



System Access Authorization Request (Service Desk)

Requesting Agency Name/Number _____

Department: _____

Unit: _____

Date: _____

This request is for:

Initial Set Up Additional Access Deletion of Access De-Activate Re-Activate

If this is to De-Activate, effective date of De-Activation: _____

User's Name: _____ Employee ID#: _____

Job Title: _____ Phone: _____

Email address: _____

Manager's Name: _____

Reason for access: _____

Add to Team (See List on Page 3 for selections): _____

I hereby authorize the above named individual access to the OMES Service Desk ticketing system with the security levels indicated until we send written notification that their access should be terminated. I certify that the user has received the training necessary to successfully perform all functions granted them.

Requested by: _____ Phone: _____
Signature of Client Experience Manager

Name & Title (Please print): _____

For Official Use Only:

Security Role: _____

CRM Access Approval: _____

Security Agreement

The undersigned agrees to abide by the following:

1. Data originated or stored on State computer equipment is State property. Users will access only data which are required for their job. Users will not make or permit unauthorized use of any OMES Service Desk ticketing system data. They will not seek personal or financial benefit or allow others to benefit personally or financially by knowledge of any data which has come to them by virtue of their work assignment.
2. Users will enter, change, and delete data only as authorized within their job responsibilities. They will not knowingly include or cause to be included in any record or report a false, inaccurate, or misleading entry, nor will they knowingly alter or expunge from any record or report, or cause to be altered or expunged, a true and proper entry.
3. Users will not release OMES Service Desk ticketing system data except as required in the performance of their job or as directed in writing by their Appointing Authority.
4. Users are responsible for protecting their access authorization and must take steps to prevent others from using their User ID. Users will construct good passwords and manage them securely, keeping their passwords secret and not sharing them with others. If a user has reason to believe that others have learned his/her password, the user will change the password and notify the Service Desk of the situation. Users will not attempt to use the logons and passwords of others.
5. If a user finds that they have access to data they believe they are not authorized to view, they will exit from that data and report the problem to OMES Security.
6. I am aware of the responsibilities associated with access to the OMES Service Desk ticketing system and agree to abide by the OMES Information Security Policies and Procedures. I understand that according to Section 840-2.11 of Title 74 of the Oklahoma Statutes the home addresses, home telephone numbers, social security numbers, and information related to personal electronic communication devices of current and former state employees shall not be open to public inspection or disclosure without written permission from the current or former state employees or without an order from a court of competent jurisdiction.

Signature of User: _____ Date: _____

Processed By: _____
Date: _____
User Notified: _____
Agency Security Representative Notified: _____

Entered in Cherwell by: _____
Date: _____

Instructions for completing System Access Authorization Request (OMES FORM 303SD)

Mark whether the request is to establish, de-activate or change a UserID or type of access.

User Name, phone number, job title, employee ID# and email address: This is the person for which the UserID or access is to be established.

Teams: Teams are groups of users that work cases. Please review the list below to determine which team(s) user should be added to. Contact the OMES Service Desk with any questions regarding teams.

DESCRIPTIONS

The OMES Service Desk ticketing system has access to the ticketing database to record problem solving when assigned a case.

Teams:

App Support-.Net/Java/TFS	DHS-Aging services AIM
App Support-Agriculture	DHS-CC Mass Support
App Support-CareerTech	DHS-Client Advocacy
App Support-Commerce	DHS-Financial Systems Services
App Support-COTS	DHS-OKBenefits Portal
App Support-COTS-ECM/Imaging	DHS-OKDHSLive!
App Support-COTS-Education	DHS-Reporting Data Warehouse
App Support-COTS-Licensing	DHS-WMIS
App Support-COTS-ODRS	DSU-Applications-OCC
App Support-COTS-ODVA	DSU-ODVA-Support
App Support-COTS-Sys Admin	DSU-PC Support-OCC
App Support-Custom	Gov Services
App Support-Data OK Gov	Health-Phocis
App Support-DEQ	IS-Account Executives
App Support-DHS-Child Support	IS-Architecture Support
App Support-DHS-Finance	IS-Asset Team
App Support-DHS-KIDS	IS-Cabling
App Support-DHS-PS2	IS-CRM Team
App Support-DHS-Sys Analysis	IS-Data Governance
App Support-DHS-Web	IS-Database Administrators
App Support-EA-ERP Support	IS-DB Developers
App Support-EA-Oracle	IS-Executive Support
App Support-EA-Oracle DHS	IS-Facilities
App Support-EA-Oracle Envir.	IS-Firewall
App Support-EA-Oracle Security	IS-Hosted Technology Services
App Support-eDiscovery	IS-ITOCC
App Support-EGID	IS-Mainframe Database
App Support-Enterprise Apps	IS-Mainframe Prod Control
App Support-Health	IS-Mainframe Security
App Support-Health-Apps	IS-Mainframe System
App Support-Health-Web	IS-Network Infrastructure
App Support-Legacy	IS-OMES Security
App Support-Legacy Group1	IS-Open Books
App Support-Legacy-DHS	IS-Operations
App Support-Mental Health	IS-PC Support
App Support-Nursing	IS-PC Support-Tax
App Support-OCC	IS-Program Management Office
App Support-ODOT	IS-Radio
App Support-OHRC	IS-SDR
App Support-OJA	IS-Security Provisioning
App Support-OWRB	IS-Security Provisioning-OCC
App Support-PSD-DOC	IS-Security Provisioning-OKDHS
App Support-PSD-DPS	IS-Security Provisioning-TAX
App Support-PSD-OBND	IS-Server
App Support-PSD-OSBI	IS-Server Linux-AIX
App Support-Treasury	IS-Server Support Linux-Tax
App Support-Web Design	IS-Server Support-Tax
Application Services	IS-Server-Backup-Recovery
Data Governance	IS-Server-Storage
DHS-ACES	IS-Service Desk

IS-Service Quality
IS-TAM
IS-Technology Strategy
IS-Voice
Knowledge Management
ODOT-COTS
ODOT-OSD
OMES-Billing
OMES-Communication Publication
OMES-Financials-Acc Payable
OMES-Financials-Asset Mgmt
OMES-Financials-Billing/AR
OMES-Financials-G/P/C
OMES-Financials-General Ledger
OMES-Financials-Purchasing
OMES-LEARN
OMES-Treasurer

OMES-Vendors
PSD-CLEET
PSD-OAG
PSD-OBNDD
PSD-OSBI
PSD-PC Support-DOC Central
PSD-PC Support-DOC Northeast
PSD-PC Support-DOC Northwest
PSD-PC Support-DOC South CNTRL
PSD-PC Support-DOC Southeast
PSD-PC Support-DOC Southwest
PSD-PC Support-DPS
PSD-PC Support-DPS Mobile Sys
PSD-PC Support-DPS Web Dev
PSD-Server Support-DOC
PSD-Server Support-DPS

Email completed form to: servicedesk@omes.ok.gov

If you have any questions concerning this form, please contact the OMES Service Desk at 521-2444 or servicedesk@omes.ok.gov.