

Management System: Information Resource Management

Subject Area: Computer Systems Management (Including Help Desk)

Procedure: 4 - Modifying User Accounts

Issue Date:
9/4/2012

Lead Subject Matter Expert:
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1.0 Applicability

This procedure applies to all Environmental Management Consolidated Business Center (EMCBC) Federal and contract employees and visitors requiring access to EMCBC Information Systems. A visitor (non-EMCBC employee) is any individual who is not based at the EMCBC or the attached sites but requires [General Access](#) to the EMCBC system to accomplish their job function.

2.0 Required Procedure

The purpose of this procedure is to establish the process for modifying (e.g., terminating or re-enabling) system access and changing access rights (permissions) to applications.

Step 1	<p>EMCBC-based Federal Sponsor (Supervisor/Team Lead/System Owner/etc.) notifies the Office of Information Resource Management (OIRM) of the change to the account or application access using the Computer Service Request (CSR) system. For instructions on CSR, see Procedure 1, <i>Computer Service Request (CSR)</i>.</p> <ul style="list-style-type: none">• Select Add User or Modify System Access to:<ul style="list-style-type: none">○ Change system access (permissions) – grant access to restricted folders or applications.○ Reactivate an existing account (e.g., returning contract employee) – include Start Date; annotate in the Comment section the reason for reactivating the account.○ Terminate an existing account - include the End Date. <p>NOTE: If the account is new, see Procedure 2, <i>Requesting User Accounts for EMCBC Employees</i>; or Procedure 3, <i>Requesting Visitor (Non-EMCBC Employee) Accounts</i>, whichever applies.</p>
Step 2	OIRM receives request and routes appropriately.
Step 3	OIRM verifies authorization approval.
Step 4	OIRM grants application access or reactivates account and notifies User OR terminates account.

Step 5	OIRM logs activity in IM Maintenance Log.
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3.0 References

- [IP-240-01](#) – *Cyber Security – Account Management and User Responsibilities*
- [Procedure 1](#) – *Computer Service Request*
- [Procedure 2](#) – *Requesting User Accounts for EMCBC Employees*
- [Procedure 3](#) – *Requesting Visitor (Non-EMCBC Employee) Accounts*

4.0 Records Generated

Records Category Code	Records Title	Responsible Organization	QA Classification (Lifetime, Non-Permanent or N/A)
ADM 01-29.2-A3	Administrative Training Records – Cyber Security Training	Office of Information Management	N/A
GRS 24-03-B1	IT Asset and Configuration Management Files – User Agreements, Requests for User Accounts	Office of Information Management	N/A
GRS 24-08-C	IT Operations Records – Information Management Maintenance Log	Office of Information Management	N/A