

Process Id#: 3705
Process Name: New role request (self-service)
Date Last Updated: 22/03/2022

Description: Describes business process to request a new role on Oracle

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/FSS User identifies the need for a new role for a user e.g. department change, promotion	PSB User & FSS User	Off-System		
Usage	2	PSB/FSS adds new role request on Oracle through the access requests screen, filling out details such as role category e.g. retained finance role	PSB User & FSS User	Oracle	Personal	New role user name, new role user email
Transfer	3	PSB user submits the request for approval in which Oracle workflow will route the request to a valid approver based on rules defined in the approval management engine.	PSB User & FSS User	Oracle	Personal	Approver name, approver email
Usage	4	PSB retained finance function manager or FSS service and governance manager receives notification & reviews the request and the Segregation of Duties report which details the system access already assigned to the user. This will allow the user to consider if the approval of the	Service and Governance Manager - FSS & Retained Finance Function Manager - PSB	Oracle	Personal	Approver name, approver email

		new request could present a segregation of duties conflict.				
Usage	5	PSB retained finance function manager or FSS service and governance manager confirms role request approved or rejected	Service and Governance Manager - FSS & Retained Finance Function Manager - PSB	Oracle		
Capture	6	PSB or FSS user notified of manager's decision. If approved, the role is assigned	PSB User & FSS User	Automated	Personal	New role user name, new role user email
Usage	7	FSS support team notified of the decision of the requests for their record (approvals & Rejections)	L1.5 Support User - FSS	Oracle		