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| **State of Wisconsin**  **Department of Administration**  **Bureau of Security**  **DOA-10811a (Rev 04/2016)** |  | **QUESTIONS CAN BE SENT TO:**  [DOA User Security Administration](mailto:DOAUserSecurityAdministration@wisconsin.gov)  or [DOA USA](mailto:DOAUserSecurityAdministration@wisconsin.gov) |

**DOA/SASI Security Access Request**

**INSTRUCTIONS**

New form # DOA-10811 is a multi-use form that encompasses previous forms 10789 (network access request), 10717 (building access), 10805 (admin account) and 10392 (mainframe/RACF). The intent was to cover a large variety of requests into one form. If you need access to a resource that is not covered by the form, please submit a Cherwell Service Request. Please note the new name of the mailbox to which the form will be sent: [DOA User Security Administration](mailto:DOAUserSecurityAdministration@wisconsin.gov) or [DOA USA](mailto:DOAUserSecurityAdministration@wisconsin.gov) **Please make sure that the form is sent from the mailbox of the authorized requester.**

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| **1 TYPE OF REQUEST** | | |
| **New** | | Check if you need an account set up for a new DOA employee or you are a SASI agency. |
| **Change** | | Check this box if the employee is existing but needs a change to their account. A change may be adding or deleting groups, distribution list membership, and access to a shared mailbox or any other change that affects their access to DOA resources. This box can also be checked for a change of phone number or location. |
| **Transfer** | | A transfer may be a transfer from one position in DOA to another within DOA. It may also be a transfer from another agency. If the employee is coming from another agency, please allow extra time for User Security Administration to get the outgoing agency’s approval to transfer the email account. Email accounts/mailboxes are generally transferred “sanitized,” which means that the outgoing employee will not take any of their emails with them to the new agency but will be allowed to keep their email address. Not all agencies will transfer mailboxes. In those cases, we will create a new account but, if we do not have a middle initial for the new user, they will have a number after their first name in their email address. For example John2.Doe@Wisconsin.gov.  Since most transfers occur on Mondays and most employees are still at their outgoing position on Friday, transfers routinely do not take place until early Monday morning. The incoming person will have access to their email and some (but not all) of their groups until Tuesday morning. They should restart their PC on Tuesday morning (or the day after the transfer) to complete the process. |
| **Delete** | | Check this box if you are ready to have the departed person’s account deleted. Note that this is a delete and not a disabling of the account. Files from the home directory and emails will be placed in the authorized requester’s home folder unless requested otherwise. DET will not keep copies of the files or mailbox. |
| **2 USER CLASSIFICATION** | | |
| **FTE, LTE,**  **Contractor**  **Other** | | Choose the classification of the new user. Examples of “Other” would be: vendors, interns, service accounts or test accounts. |
| **3 USER INFORMATION** | | |
| **Name** | Fill in the last, first and middle initial. A middle initial is not required but is appreciated. | |
| **Employee**  **ID#** | The Employee ID is needed only for new setups. If you do not have an employee ID at the time of submitting the form, you can ask that it be added when one has been issued. | |
| **Phone** | Fill in the phone number, if known. Please do not include personal cell numbers. | |
| **Computer #** | While not required, this number is helpful in getting the system set up for new users. Changes, deletes and transfers do not need a computer number. | |
| **GSB Billing Code** | We **must** have a billing code for new accounts. Failure to provide one may result in unnecessary delays. | |
| **Agency/Division/Bureau** | Fill in as appropriate. | |
| **Work Address, City,**  **State, Zip** | Fill in as appropriate. Please do not include home addresses. | |
| **Effective Date** | Indicate the date the user is to begin, leave or the change is to take place. If recycling a form, please check the accuracy of the date to avoid due dates that are in the past. | |
| **Effective Time** | This field is important for delete requests to insure that access is not removed too early or too late. | |
| **4 TYPE OF ACCESS** | | |
| **Network** | This access will include an email address with a 500mb mailbox size, a home directory and the employee’s division network drive. You will also need to check this box if you have clicked Delete under type of request to indicate that you want the network account/email deleted. | |
| **Mainframe/**  **RACF** | Check this box if your employee will need a mainframe (RACF) account. You will need to provide a model to use (first field under Access Permissions). You will also need to check this box if you have clicked *Delete* under *Type of Request* to indicate that you want the mainframe/RACF account deleted. | |
| **Cherwell** | Check this box if Cherwell is needed. Cherwell is a licensed product and has a cost associated to it. Also check it if you chose *Delete* at the top and would like Cherwell removed but other access retained, i.e., a person no longer needs access to Cherwell but will retain all other access. | |
| **VPN** | Check this box if the user needs VPN. There is a slight cost to VPN. Also check it if you chose *Delete* at the top and would like VPN removed but other access retained. If two-factor authentication is required, please indicate so in *Additional Info/Requests* field. | |
| **Citrix** | There is a cost associated to Citrix. A Service Request is required. Please add the SR # in the box provided. | |
| **FTP** | A Service Request is required for FTP access. Please add the SR # in the box provided. | |
| **ADMIN** | An Admin account is an account with elevated privileges to system resources. A Cherwell service request is required to grant access to these resources. Please add the SR # in the box provided. | |
| **5 ACCESS PERMISSIONS** | | |
| **All users will be granted basic access only.** | All new accounts will now be given basic access only unless additional access is requested. If additional access is requested, please list it in the field provided. If you are unclear about what access the new user will need, you may ask for an example of access that someone else has. If you are unclear at the time of setup, access can be requested at a future date. | |
| **6 ADMIN ACCOUNTS ONLY** | | |
| **Admin Should Be Created in...** | Please indicate if the admin account should be created in Dev, Prod or both. | |
| **Tell Us What the User Will Need…** | Indicate any server names, IP addresses and/or group memberships the person will need. Although we will not use a model account, it is acceptable to send an example of someone who has the same access. | |
| **7 BUILDING ACCESS (DET SETUPS ONLY)** | | |
| **Adm Bldg, Print, FDC** | Check all that apply. | |
| **Card Number** | If there is an access card that needs to have access added or removed, please indicate the number. | |
| **Business requirement for access to secure area** | There are several secure areas within DET. In order to gain access to these secure areas, please provide the justification for that access. The request will be approved by the building supervisor. | |
| **8 ADDITIONAL INFORMATION FOR THIS ACCOUNT** | | |
| **List here anything else…** | This is a free-form field where you can list anything else USA may need to know about this account. The information may include an external email address, accounts where an email box is not needed or other special circumstances or requests. | |
| **APPROVAL** | | |
| **Type your name** | Your typed name will be your authorization for the requested access. Please do not send a paper form. We do not need a physical signature. Only Managers, Supervisors, SASI Security Liaisons or DISC signatures are accepted for requests. **Please make sure that when sending the form it comes from the email of the authorized requester.** | |
| **Date** | Click as indicated to fill in a date | |