

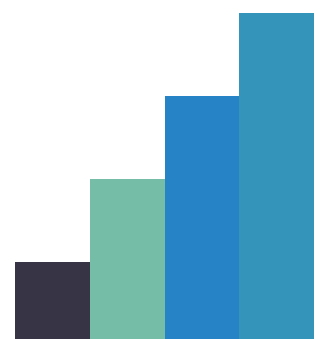
FAQs: System and File Access Requests

Question:	How do I get Access to apps or shares for myself or my new employee?
Answer:	Since we have gone digital you can find The Employee Access Request Form (Formerly the OM300A) in the DPHHS IT Self-Service portal under the Accounts and Access category.

Question:	How do I delete access from an employee?
Answer:	Since we have gone digital you can find The Access Termination Form (Formerly the OM300C) in the DPHHS IT Self-Service portal under the Accounts and Access category.

Question:	I don't see the OM300B, how do I get my new contractor access to the network?
Answer:	Since we have gone digital you can find The Non-DPHHS Employee Access Form (Formerly the OM300B) and The Confidentiality Agreement in the DPHHS IT Self-Service portal under the Accounts and Access category.

Question:	What if my new contractor doesn't have the ability to get to the digital forms to request access?
Answer:	We understand not everyone is able to get to technology and there could be a need to fill out the paper form. If you run into this issue please email hhsnetworksecurity@mt.gov

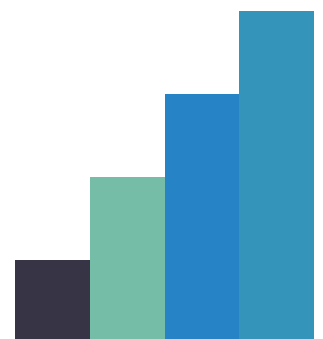




Question:	When I went to the new ServiceNow form for my employee, but they are not in the drop down menu, why is that?
Answer:	Please allow time for your new employee to be entered and activated in SABHRS by HHS Human Resources Payroll. Once this is complete, it takes about 24 hours to sync up with ServiceNow. Once the sync is complete, you will then be able to select your new employee from the dropdown menu. Note: HHS Network Security will send you an email notifying you when your employee is set up with Network access. Once you receive this notification, your new employee will be found in the dropdown menu.

Question:	If a DPHHS employee is changing locations but not position or supervisor is a ServiceNow Access Request needed?
Answer:	Yes. Employees moving locations may not change their position number or system access, but the Technology Services Division needs to be aware of their location to ensure network and computer access is transferred correctly. This will make sure they get set up on the correct network drive, scanner folders, printers, and receive the proper computer updates.

Question:	If a DPHHS employee is promoted to supervisor (new position #/same location), is a new ServiceNow Access Request needed?
Answer:	Yes, a new request would be needed. As the ISERV_Supervisor role would be needed for Time Sheet Approval and typical Supervisors need additional access in other systems as well.

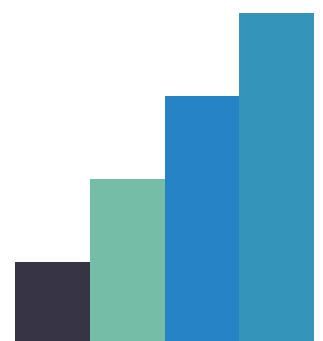




Question:	It appears if a position # changes then a new ServiceNow Access Request is needed for the employee. Correct?
Answer:	This is correct. If there is a position change, a ServiceNow Access Request will be needed from the new supervisor and a ServiceNow Access Termination Request will be needed from the former supervisor. A position change is a good time to review current network and system access to be sure all access is needed. In most cases throughout DPHHS, there is quite a difference in System and Network access needed between positions.

Question:	If a ServiceNow request will be accepted from supervisors requesting deletion or changes, can Data Owners now submit ServiceNow requests for deletion or changes instead of having to complete an OM300C on behalf of the user?
Answer:	Yes! The ServiceNow Access Termination request will be accepted from Data Owner's for DPHHS employees and Non-DPHHS employees. Data Owners can request deletion to their specific system(s). Should a DPHHS employee need all access deleted, the request would need to come from the Supervisor.

Question:	After the ServiceNow Access System and File Access Request is submitted, does it go to the Data Owner for approval?
Answer:	Yes. Right now NSU manually forwards the request to the Data Owners via email for approval.





Question:	How does an existing employee who changes positions (new roles, new supervisor) gain proper access to the new positions apps and shares?
Answer:	The new supervisor can submit a ServiceNow System and File Access Request, and specify this is a job change, to request access for the new position and the former supervisor can use the ServiceNow Access Termination Delete request to remove all access in the former position. When in doubt or if you have any questions, you can always email hhsnetworksecurity@mt.gov

