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*Delegated Access Management*

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# *Agenda*

- Goals
- What Is Access Management?
- External User
- Delegated Administrator
- Troubleshooting
- Testing
- A Little about SharePoint
- Wrap-Up

## *Goals*

- Become a Delegated Administrator (DA)
- Get “hands-on” experience
- Be prepared to train your users
- Learn how to Solve common problems and get help for other problems

## *NCDOT Construction Project Team Sites*

- For every construction project, we maintain a web site where you can review and submit information
- These web sites are known as **construction team sites**
- They are hosted in a SharePoint environment and are located on Connect NCDOT (<https://connect.ncdot.gov>)
- Let's look at an example
  - If you are familiar with SharePoint and construction team sites, you can see that the interface has changed
  - If your organization doesn't use construction team sites now, we'll be asking you to use them in the future

## *Who Can Use Team Sites?*

### **NCDOT**

- NCDOT staff working on the project

### **Your Organization**

Employees approved by your Delegated Administrators

- Some employees don't need to use the team site at all
- Those who use the team site may work with different content
  - Office personnel submit certified payrolls
  - Construction field workers upload and download design submittals and electronic plan sheets
  - Construction managers review and approve plans and reports
- Currently, every user who is granted access by your organization will have the same access to all content. (This access may be refined in the future.)

### **Subcontractors**

- Do **not** have access to the team site

## *Until Now, NCDOT Maintained Access*

- In the past, we've managed who can access construction team sites
- But, there are now hundreds of projects, so there are hundreds of team sites
- We don't want to be a bottleneck in handling your access requests – and you know your organization better than we do

## *But We Think You'd Be Better at It*

- So, we created a new system where you manage who does what
  - You decide which employees can use your team sites
  - You update the system for employee turnover
- You don't have to ask us to do this for you anymore!

# *Overview*

- Our Identity & Access Management (IAM Portal)
  - Gives your employees the right to use construction team sites
  - Lets your employees see and use only the content appropriate for their job
- You may also hear the access management system called
  - Optimal, Optimal IdM, or OFIS

## *How Does It Work? – Plain Speak*

1. Your company enrolls in the access management system
2. Your employees request access to your construction team sites
3. Your DAs (designated at enrollment) approve (or deny) those requests
4. Approved employees have the same level of access on construction team sites
  - Office Personnel – time sheets, financial reports
  - Construction Field Personnel – road plans, bridge specifications
  - Construction Managers – inspection reports, progress reports

Office Personnel	Construction Field Personnel	Construction Manager
		

5. Encourage employees to focus on the team site content that's most relevant to their job responsibilities

## *How Does It Work? – Plain Speak and Bureaucratese*

1. Your company enrolls in the access management system
  - Your **Authorized Representative** works with the **DOT Business Owner** to onboard your organization
2. Company employees request access to your construction team sites
  - Your **external users** register for a North Carolina ID (**NCID**), which is required for access to any state computer system, then make an **entitlement request** for access to team sites
3. You approve or deny those requests
  - The **Delegated Administrator (DA)** receives, reviews, and approves or denies **entitlement requests**
4. You decide how employee requests will be vetted.
  - **You must have a reliable way of determining legitimate requests.**
5. Employees can now use the content on each team site that's relevant to their position

## *How Does It Work? – Bureaucratense*

1. Your Authorized Representative works with the DOT Business Owner to onboard your organization for Delegated User Administration.
2. Your external users register for a North Carolina ID (NCID), which is required for access to any state computer system, then make an entitlement request for access to team sites
3. The Delegated Administrator (DA) receives, reviews, and approves or denies entitlement requests
4. The DA's approval of the entitlement requests makes the user part of the virtual Organization that has access.
5. The DA is responsible for annually certifying accuracy of the organization membership within the portal.

# *Key Concepts*

- **Identity & Access Management (IAM) Portal**
  - Web application that allow Delegated Administrators to approve/deny entitlement requests submitted by your users.
- **Authorized Representative**
  - The vendor officer in your organization who enrolled your company in the access management system – probably the person who sent you to this training
- **DOT Business Owner**
  - Your NCDOT contact – probably the person who helped enroll your organization in the access management system. If you don't know who it is, ask your Vendor Officer.
- **External User**
  - Company employees approved to use the team sites
- **NCID (North Carolina ID)**
  - Account that's required for external access to any state computer system
- **Entitlement**
  - Access to electronic resource files, folders, or web application
- **Delegated Administrator (aka DA)**
  - The person who receives entitlement requests and determines whether to approve those requests

## *External User*

First, let's learn how an external user makes an entitlement request. It will help you

- Understand the information in an entitlement request
- Train your users on how to make an entitlement request
- Troubleshoot minor problems you or your users may encounter

After this, we'll move to your role as a DA to see what you do with entitlement requests when you receive them

Olivia in the Office	Fred in the Field	Mike, the Manager
		

## *External User – Flow of Work*

### **Need**

- Olivia, in the office, needs to upload payroll information for NCDOT
- Fred, in the field, needs to upload some changes to a design plan
- Mike, the Manager, needs to upload a daily report

### **Steps**

1. They register for an NCID (<https://ncid.nc.gov/>); an NCID belongs to the individual, not the company,
2. They log on to the Access Management system at <https://iamportal.services.ncdot.gov/ofis/public/alt/Default.aspx>
3. They request access (entitlement)
4. They receive an email that approves or denies request
5. If approved, their DA tells them how to test their access to the construction team site

## *Delegated Administrator – Prerequisites*

To be a DA, you must

1. Request an NCID (<https://ncid.nc.gov/>)
2. Be designated by your Organization's Authorized Representative.
3. Receive an email confirming your role as a DA for your organization

## *Delegated Administrator – Duties*

Now that you understand how an external user makes an entitlement request, what do you do with those requests?

1. Receive an email containing a user's entitlement request
2. Log on to the Access Management system  
<https://iamportal.services.ncdot.gov/ofis/public/alt/Default.aspx>
3. Approve the entitlement request
4. After you approve the entitlement request, the user is automatically added to your virtual organization and gets the default entitlements or accesses associated with your organization.
5. Ask the user to confirm their access to your Organization's NCDOT construction project team sites.

## *Delegated Administrator – Other Duties*

### **Deny Entitlement Request**

1. Receive an email containing an entitlement request
2. Log on to the Access Management system
3. Deny the entitlement request

### **Remove User from Organization**

1. Log on and search for the external user
2. Remove user from the organization – within 48 hours of departure!

### **Certify Membership of the Organization**

1. Log on and search current members of your organization.
2. Remove any user from the organization who no longer needs access.
3. Certify that all remaining organization members are accurate.

## *Delegated Administrator – Notes*

- External users cannot be entitled for more than one organization
- DA cannot be a DA for more than one organization
- DA cannot approve own entitlement request or assign
- Within your organization
  - DA manages entitlement requests for **all** projects (all construction team sites)
  - DA can approve or deny entitlement requests from other DAs
  - DA can remove users from your organization
  - DA can certify the accuracy of your organization's membership within the IAM Portal.

## *Delegated Administrator – Notes*

- Your responsibility is to control access to the construction team site. But, if you don't need to see the content of the site, you may not need access yourself.
- You need to understand enough about SharePoint to help your external users navigate to different resources, even if you don't use it yourself.
- Emails you might receive include notifications that
  - You've been assigned the role of DA for your organization
  - Your role as a DA has been updated
  - Your organization has been removed from the access management system
  - You have a user who is requesting entitlement access.
  - You need to certify your organization's membership.

## *Troubleshooting – Simple Solutions*

- If external users don't know their NCID, tell them to
  - Go to the NCID page (<https://ncid.nc.gov/>)
  - Click **Forgot your User ID?**
  - Complete the form and click **Search**
  - The NCID is sent to the email address entered in the form
- If users can't log on, tell them to
  - Log on to the NCID web site to verify their NCID is valid
  - Look under **Update My Account** to check that their NCID is associated with the correct email
- If users need to change the information in a pending entitlement request, deny the original request and tell them to resubmit it
- If users don't receive an email indicating whether their entitlement request was approved or denied, tell them to check their junk mail folder
- Check the help page:
  - <https://connect.ncdot.gov/help/Pages/Delegated-User-Administration.aspx>



## *Troubleshooting – External User Problems*

- Check the help page:
  - <https://connect.ncdot.gov/help/Pages/Delegated-User-Administration.aspx>
- Contact the DOT Business Owner if
  - The system isn't available
  - Users can't log on
  - Users can't choose their entitlement or organization
  - The correct entitlement or organization for a user is not listed
  - Users can't enter details
  - Users can't submit an entitlement request
  - Users don't receive an email indicating whether their entitlement request was approved or denied



## *Troubleshooting – DA Problems*

- Check the help page:
  - <https://connect.ncdot.gov/help/Pages/Delegated-User-Administration.aspx>
- Contact the DOT Business Owner if
  - The system isn't available
  - You can't view current or pending requests
  - User requests are not in the pending requests list
  - You can't approve or deny requests
  - You can't select requests to review
  - You can't find the user with the search function
  - A user is approved but not added either to entitlement or organization
  - A user can view content that should not be accessible



## *Advantages of SharePoint Construction Team Sites*

- You can perform your tasks at any time;
- You can see the information you've uploaded
- You can see NCDOT information, such as let and design plans
- Information is centralized in one location
- Information is accessible to all who need it – it's not buried in an email folder
- Information is consistent through use of standardized lists, libraries and procedures
- SharePoint offers a very powerful search engine

**Important Note:** *Use Internet Explorer version 10 or higher.*

## *Support Resources*

- Help for Delegated Administration on Connect NCDOT:
  - Overview
  - Download registration package
  - Submit registration package

<https://connect.ncdot.gov/help/Pages/Delegated-User-Administration.aspx>
- SharePoint Help on Connect NCDOT:
  - <https://connect.ncdot.gov/help/SharePoint-Training/Pages/default.aspx>
  - End User = External users with Read access
  - Contributor = External users with Read/write access
- Help for construction team sites on Connect NCDOT:
  - <https://connect.ncdot.gov/site/construction/Pages/default.aspx>
  - Changes to construction team sites