

# Administrative Account Request Process

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*Standard Operating Procedure*

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## Administrative Account Request Process

The following process is for requesting administrative access on a workstation or server. The purpose of the formalized process is to ensure resources in a unit support personnel adequately while remaining fully compliant with state rules and procedures.

Goals of the process are to:

- Ensure personnel have ability to utilize computing resources to fulfill their work responsibilities;
- Ensure computing resources meet state compliancy standards and compatibility

## Form Request & Submission

- Personnel request administrative rights by completing and signing the Administrative Permissions request form which can be found under the AgriLife Computer Administrator Rights Request Process and Form section at following link <https://agrilife.org/it/itmanagement/#adminrights>
- Requestor obtains approval signatures of immediate supervisor and unit director.
- Requestor scans form and attaches to email request with subject "Administrative Permissions Request". The email is sent to [security@ag.tamu.edu](mailto:security@ag.tamu.edu).
- Administrative Permissions request is routed to Texas A&M AgriLife Information Security Officer (ISO).

## ISO and CIO Approval

- ISO reviews request, if approved states approval in ticket and reassigns ticket to Texas A&M AgriLife Chief Information Officer (CIO) for review.
- CIO reviews request and if approved states approval in ticket and reassigns ticket to requestor's unit IT personnel.
- Unit IT personnel enter administrative details into ALP for requestor
- Unit IT personnel notify requestor administrative privileges have been granted, schedules and adds administrative permissions to designated computers

*NOTE: Local administrative account will be configured using the following format*

Firstname.lastname.admin

- Unit IT personnel close ticket

## Request Denial

- Immediate Supervisor/Unit Director deny request, return paper form to requestor unsigned
- ISO/CIO deny request, state reason in ticket and return ticket to requestor

## Appeal

- Requestor may appeal a denial by contacting the subsequent person(s) in the supervisory chain, above the one denying the request.
- The supervisory chain, for appeal purposes, is as follows:

Requestor -> Immediate Supervisor -> Unit Director -> ISO -> CIO -> Vice Chancellor

## Document History

Version	Changed by	Change Description
6.22.2018	Tom Lyster	Document created
7/27/18	Tom Lyster	Added link to all process docs in Form Request & Submission section
8/3/2018	Tom Lyster	ISO/CIO approval to be noted in ticket only per ISO and CIO Approval section.