL Karak to Chenor Toll Plaza


Area 3 is to cover ECE from Maran to Jabor Toll Plaza

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5. Policy

5.1 Policy

- 5.1.1 The Head of IT Department shall approve all *User ID Request Form (Issuance and Termination Form) [Appendix 2]* submitted subject to recommendations by immediate superiors or HOD of the applicant. Subsequently *System Access Request Form [Appendix 14]* is required to be filled out by the applicant if necessary.
- 5.1.2 A naming convention will be applied to generate an appropriate 'User ID' for the applicant. If access is required to multiple independent computing resources, multiple accounts (based on the same 'User ID') will be created.
- 5.1.3 With each 'User ID' and account, there are a number of privileges that can be acquired to access information systems. Access rights and permissions of resource usage are assigned to the user based on the job description or tasks assigned. Immediate superiors or HOD should indicate this appropriately in the *User ID Request Form (Issuance and Termination Form) [Appendix 2]* and *System Access Request Form [Appendix 14]* if there is any request to access the ERP system.
- 5.1.4 For Toll Collection System (TCS) users, TSSM manages activation of the userID, in-active userID, create badge card, re-badge card, activate service (TnG-AC) and disable service card (TnG-AC) at Area 1, Area 2 and Area 3 respectively. Immediate superiors or HOD should indicate this appropriately in *Toll System Access Form [Appendix 16]*. Brief description of the process flow is in *Appendix 17*.

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5.1.5 Accounts and 'User ID's are assigned to individuals and are the responsibility of the individual to whom they are assigned. SHARING OF USER ID IS STRICTLY PROHIBITED. User IDs are used for security purposes, logging and audit trails. If a 'User ID' has been intentionally shared, the owner will be held accountable for any inappropriate or malicious activities tracked back to the 'User ID'.

5.1.6 When the 'User ID' is no longer required, access to those computing resources must be disabled effective from the last day of service as stated in the *User ID Request Form (Issuance & Termination Form)* [Appendix 2]

5.2 User ID and E-Mail Naming

5.2.1 User ID Naming

5.2.1.1 Each person will be assigned a 'User ID' to be used as a unique identifier for access to all computing resource accounts at MTD.

5.2.1.2 The standard naming convention for creating 'User ID' is as follows:

The individual's first name concatenated with the first initial of the middle name (if applicable) followed by the last name will be used.


Examples:

Ahmad Abdullah – ahmad.abdullah

Lee Ming Kee – lee.mingkee

Carrie Tai Wan Chuin – carrie.tai

The examples shown are just as a guide and names used are purely coincidental. In the event that the email address formulated is offensive, permutation of the rule is allowed at the discretion of the individual.


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5.2.1.3 All accounts created with this 'User ID' should have an expiry date associated.

5.3 Internet Access

5.3.1 The access for the Internet is granted on the position requirement and not to individual. The respective Heads shall submit list of positions that require the internet access in his or her department, division or company to IT department. IT Head is responsible to review the request and submit the request for a one time approval from the Senior General Manager (SGM)/ Chief Financial Officer (CFO)/Chief Operating Officer (COO)/ Chief Executive Officer (CEO).

The approved position list is still subject for a review from time to time. The respective Heads shall approve for an internet access request made by his or her replacement staff if the position has been approved for internet access before. The respective Heads shall submit through IT department for the approval of new positions that have been created.


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6. Procedure

<u>Item</u>		<u>Description / Action</u>	<u>Responsibility</u>	<u>Duration / Timeline</u>
6.1		<u>User ID Issuance</u>		
	6.1.1	To approve the user id issuance for onward creation upon receipt " <i>User ID Request Form (Issuance and Termination)</i> " [Appendix 2] and " <i>Letter of Undertaking and Indemnity</i> " [Appendix 3] provided by Human Capital Development	Deputy / Head of ITD	Max 2 days
	6.1.2	To create the 'User Id' and to record the user id in the form	IT Department System Administrator	
	6.1.2a	To create the 'User Id' upon receipt of " <i>System Access Request Form</i> " [Appendix 14] if applicable		
	6.1.3	To configure a PC with the new 'User Id'	IT Department IT Officer	
	6.1.4	To brief basic IT facilities to new user <i>eg: MTD e-mail, MTD website, MFP, network folder (H: & I:), internet restriction and etc</i>	IT Department IT Executive	
	6.1.5	To acknowledge acceptance in " <i>User ID Request Form(Issuance and Termination)</i> " [Appendix 2] and " <i>IT Assets Issuance / IT Assets Return Form</i> " [Appendix 5]	Requestor	
	6.1.6	To file the form	IT Department IT Assistant	


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<u>Item</u>		<u>Description / Action</u>	<u>Responsibility</u>	<u>Duration / Timeline</u>
6.2		<u>Internet Access Request</u>		
	6.2.1	Respective Heads submit list of position for internet access	Respective Heads	Upon Submission
	6.2.2	Review the list of position for internet access	IT Head/ Deputy Head	Max 2 days
	6.2.3	To one time approve or reject the list of position for internet access	SGM/CFO/COO /CEO Management	Upon Approval
	6.2.4	To inform Heads for the request status	IT Head/ Deputy Head	1 day
	6.2.5	To approve internet request made by staff	Respective Heads	Upon approval
	6.2.6	To submit form to IT department for internet access configuration	Respective staff	Upon Submission
	6.2.7	To configure internet access	IT Department System Administrator	1 day
	6.2.8	To inform requestor of the internet access request status via email or phone call	IT Department IT Assistant	
	6.2.9	To file the form	IT Department IT assistant	

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<u>Item</u>		<u>Description / Action</u>	<u>Responsibility</u>	<u>Duration / Timeline</u>
6.3		<u>User ID Termination</u>		
	6.3.1	To approve the 'User Id' termination upon receipt the same " <i>User ID Request Form (Issuance and Termination)</i> " [Appendix 2] with the completion of "Effective Date" in the form	Deputy / Head of ITD	Max 2 days
	6.3.1a	To suspend and verify the 'User Id' upon receipt of " <i>System Access Request Form</i> " [Appendix 14]	IT Executive / Sr. IT Executive	
	6.3.2	To check the condition of requestor's PC and requestor acknowledges return the PC in " <i>IT Assets Issuance / IT Assets Return Form</i> " [Appendix 5]	IT Department IT Officer	1 day
	6.3.3	To key in the effective date of resignation in the system	IT Department System Administrator	1 day
	6.3.4	To backup user's data to respective department's external hard disk within 4 weeks from the last day of service (applicable to Executive and above)	IT Department IT Officer	1 day
	6.3.5	To acknowledge backup of data	Respective Head	1 day
	6.3.6	To file the form	IT Department IT Assistant	1 day

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Item		Description / Action	Responsibility	Duration / Timeline
6.4		ID Activation, ID in-activation, badge card creation, re-badge card creation, activation service (TnG-AC) and to disable service card (TnG-AC) in Toll Collection System (TCS)		
	6.4.1	<ul style="list-style-type: none"> Fill up the <i>TOLL SYSTEM ACCESS FORM (TSAF)</i> [Appendix 16] The requested services need to be justified by the User Head of Section (HOS)/ Supervisor or Sr. Executive. The approval by HOD/Manager/GM The approved form need to be submitted and email to ITD 	Requestor	1 WD (Working Day)
	6.4.2	<ul style="list-style-type: none"> Processing of task based on service as requested in TSAF. Service Request :- <ul style="list-style-type: none"> ✓ AI-Active New ID ✓ BC-Badge New Card ✓ RI-Reactive ID ✓ ID-Inactive ID ✓ AS-Activate Service ✓ DS-Disable Service The status and the completed task need to be updated in <i>TSAF</i> and emailed to the requestor and File Controller 	TSSM Jr. Exec	5 WD (Working Day)
	6.4.3	Verification of the completed task	TSSM Exec. / Sr. Executive	2 WD (Working Day)
	6.4.4	Approval of the completed task	HOD/ HOS	
	6.4.5	To file the form	File Controller	

