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Overview

This procedure is used by the Staff Members as part of the Access Provisioning process to a) confirm the Umoja Enterperprise roles requested are in alignment with his/her responsibilities and b) enter the Section Chief who will approve the request. The Staff Member should complete all the required training before the request is processed.

Objectives

The User Access Provisioning scenario will demonstrate:

- How to navigate to the pending User Access Provisioning request
- How to review the Enterprise Roles being requested
- How to enter the Section Chief name (or his/her proxy in the event the Section Chief is unavailable)
- How to confirm the request

Intended Audience

- Staff Member

Reference

Additional information on the Umoja User Access Provisioning process is available on iSeek and on the Umoja web site. Inspira and iSeek list the training courses that should be completed before provisioning an Enterprise Role.

Global Process

- The Security Liaison Officer works with the Staff Member and Section Chief to determine the appropriate roles to be requested in order for the Staff Member to perform his/her duties. **Note:** the Staff Member should ensure that all required training is completed.
- The Security Liaison Officer enters the User Access Provisioning request in SAP, and the request is routed to the Staff Member.
- The Staff Member receives an email indicating that a User Access Provisioning request is pending and action is required.
- The Staff Member logs into the Umoja Portal and reviews the User Access Provisioning request. The Staff Members checks the Enterprise Roles being requested for completeness and accuracy, and enters the name of the Section Chief (or proxy if the Section Chief is unavailable) who will approve the request.
- The Section Chief (or proxy) receives an email indicating that a User Access Provisioning request is pending and action is required.
- The Section Chief (or proxy) approves or rejects the User Access Provisioning request.
- Approved User Access Provisioning requests are routed to Functional Approver.
- Functional Approvers review and approve or reject the User Access Provisioning request.

- Enterprise Roles for approved User Access Provisioning requests are automatically provisioned (typically within two hours of the final approval).
- An iNeed ticket is automatically created if workflow table updates are required.
- The appropriate party or parties will update workflow tables.

Pre-requisites

- The Staff Member should already have activated his/her Unite Identity account.
- The Staff Member should have completed the requisite training classes for each Enterprise Role being requested.
- The Security Liaison Officer must have entered the User Access Provisioning request.

Scenario

A Staff Member has rotated to a new Duty Station and needs BI, Source-to-Acquire and Service Delivery Enterprise Roles. His/her Security Liaison Officer has entered a request for these roles, and the Staff Member must review the roles and enter the Unite Identity ID of the Section Chief (or proxy if the Section Chief is unavailable) in the request. By processing the request, the Staff Member is confirming that s/he have completed the required Umoja training for the roles being requested.

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Process Steps

Menu Path

Log into the Umoja Portal at https://login.umoja.un.org. Click on the User Provisioning tab.
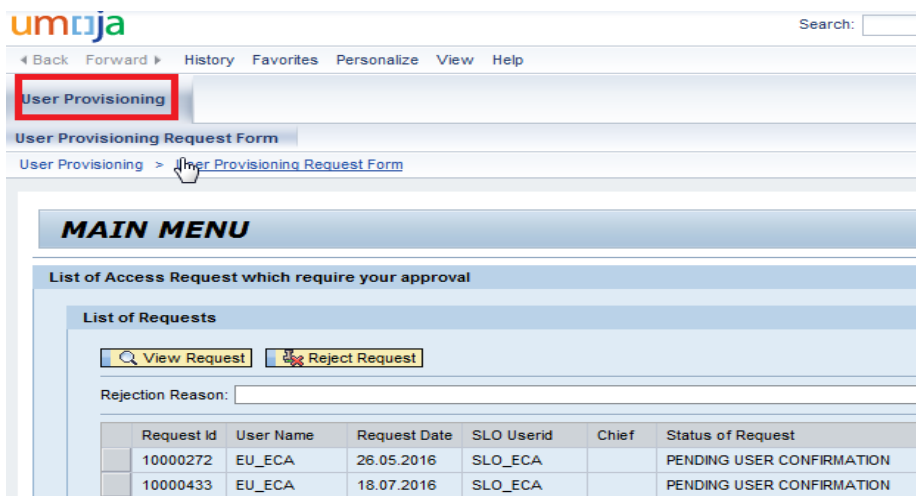
Procedure

1. **Select the User Request for review**

   When the User Provisioning tab is clicked, the List of Requests screen will be displayed. Please note that there could be multiple requests outstanding for one end user; the Status of the Request will be '**PENDING USER CONFIRMATION**'. Select the User Access Request by clicking on the box to the left of the 'Request Id' number (in the example below, Request Id number 10000433. The row will then be highlighted.

2. **View the User Access Provisioning Request**

   Click the 'View Request' button.

3. Review the selected User Access Request

Review the request to ensure the appropriate Enterprise Roles and associated workflow elements have been entered. The **Request Header** section shows the Request ID/Date, SLO who raised the request and the status of the request. The **Request Detail** section shows a list of all the Enterprise Roles on the User Access Provisioning request, and the associated workflow elements.

4. **Return to the Main Menu page**

   Return to the Main Menu page by clicking on the 'Back to Main Menu' button.

5. **Select the Unite Identity ID of the Section Chief**

   Enter the Section Chief (or proxy if the Section Chief is unavailable due to absence such as home leave) in the 'Chief Userid' field. You can enter the Unite Identity ID of the Section Chief, or click on the search button to the right of 'Chief Userid' field and search by first name/last name or index number.

6. Confirm the User Access Provisioning Request

When the 'Chief Userid' field is correctly populated, click on the 'Confirm Request' button. The request will then be routed to the **Section Chief**.

Reject a Request

If you identify any problems with the User Access Provisioning request and think that changes are required, you can reject the request. It will be returned to the SLO. Please contact your SLO to discuss the changes, and the request can be revised and resubmitted.

To reject the request, simply enter a rejection reason code as shown below, and click on the '**Reject Request**' button.