Process Id#:   **3702**
Process Name: **Delegated user access request**
Date Last Updated: **22/03/2022**

Description: Describes business process to grant delegated user access based off a request via the case management system

Article 30 Process as carried out by the NSSO as a processor on the instruction of the PSB:
As required under Article 30 (2) of the GDPR:

Data Stage		Process	Owner	Storage Location	Personal / Sensitive Data	Data Items
Usage	1	PSB identify the need to create a delegated user access request through the HR system and send the request via a ticket on the case management system to the FSS	PSB User	Jitbit	N/a – PSB activity	
Usage	2	FSS receive the request and create an Oracle employee record for new delegated user and assign the employee to a position in the position hierarchy of their PSB. The positions and hierarchies are defined in the purchasing configuration document.	L1.5 Support User - FSS	Oracle	Personal	Employee name, employee email, employee bank details, employee PPS number
Transfer	3	FSS queries the employee record by name or email address on Oracle and selects create user once found	L1.5 Support User - FSS	Oracle	Personal	Employee name, employee email
Usage	4	FSS creates the user account on Oracle	L1.5 Support User - FSS	Oracle	Personal	Employee name, employee email, employee bank details, employee PPS number

Usage	5	FSS confirm user access request approved by the new user's supervisor. The approval is on a template that needs to be submitted as part of the request.	L1.5 Support User - FSS	Off system	Personal	New user's supervisor's name, new user's supervisor's email
Capture	6	FSS issue e-mail notification of username & password to new user via email	L1.5 Support User - FSS	Automated	Personal	Employee name, employee email
Usage	7	PSB User logs in to Oracle, when prompted, to set a new secure password. The process is now complete	PSB User	Oracle	N/a – PSB activity	