System Access: Roles and Responsibilities Matrix

Activities related to facilitating access to business finance systems

Process Name	Department Responsibility	SCE Responsibility	Security Team Responsibility
System Access ✓ New access ✓ Access changes ✓ Revoke access	• User complete required system access form • Obtain manager's approval • Submit request via Service Management System (SMS) • Sign terms of use (New access only) • Register for and complete required training classes • Complete required computer based training (CBT) • Take FERPA, pass quiz (HR access) • Send Email to connectcarolina_training@unc.edu, notifying required training complete • Test system access and report any issues	• Verify and process access request • Resolve access issues/obtain additional information as needed • Obtain central office or foundation approval as required • Track request to completion • Notify requester that access is granted • Close the service request	• Determine access roles needed and verify needed form is attached • Verify access request form has the required signature • Contact ARC regarding questions or missing information • Verify required terms of use acknowledged • Verify required training is complete • Grant/modify/revoke access • Notify ARC/user that access request has been granted

Workflow Configuration: Roles and Responsibilities Matrix

Activities related to facilitating workflow changes to business finance systems

Process Name	Department Responsibility	SCE Responsibility
Workflow Configuration	• User complete required system access form • Obtain manager's approval • Submit request via Service Management System (SMS) • Test system access and report any issues	• Verify access form is approved by manager • Contact department regarding questions or missing information • Complete workflow configuration change • Resolve access issues/obtain additional information as needed • Notify requester that workflow configuration is completed • Close the service request