

PI1 and SI1 - User Modifications Addition / Removal of Roles


This article outlines on how to handle a User Modification requests from the users.

Information

PF1 is the Production Environment and the SF1 is the Pre Production Environment.

Identifying the Tickets :

When the users asks for the addition or removal of roles in the ticket in PI1 or SI1 system, then it can be identified as a User Modification request. Alternatively, when the user exists in the system and the additional access has to be given to the user, then it is considered as a User Modification request. These tickets may have the accompanying information like the *Name of the User / ID, Reference User Name / ID, Systems*, etc. Below is an example of how the ticket may look like.



0231 / Add role for PI1 - user : IT90120
Larissa Duval reported 9 months ago (Tue, 4 Apr, 2017 at 12:21 PM) via Portal Meta

Hello

Could you please add the following roles in PI1 :


Z3F-FRO-OFF-SD-ALL
ZZS-TAB-Z3TR-SB

To the user : IT90120 (Alberto Vaccari).

You will find attached the approval of Etienne Lobet.

Best Regards,
Larissa

1 Attachment

 Accès Albert...
(424 KB)

Information

If a user asks to add the role (or in case of a User Creation) in the PI1 system then the same roles has to added in the SI1 system too. But the vice-versa should not be done, i.e. if the user needs access in the SI1 system then the same has to provided only in the SI1 system. Also, only the roles with a *Direct Assignment* are to be added to the user.

Important

Special Cases : Tickets from Anina Barneva, Larissa Duavl, Etienne Lobet and Brigitte Schepens are approved by default. No need for further approvals for these tickets.

Providing the Access :

Normal Cases :

When the user asks to add a particular role, after the approvals, we check if the user exists in the system.

If the user exists in the system, then we add the missing roles through IDM

Special Case:

BCM Access : If we get the request from anyone of the below contacts, we can go ahead and create the user with the basic role in PI1 system and with the Z3F-BCM* roles (if requested) and Resolve the ticket.

Etienne Lobet (CICC - Z3F-ADH roles)*

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Etienne Lobet (BCM - Z3F-BCM roles)*

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We get this request from the Etienne Lobet to create users under this category. For any users under this type, we create users the user with the required /mentioned roles and another with naming convention XXXXX_S and assign the role : Z3F-BCM-SIGN-SB and user group : ZZZ :SIGN. For this type users we provide the password to users, once user changes the password of the signed user (XXXXX_S) to productive we change the user type from dialog to service since to avoid the password expiry.

Note - We have to contact Veerle to create user XXXXX_S when not found in IDM

We have now finished the request for the User Modification for a user in the PI1 and SI1 system.