ABSTRACT
This user guide provides an in-depth look at the process of approving Security Access Request forms that were initiated by system users to obtain access to various LSU financial and administrative systems.

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What is the Security Access Request procedure?

It is a Business Process Management procedure developed by Financial Systems Services to promote business efficiency and effectiveness by utilizing an automated, electronic process. This web-based process will be accessed by various members of the LSU community seeking access to (or the removal of access from) the many Financial and Administrative systems available and will include automatic routing through the appropriate approval processes as prescribed by University policies. The Security Access Request can be initiated by accessing the Security Access Request link under the Financial Services heading on the left-hand side of the myLSU desktop.

Approval Email Notification

Once a Security Access Request is completed and submitted for approval, the first approver in the approval process will receive an email notifying them that there is a request for their approval. The first approver will normally be the Supervisor unless the Supervisor is also the individual that made the request on behalf of the user. In that case, the Supervisor’s approval would be assumed, and the Supervisor stage will be bypassed.

The subject of the email will display the Recipient’s name for which the access request has been submitted along with the request number in parentheses for reference. The first section of the body of the email will contain the details of the request including the Current Stage in which the request resides, the Requestor, the Recipient, and the Request Reference Nbr.

The second section of the email consists of a list of every Requested Action, System, Security Function, and Scope combination that was requested to be added or removed for the user.

The third section of the email includes the Comments section containing the Role, name of the employee, and text for each comment added to the request.

The last section of the email provides a link that will open the request through the approver’s myLSU desktop, an explanation of the Auto Approve feature, an email link to send security access questions, and a link to view the various LSU BPM tutorials.

See Figure 2 below to view an example of the email sent to approvers.
Each approver that receives an approval request will have two approval methods available. As stated above, the email notification sent to the approver includes a link that will open a full request approval form through their myLSU desktop that allows approvals and/or disapprovals and the addition of comments to be made directly to the request. Another option available to approvers is the Email Approval feature. These two options are discussed in more detail below.

Approval through myLSU

There are two ways approvers can access the request form through myLSU in order to submit their approvals and/or disapprovals. The first way is to select the link in the approver email notification found in the sentence “Please click here to process this request.” which you can see in Figure 2 above. The second way is to select the particular request off of the To Do List in the LSU BPM portal.
Once the request is selected by using either of these two methods, it will open to the first tab named Request. If any comments were left on the form by any process participants, there will be a message in red alerting the viewer that comments exist on the request. The comments should be viewed prior to approving or disapproving any items on the request, and they can be viewed by clicking on the Comments tab at the top of the page. The form also shows the Requestor and Recipient information in the top section.

![Figure 4: Security Access Request Approval Form – Request Tab](image)

The Requested Access section displays each System, Function, and Scope combination that was requested and allows for each function to be approved or disapproved. Also, please note that the Add/Remove column indicates whether the function was requested to be Added or Removed from the user’s account. The approval or disapproval can be accomplished by selecting one function at a time and clicking the Approve or Deny buttons to the right. Or, the approver can approve or disapprove all rows at once by clicking the Approve All or Disapprove All buttons above the grid that contains all of the requested functions. However, there are three other tabs on the request that could be reviewed prior to the approver making any decisions: Current Access, Notes, and Audit History. Each of these tabs will be explained in greater detail in the next several sections.

**a. Current Access:**

![Figure 5: Security Access Request Approval Form – Current Access Tab](image)
The Current Access page shows all functions to which the recipient has access for every Logon ID belonging to the user. This page is designed to help the approver review the entire security access “picture” for the specific user in question and make decisions based off of what functions the user already has access to complete and whether or not proper segregation of duties exist.

b. Comments:

![Image of the Comments Tab](image1.png)

This page is designed for approvers to review any comments that have been added to the request throughout the entire process and to enter any comments of their own by adding the comment in the “Add Process Comment” box and clicking “Save Comment” next to the green plus sign. Each comment entry is logged with the name and role of the individual that submitted the comment as well as the date and time of when the comment was entered.

c. Audit History:

![Image of the Audit History Tab](image2.png)

Figure 6: Security Access Request Approval Form – Comments Tab

Figure 7: Security Access Request Approval Form – Audit History Tab
The Audit History page is designed to provide various audit trail details that will help approvers determine the current status and past progress of the request throughout the entire request and approval process. The Audit History page includes three sections:

1. **General Process Information** - shows information such as who created the request, when they created it, its current stage, and how long it has been in the current stage.

2. **Awaiting Approval From** - shows the individual(s) for which the request is waiting on an approval. All individuals needing to approve the request for various reasons (i.e. if they’re the supervisor of the user, the signature authority/business manager/department head/dean overseeing the account scope requested, or the data steward of the system being requested) will have the request on their To Do list once it is in their stage and waiting for their specific approval. This section also contains a helpful feature which allows a user to double-click an individual for which the form is awaiting approval in order to quickly initiate an email to them. This feature can be used for reasons such as when the user would like to seek a status update on approval progress or inquire about any possible questions the potential approver might have regarding the request.

3. **Current Status** - shows ALL System/Function/Scope combinations requested and whether or not they were approved at each stage. The words Approved, Disapproved or Bypassed will be seen under each stage in this section once the request progresses through the process along with the user who made the decision and the time when the decision was made.

A security item could bypass the Data Steward stage if the Data Steward has previously determined that the specific security function would not require his/her Data Steward approval on any requests as long as all other approvals have been satisfied up to that stage. A stage will show “Bypassed” for a few reasons: if the account scope requested for a function is a scope with no existing Signature Authority, Business Manager, Department Head, or Dean profile matching the scope or for any campus-level scope that was requested. It will also be seen on requests to *Remove* access for the Department Head/Dean and Data Steward stages because those stages do not require approval when the request is to *Remove* access.

**Approving the Items on the Form**

Once back on the Request tab, you can approve each function by one of two ways on the form.

![Figure B: Utilizing Approve & Deny Buttons](image-url)
Clicking on each function requested will bring up two buttons – Approve and Deny. Clicking on either button will save the decision in the Approval Status column. All items must be approved/denied before the “Submit” button becomes clickable. Note that the form will only be complete once all items are approved/denied and the “Submit” button is clicked.

Pressing the cancel button will cancel the form while saving any decision on the line item that was approved/denied. This will allow the approver to view the form at a later date and pick up where they left off.

Once “Submit” has been clicked, a pop-up window will display a message notifying the user that the submission was successful. Clicking the OK button will close the window.

If “Cancel” is clicked instead of “Submit”, a pop-up window will verify that the approver does want to stop working on the form and close the page. If ‘OK’ is clicked, the window will close, otherwise the approver will be returned to the prior page.

**Approving via the Email Approval Feature**

For added convenience, approvers can approve/disapprove requests via email from any computer or mobile device (i.e. iPhones, iPads, Blackberries, etc.). Please note, however, that this feature can only be used if ALL
items requested are approved or all items are disapproved. Approvers who wish to approve some items and disapprove others on the same request must do so by utilizing the online application through myLSU.

As the sample email that is provided in Figure 2 above explains, the Auto Approve feature can be used by simply reviewing all of the details of the request including the Requestor and Recipient information, the actual items being requested, and the comments made on the request and then replying with only the word YES or Approve to approve the request or only the word NO or Disapprove to disapprove the request. The approver must ensure that the “reply with history” feature is not turned off when replying with the approval response, because the system must read the original email sent in order to have a successful approval.

A reply email will be immediately sent to the approver confirming that the response was received by the system and whether or not it was successful. Please see images below for examples of a successful and unsuccessful email confirmation reply.

Once a successful email is received, the system will process the email and automatically update the access request with the Approver’s decision. The request will stay on the Approver’s Watch List in the LSU BPM Portal throughout the approval process and for 90 days after the form is complete in order for the approver to view the progress and final results.
Explanation of Required Approvals

There are three stages at which the request will have to pass through in order to obtain various required approvals:

1. **Supervisor/Signature Authority stage** – the user’s Supervisor or the Signature Authority that was chosen by the Requestor on the request (all possible choices would be given in the dropdown box).

2. **Department Head/Dean stage** – the individual(s) responsible for the account scope(s) of the function(s) selected on the request. A unit’s Signature Authority, Business Manager, Department Head, or Dean’s approval (in this order) will be used to satisfy this stage’s approval requirement. For example, if access was requested for both the function “VIEW/INITIATE/BALANCE GLS ENTRIES (GLSUPDATE)” for account scope of “12345” and the function “VIEW AND INITIATE GLS ENTRIES (GLSVIEW)” for account scope “54321”, then the business manager for account scope “12345” as well as the business manager for account scope “54321” (if no Signature Authority for the account scopes exist) would have to approve the requested functions for their respective account scopes on the request. If no Signature Authority or business manager exists for that particular account scope, then the Department Head would have to approve the particular functions requested.

3. **Data Steward stage** – the individual appointed as the data steward for the system to which the requested function belongs. For example, the “VIEW/INITIATE/BALANCE GLS ENTRIES (GLSUPDATE)” function is found under the system of GLS. Therefore, the data steward for GLS would have to approve all of the functions requested that fall under GLS on each request (unless the data steward has chosen to allow particular functions for systems they are responsible for to be by-passed at the data steward approval stage if the Recipient’s Supervisor and Department Head approves).

Each stage besides the Supervisor stage could potentially require multiple approvers prior to allowing the progression of the request to the next stage. Every approver at all stages will receive an email with a summary of the request, a link to click in order to view the request, and an explanation of how the request can be approved by simply replying to the email (as described above).

The procedure will automatically recognize requests that have one individual fulfilling multiple roles within the same request (i.e. one individual is the user’s supervisor and the data steward for a system to which a function requested belongs) and will only require that individual to approve once. The one approval will satisfy both stages for which the individual’s approval is needed.

Once all three stages’ approvals are satisfied, the responsible security officer will automatically receive the request and will load the necessary access. The Requestor will receive an email confirming which access requested was successfully approved and actually put in place by the security officer.
Subsequent Request Tracking

The Requestors and Approvers of security access requests that have been submitted can track the progress of any requests by visiting their LSU BPM Portal by clicking on “LSU BPM” after logging in to myLSU.

Once in the LSU BPM Portal, you will notice two main sections: “To Do List” and “Watch List”. The To Do List contains all requests for which the person visiting the portal needs to action with either an approval or disapproval decision. The section contains the Process Name of the request, the Stage name for the stage in which the request is sitting, and the Start Date the request was initiated. There is also a link in underlined blue font named “Process Request” which, once clicked, allows users to view the request in order to approve or disapprove it.

The second main section is entitled “Watch List” and contains all requests for which the person visiting the portal has either originally initiated or previously approved. These requests can be clicked on anywhere in the row in order to view their progress if still in process or to view the final details if the request is completed or cancelled. Requests will remain on the Watch List for 90 days after the request is completed or cancelled and will then subsequently be archived and removed from the list.

See the LSU BPM Introduction link on the FSS website to learn more about the LSU BPM Portal.