

Banner Admin - Requesting User Access – Effective 12/2/22

Banner Admin access consists of three elements; **Schools**, **Classes** and **PII User**. Before beginning the Access Request process, the values for these elements must be known and specified in the Access Request.

**If you do not know the Schools and Classes to request for a new user, but have an existing user whose access should be mirrored, please send an email to bannerweb.admin@jefferson.edu with the name and campus key of the mirror user. We will provide the access details of the mirror user to you that need to be entered into the access request.*

**The Service Now Request form cannot be saved as a 'draft' and completed at a later time. Therefore, it is important to have the access details needed, before beginning the ticket process.*

**All User Access Requests must be submitted through the Service Now (SN) system, where the requester will be required to answer a series of questions and be given the opportunity to select the Schools and Classes access needed for a staff member.*

Creating the SN Request Ticket - Access Service Now – using this web link - https://jefferson.service-now.com/sc_portal

(login is campus key & password)

- Click on **REQUEST SOMETHING > IDENTITY & ACCESS > GENERAL ACCESS > Banner Admin Request Form**

Key...Access Request Questions (all questions that require a response are indicated with a red asterisk (*))

- ***This request is for** – defaults to the person creating the ticket
 - **If this access request is on behalf of the user**, be sure to select **Someone else**
 - ***Requesting for** – enter the name or campus key of the user for whom access is being requested
 - The user's demographic information (from PeopleSoft HR) will be automatically populated
- ***Type of request** – choose the appropriate option for this request (*Create, Add, Replace, Remove or Terminate User*)
- ***Select the needed School access from the List** – be sure to select the needed values
 - If this request is for **additional access** and additional School access is not need, select *Not Needed for this request*
- ***Select the needed Class Type from the List** – be sure to select the needed values
 - Classes are categorized by Class Type; Student / Registrar, Financial Aid, Tuition, Solution Center Staff and IST Security Team
 - If this request is for **additional access** and additional Class access is not need, select *Not Needed for this request*
 - ***Select the...Classes Needed** – this question will appear, based on the Class Type(s) chosen in the previous question
 - Be sure to select the needed classes for each class type
- **Is Access to PII_USERS needed?** – If Yes is selected, please understand that PII User access can only be granted to staff where the Manager has this access

- ***Select a Mirror User** – please note, this information will only be used as a guide for the Security Team. Only the School, Class and PII access selected in the ticket, will be granted upon approval.

Service Now will highlight, in **red**, all questions that are **required**, but have not been answered. These will be seen at the bottom of the Access Request Template, just above the **Submit** button. Please be sure to review your responses and selections, before clicking on the **Submit** button to complete the access request.

Please note, **Internal Audit policy** requires the user’s **Manager** approval all requests for access. This approval request will be automatically sent by SN, to the Manager as an email request. Once the Manager responds to the SN email with their approval, additional approvals needed from **Business Owners**, will be automatically sent to them as an email approval request. **Once all SN Approval Requests have been received back by SN**, a **TASK** ticket will be generated and assigned to the IS&T team to grant the approved access.

- *In Service Now, the **RITM** ticket, will show up to 4 queued approval requests – see image below. This is helpful in understanding the **status** of the Access Request*

The screenshot shows the Service Now portal interface. At the top, there is a navigation bar with the Jefferson logo and the text 'Jefferson UNIVERSITY OF SOUTHERN CALIFORNIA'. To the right of the logo are links for 'KNOWLEDGE', 'SERVICES', 'REQUESTS 19', 'CART', and 'MARYKAY MEDVED'. Below the navigation bar is a breadcrumb trail: 'Home > Submitted Request'. A search bar is located to the right of the breadcrumb. The main content area is divided into two sections. On the left is a box titled 'ESTIMATED COMPLETION 2022-11-18' containing a table with the following data:

Task ID	Priority
REQ0323681	3 - Moderate
Created	Price
2m ago	\$0.00

On the right is a box titled 'REQUESTED ITEMS' containing a list of items. The first item is 'RITM0368864' with a status of 'REQUEST APPROVED (APPROVED)'. This item is highlighted with a red box and an arrow pointing to a callout box that says 'Manager Approval completed'. Below this item is another item with a status of 'WAITING FOR APPROVAL (PENDING - HAS NOT STARTED)'. This item is also highlighted with a red box and an arrow pointing to a callout box that says 'Now Waiting for Business Approver to respond'. The list of items includes:

- REQUEST APPROVED (APPROVED)
- WAITING FOR APPROVAL (PENDING - HAS NOT STARTED) APPROVERS
- DELIVERY (PENDING - HAS NOT STARTED)
- FULFILLMENT (PENDING - HAS NOT STARTED)
- COMPLETED (PENDING - HAS NOT STARTED)

Frequently Asked Questions

- For assistance with submitting Access Requests for Banner Admin, please contact a member of the Academics and Research Team at bannerweb.admin@jefferson.edu
- Why, if I am the user's Manager, who submitted the Service Now Request ticket, do I also have to 'Approve' the ticket using the Service Now Email request –or- by logging into the Service Now Portal and clicking on APPROVALS?
 - Since all staff have the ability to create Request tickets, the Manager Approval is a required 'Approval' of all requests submitted in Service Now
 - **All Approval Requests** must be responded to, in order for the ticket to become a **TASK** ticket and assigned to the IS&T Security Team to grant the approved access