ADMINISTRATIVE AND WEBLINKS SYSTEMS CERTIFICATION PROCEDURES

VERSION 6.2, REV. 04/21/2013
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DOCUMENT VERSION CONTROL

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<th>Issue Date</th>
<th>Prepared By</th>
<th>Reason for Change</th>
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<tr>
<td>1.0</td>
<td>02/08/07</td>
<td>ITS – AdCom</td>
<td>First draft.</td>
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<tr>
<td>2.0</td>
<td>02/14/08</td>
<td>ITS – ITS</td>
<td>Revisions to process.</td>
</tr>
<tr>
<td>2.1</td>
<td>03/04/08</td>
<td>ITS – ITS</td>
<td>Added FAQs</td>
</tr>
<tr>
<td>2.2</td>
<td>03/13/08</td>
<td>ITS – ITS</td>
<td>Added References to other documentation</td>
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<tr>
<td>3.0</td>
<td>02/19/09</td>
<td>ITS – AS and ITS</td>
<td>Added Administrative Information Systems</td>
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<tr>
<td>3.1</td>
<td>03/11/09</td>
<td>ITS – AS and ITS</td>
<td>Added New FAQs</td>
</tr>
<tr>
<td>4.0</td>
<td>09/28/09</td>
<td>ITS – AS and ITS</td>
<td>Modified Procedures to reflect new enhancement to audit report (ex. Universal Access).</td>
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<tr>
<td>5.0</td>
<td>03/03/10</td>
<td>ITS – AS and ITS</td>
<td>Modified Procedures to reflect new enhancement to audit report (ex. New Online Report Certification).</td>
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<tr>
<td>6.0</td>
<td>02/18/11</td>
<td>ITS</td>
<td>Added ‘Archive Procedure’, removed WEBINAR, and changed the dates to be generic.</td>
</tr>
<tr>
<td>6.1</td>
<td>06/13/12</td>
<td>ITS</td>
<td>Added ‘Recertify’ to the ‘importance notes’ in the procedure. Updated the hyperlinks.</td>
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<tr>
<td>6.2</td>
<td>04/21/13</td>
<td>ITS</td>
<td>Updated links</td>
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1. DESCRIPTION

The Administrative and WebLinks System Account Certification Process was established to document the processes and procedures related to user security administration. As part of our general IT audit control protocols, ITS is required to facilitate an annual review of business user access to all Administrative (ex. AFP, CLS, DEP, OLPPS, RFS, OPTRS, IID and Web Merit) and WebLinks systems. WebLinks is a web-based application used for producing financial, payroll and personnel reports within UCSF.

The objective is to ensure that user access is current and appropriate for organizational roles and responsibilities. The annual certification process starts on first Monday of March, and ends on first Monday of April of each year. During the certification process, department Access Administrators will review a Certification Report in WebLinks, update user account access (ex. Remove User Access), and certify results online. ITS will record completion of the certification, archive certification results, but will not review certification reports.

Each year, the ITS Security Administrator will provide all Control Point managers certification results. The control points of any department Access Administrators who have not submitted their certification report by that date will be contacted.

2. ACCESS OVERVIEW

Administrative and WebLinks System user accounts are created by department Access Administrators. Accounts administration is using the Auto Access System (https://myaccess.ucsf.edu/autoaccess/access/). User account access provisioning is controlled through the Application Resource Security Manager (ARSM) system. ARSM consists of a set of tables and programs which are used to permit access to application data from various mainframe applications (ex. PPS, DEP, CLS, AFP, RFS and IID). The ARSM tables store rule-based security data about user accounts, resources and privileges. The ARSM programs use this data in conjunction with the information on the target record to determine whether the user in question can have access to the target.

The certification report contains all Access Department users with an Access Administrator’s purview, regardless of home department. However, when user access privileges are UNIVRSAL, DPA, DPAFUND or FUND, they will appear on the Employee’s Home Department Access Administrator’s report.

2.1. SYSTEMS

The following systems are accessible:

<table>
<thead>
<tr>
<th>ACRONYM</th>
<th>SYSTEM NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPS</td>
<td>PAYROLL/PERSONNEL SYSTEM</td>
</tr>
<tr>
<td>DPE</td>
<td>- Distribution of Payroll Expense</td>
</tr>
<tr>
<td>EDB</td>
<td>- Employee Data Base</td>
</tr>
<tr>
<td>OLPPS</td>
<td>- Pay information (by person)</td>
</tr>
<tr>
<td>OPTRS</td>
<td>- Online Payroll/Personnel System</td>
</tr>
<tr>
<td>OLFS</td>
<td>- Online Payroll Time Reporting System</td>
</tr>
<tr>
<td>AP</td>
<td>FINANCIAL SYSTEMS</td>
</tr>
<tr>
<td>GL</td>
<td>- Accounts Payable</td>
</tr>
<tr>
<td>PO</td>
<td>- General Ledger</td>
</tr>
<tr>
<td>WL</td>
<td>- Purchasing</td>
</tr>
<tr>
<td></td>
<td>- WebLinks (only Department Plus Users, the Controller’s Office performs certification of Universal access)</td>
</tr>
</tbody>
</table>

OTHER SYSTEMS
2.2. PRIVILEGES

The following privileges apply:

<table>
<thead>
<tr>
<th>PRIVILEGE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Systems (AFP, CLS, DEP, OLPPS, RFS, OPTRS, IID and Web Merit)</td>
<td>Ability to update the database.</td>
</tr>
<tr>
<td>UPDATE</td>
<td>Limit to view the data, no update allowed.</td>
</tr>
<tr>
<td>INQUIRY</td>
<td>Ability to access financial detail, such as, the Accounts Payable and Purchase Order systems.</td>
</tr>
<tr>
<td>APPouser</td>
<td>Ability to access financial detail, such as, the General Ledger Payroll Detail, Distribution of Payroll Expenses, Salaries and Benefits by Employee systems.</td>
</tr>
<tr>
<td>DPEuser</td>
<td>Ability to access all reports in the Employee Database system.</td>
</tr>
<tr>
<td>Edbuser</td>
<td>Ability to access all Financial Summary system reports, Financial Detail – GL Transaction Detail, Open Item, and the GL/Budget and Expenditure Detail (Central Print).</td>
</tr>
<tr>
<td>Mhruser</td>
<td>No longer used. Please disregard.</td>
</tr>
<tr>
<td>Mcpuser</td>
<td>No longer used. Please disregard.</td>
</tr>
<tr>
<td>Mdpuser</td>
<td>No longer used. Please disregard.</td>
</tr>
<tr>
<td>Support</td>
<td>Ability to provide support to WebLinks users (ex. The Help Desk typically has this privilege).</td>
</tr>
<tr>
<td>Reserved for WebLinks Developers</td>
<td>Ability to perform development activities.</td>
</tr>
<tr>
<td>System Admin</td>
<td>Ability to reset passwords and change user profiles (ex. No. of display rows).</td>
</tr>
<tr>
<td>Useradmin</td>
<td>Ability to perform development activities.</td>
</tr>
</tbody>
</table>

2.3. ACCESS RULES

The following access rules apply:

<table>
<thead>
<tr>
<th>NAME</th>
<th>TYPE OF ACCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPTplus</td>
<td>Ability to update/view the database for the department and the descending departments.</td>
</tr>
<tr>
<td>Universal</td>
<td>Ability to update/view all data in all Departments.</td>
</tr>
<tr>
<td>Titlerng</td>
<td>Ability to update/view the database within the range of title code.</td>
</tr>
<tr>
<td>Hmedpt</td>
<td>Ability to update/view the database within the range of your own Home Department. Primarily used with OPTRS access.</td>
</tr>
<tr>
<td>Deptcd</td>
<td>For IID, ability to authorize the department fund to be charged for the cost of IID cards. This restricts charges to those financial resources owned by a specified Department Code.</td>
</tr>
<tr>
<td>Dpa</td>
<td>For IID, ability to authorize the department fund to be charged for the cost of IID cards. This restricts charges to those financial resources (i.e. DPA/Fund combinations) in which the DPA is a particular value.</td>
</tr>
<tr>
<td>Dpafund</td>
<td>For IID, ability to authorize the department fund to be charged for the cost of IID cards. This restricts charges to those financial resources with a specified DPA/Fund combination.</td>
</tr>
<tr>
<td>Fund</td>
<td>For IID, ability to authorize the department fund to be charged for the cost of IID cards. This restricts charges to those financial resources (i.e. DPA/Fund combinations).</td>
</tr>
</tbody>
</table>
combinations) in which the FUND is a particular value.
3. ACTIVITY DIAGRAM

Administrative and Weblinks Systems Certification

Department Access Administrator (AA)

- 4. Modify User Access?
  - Yes
  - No
  - 6. Receive Email and Review Changes in WebLinks next day.
- 7. Receive Email and Review Changes in WebLinks next day.
- 8. Changes Successful?
  - Yes
  - No
  - 10. Submit Report Online.

OAAIS Customer Support

OAAIS Security Admin.

WebLinks/Auto-Access Systems

- 5. Modify User Access?
  - Yes
  - No
  - 7. Send Email Notification next day.

3. ACTIVITY DIAGRAM

Administrative and Weblinks Systems Certification

Department Access Administrator (AA)

- 4. Modify User Access?
  - Yes
  - No
  - 6. Receive Email and Review Changes in WebLinks next day.
- 7. Receive Email and Review Changes in WebLinks next day.
- 8. Changes Successful?
  - Yes
  - No
  - 10. Submit Report Online.

OAAIS Customer Support

OAAIS Security Admin.

WebLinks/Auto-Access Systems

- 5. Modify User Access?
  - Yes
  - No
  - 7. Send Email Notification next day.
4. CERTIFICATION

Department Access Administrators are responsible for managing the lifecycle of every user account and must annually review and certify all user access within their purview.

This certification includes:
1. Annual review of access granted to data and systems within the Access Administrator’s purview.
2. Affirmative assertion of appropriateness of continued access for each user.
3. Removal of inappropriate user access.

5. PROCEDURE

The following procedures must be completed during the period of certification process:

5.1. GENERATE WEBLINKS REPORT

<table>
<thead>
<tr>
<th>NO.</th>
<th>PROCEDURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Logon to WebLinks.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="WebLinks Home Page" /></td>
</tr>
<tr>
<td></td>
<td>Welcome to WebLinks!</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Login Center" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="WebLinks ListServer Center" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Welcome, Admin" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="User Tools" /></td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Audit Report" /></td>
</tr>
<tr>
<td>2.</td>
<td>Click the “User Tools” menu and select “Audit Report”.</td>
</tr>
<tr>
<td>NO.</td>
<td>PROCEDURE</td>
</tr>
<tr>
<td>-----</td>
<td>-----------</td>
</tr>
</tbody>
</table>
| 3.  | Click the **Start** button to generate an audit certification report.  
**Important Note:** For AAs that must certify WebLinks and Administrative Systems Universal access, the Access Rule drop-down button will contain an option for certifying UNIVERSAL access.  
Optional: You can run ad-hoc certification reports any time of year and include additional Search Criteria by entering values in the User ID, User Name, Home Department, Access Department or Access Rule fields. |
| 4.  | Review the Audit Report and make any necessary change via AutoAccess. Once you have verified changes were done, proceed to Step 5.  
If your report is more than one page, click the **Next** button to advance to the next page or click the **Last** button to return to the previous page.  
**Audit Report Search**  
- Instructions:  
  1. To generate the Certification Report, click the Start button.  
  2. Optional: You may also add additional Search Criteria for User Id, Access Rule or Dept/Role in the following fields:  
  - **User Id:**  
  - **User Name:**  
  - **Home Department:**  
  - **Access Department:**  
  - **Access Rules:** ALL or  
  - **Start**  
  - **Reset**  
  - **Audit Report**  
  - **Rows (1 - 100 of 753)**  
  - **End**  
  - **Submit**  
  - **Next**  
  - **Last** |
| 5.  | Click the check box in the **Certify** column next to each User Id. To certify all boxes on a page, click the top **Certify** box to automatically check all boxes in this column and then click the **Submit** button. To uncertify all boxes on a page, click the top **Certify** box to automatically uncheck all boxes in this column and then click the **Submit** button.  
**Important Note:**  
If you have multiple pages, you must repeat this step for each page of your report.  
For those who have completed the certification, please run the certification report again the day before the end day to check if there are any more access changes. This is because if there are changes of access in your department, the system will reset the certification flags to 'N' to the changed users. **You need to re-certify them.** **Otherwise the final report will not show you as Medical procedures 100% completed because of the changes.** |
6. ARCHIVE ACCESS REQUEST

The objective of this Archive Procedure is to ensure that all changes of user access are recorded and all emails from Access Server are kept in Microsoft Office Outlook Email system. This archive process should be ongoing during the certification process and throughout the years. This process has been automated by copying all Access Request email to the ‘Auto Access Archive’ email account. ITS will monitor this email account and create a PST file annually to store the whole year’s Access Request emails to SharePoint https://its-sp.ucsf.edu/sites/UserCert/default.aspx.
7. FREQUENTLY ASKED QUESTIONS (FAQ)

7.1.1. If I am a backup Access Administrator, do I still need to complete the certification?
Possibly. If you are a backup Access Administrator, please compare the department codes
under you and your primary Access Administrator’s purview. If they are identical, you will
be exempted from the certification process as long as your primary Access Administrator
completes the certification.

7.1.2. How do I remove access for the userid of a person who has a different home department?
You can submit the autoAccess order to revoke access to your dept codes listed for the
userid for a person who is in a different home department, however, you can not remove
the userid. If you determine the userid should be removed you will need to contact the
user’s home department Access Administrator to verify access is no longer needed and ask
that Access Administrator to submit the autoAccess order to remove the userid from the
system.

7.1.3. Can I have different WebLinks privileges for different dept codes?
No, you must have the same privileges for all dept codes in WebLinks.
For Example: If a userid has dept code 123456 with GL and AP/PO privileges and the Access
Administrator assigns an additional dept code of 678910 with only DPEUSER privileges, that
userid will now have only DPEUSER access privileges for all assigned dept codes, the GL and
AP/PO privileges are now wiped out for 123456.

7.1.4. What if I run into problems during the certification process?
First, review the online documentation in the folder ‘Certification Procedures’ located at:
http://it.ucsf.edu/sites/it.ucsf.edu/files/certification_procedures.pdf
Second, contact:
Customer Support
Information Technology Services
7 a.m. - 6 p.m., Mon - Fri
(415) 514-4100, option 2
CustomerSupport@ucsf.edu
http://help.ucsf.edu

7.1.5. What if I don’t submit my report on time?
Please allocate sufficient time to complete your certification. Although the online certification
report will still be available when the certification period has ended, the results of the
certification process will be turned over to the Control Points.

7.1.6. What do I do if I have suggestions?
Please send an email to: Access.Admin.Team@ucsf.edu.
7.1.7. **What happens when I submit my report?**
The results of the certification process will be sent to the Control Points and archived for audit purposes.

7.1.8. **When I open my audit report in excel, why is all of the text saved in one column?**
This may be a result of the version of Microsoft Excel you are using.
To fix this problem, do the following:
1. Highlight the A column.
2. Click the Data menu.
3. Select Text to Columns.
4. Select Delimited and click the Next button.
5. In the Delimiters box, uncheck all items if any, but make sure Comma is checked.
6. Click the Next button.
7. Click the Finish button.
All of your text should now be separated into columns.

7.1.9. **How do I find out the Department Administrator for other departments in WebLinks?**
In WebLinks, to find the Access Administrator for a department code, click “Inquiries” and from the drop down menu click on “Dept Code Info”. Under Department Search, type in the Dept Code and click on the “Start” button. The Functional Role for that Dept Code should now be displayed.

7.1.10. **How do I find out the Department Administrator for other departments in OLPPS?**
In OLPPS you need to have AFP/DEP Inquiry permissions in order to view the Access Administrators in the Department System. To find the access administrator for a dept code, from the Main Menu in the “Next Func” field type dpdf and press the Enter key. At the Department System Browse screen in the “Dep” field type the dept code and press the Enter key. The screen will display the various department roles for that dept code. The line with the role AA displays the name of the Access Administrator.
## 8. AUTO-ACCESS TROUBLESHOOTING GUIDE

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>STEP 1</th>
<th>STEP 2</th>
<th>STEP 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to remove a userid with access to my dept codes for a user from a different home department.</td>
<td>You can submit the autoAccess order to revoke access to your dept codes listed for the userid for a person who is in a different home department. If you think the userid should be removed (userid only has access to your dept codes), you should contact the user’s home department Access Administrator to verify access is no longer needed and ask that Access Administrator to submit the autoAccess order to remove the userid from the system. If unsuccessful, then go to the next step →</td>
<td>Escalate to ITS Customer Support (415) 514-4100, option 2</td>
<td>N/A</td>
</tr>
<tr>
<td>When I use Auto-Access to modify a user’s WebLinks rights, all previous access is removed.</td>
<td>This is a known system issue with Auto Access. Before making any changes in Auto Access, review the user’s access privileges and include these privileges when making changes. If further assistance is needed, then go to the next step →</td>
<td>Escalate to ITS Customer Support (415) 514-4100, option 2</td>
<td>N/A</td>
</tr>
</tbody>
</table>