

QV AM Basic Steps

Any Qlikview Access Management tickets we need to follow these common steps in general.

1. Check if the request is created by raising a request through Corporate Dashboard Access Request Form in **HELIX**, If not inform the user "You have created an incident while it should have been an access request."

We must work on only the tickets that are created through Corporate Dashboard Access Request Form in **HELIX**

2. After getting the ticket in proper format you can check whether the user already exists or not in QV usage.

3. If the user already exists you can reply back to the user asking them to check for their access since they are already having the particular dashboard access

4. Else If it is new user you can go to the "**Authorisation matrix**" and get the approval from the respective validator (Be careful that you forward to the right validator)

5. Bulk creation are not recommended except if it comes from the dashboard owner

6. After getting the approval you can open the respective Dashboard's "**Access Management**" excel sheet to update the details of the new user for getting the access(users access will generally be reflected only the next day only after running QMC task)

7. For **HR Dashboard request** we must provide the access immediately without getting any validation (You can cross verify whether the user is from HR by checking it in the LDAP)

8. Any Access request for "**MECANAO Dashboard**" get validation from user's manager and provide access

9. For **Removal Access** in a dashboard we must get validation and inform the dashboard owner alone that the particular user is removed and **not to the user**

ACCESS REMOVAL :

- Check if ticket requester = Dashboard owner

> Remove access

> Reply to ticket normally (**Do not use standard email which provides the link to access QlikView**)

- if **Requester = User to be removed**

It means that the owner did the request via gForm on behalf of the user

> Remove access

> Pull a **note to dashboard owner** stating that access has been removed & Close the ticket

> **NEVER REPLY TO THE REQUESTER**

> **Do not use standard email which provides the link to access QlikView...**