**DRAFT: Scope, Case, and Workflow - Granting & Managing Adobe Entitlements for Student Workers**

STATEMENT  
Some student workers have a business requirement need to have access to the latest version of Adobe apps, both on a personal laptop and/or an office computer.

• Employment office business requirements dictate that a student worker must use the latest version to create work for submission outside the employment office (e.g., output submitted to Marcom for processing).

• The serial key version (SK), used in the labs & currently made available on computers allocated specifically as “student worker use” desktops in CMDB, cannot be used, as the packaged version only gets updated once or twice a year.

• The Adobe entitlement allows the user to install & keep apps updated via the Adobe CC desktop app on a personal laptop as well as on an office desktop that is shared with other entitlement holders.

CURRENT SCOPE:

• Full-time faculty & staff (FS) are granted access via entitlements.

• Students (STU) are granted entitlements on a semesterly basis, if they are enrolled in a course that is specified by the Dean of Students' office.

◦ All ART course sections & specified MCOM course sections.

• Both FS & STU entitlement lists use AD groups that are synced with the entitlement server.

• The student AD group is created based on a table view export of course enrollment data from Banner, and kept up-to-date by daily(?) checks

• The FS AD group is created based on the members of the Banner “Faculty Staff" role, and checked/reconciled on a daily(?) basis.

• No STU in FS AD group.

• FS enrolled in a course will consume 2 entitlements

• Student workers are supposed to be covered by SK (above).

NEEDS:  
Since there are edge use cases that are not covered by current programatic processes (e.g., student workers not currently enrolled in an entitlement-eligible course, who are working in a position that precludes the use of the SK solution).

• IT@Sam needs to provide a solution that fully supports these edge use case “exceptions”.

PROPOSED:

• Define exception request process/procedure.

• Document the edge use-cases, as they are encountered, when standard (SK) solution won’t suffice for student workers.

• SD Manager will:

◦ Document requests.

◦ Manage the lifecycle of adding/removing eligible student worker usernames from the new, manually managed, AD group.

• Server Admin will need to create a new AD group and ensure that this group sync with the Adobe entitlements server.