

Job Aid: Restore Access for Colleague Returning from Furlough

Identity and Access Mgt



Overview

This Job Aid contains information and steps needed to restore access that was temporarily removed or disabled as part of the furlough process.

Note: This process should be followed and executed by the reporting to manager for the furloughed colleague or by an access Gatekeeper to avoid any delays in approval.

Overall Process

Access will be restored by using the Access Request Tool and its integration to ServiceNow to create a request and series of Tasks assigned to fulfilling groups in ServiceNow.

Steps and Procedures

Below is a summary of the steps involved:

1. First step: Log in to the Access Request Tool
2. Second step: Complete the Access Request
 - a. Select Colleague Request from the Main Menu
 - b. Search and Select a user(s)
 - i. Multiple users can be selected, up to 25
 - c. Select an Action
 - i. Single user - Add Access to Selected User
 - ii. Multi User – Bulk Add Access
 - d. Select Application **4283: Return from Furlough**
 - e. Submit the Request
3. Third Step: Fulfilling teams will complete tasks to restore access
4. Fourth Step: The ServiceNow system will notify of the fulfillment of the Request

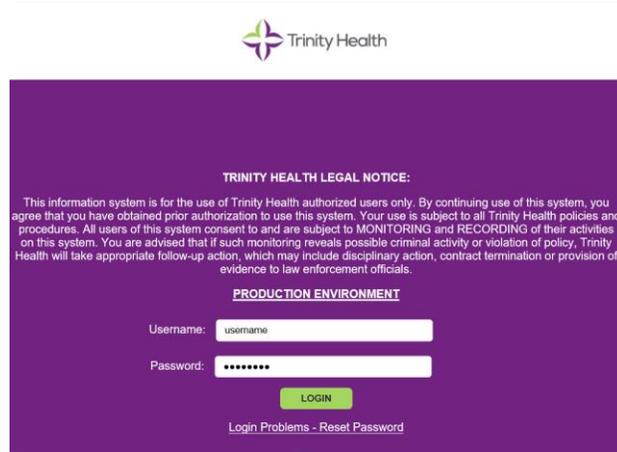
Each of these Steps will be detailed in the pages to follow.

Note: All users must be the same type in step 2d if more than one user is selected.

Step One: Access Request Tool

Open and Log in to the Access Request Tool with your production credentials

Link to Access Request Tool: <http://accessrequest.trinity-health.org/accessrequest>



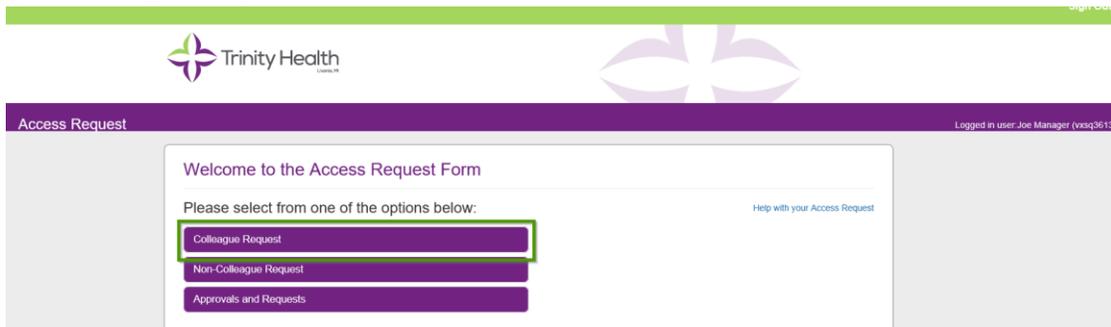
The screenshot shows the Trinity Health logo at the top. Below it is a purple box containing the following text: "TRINITY HEALTH LEGAL NOTICE: This information system is for the use of Trinity Health authorized users only. By continuing use of this system, you agree that you have obtained prior authorization to use this system. Your use is subject to all Trinity Health policies and procedures. All users of this system consent to and are subject to MONITORING and RECORDING of their activities on this system. You are advised that if such monitoring reveals possible criminal activity or violation of policy, Trinity Health will take appropriate follow-up action, which may include disciplinary action, contract termination or provision of evidence to law enforcement officials." Below the notice is the heading "PRODUCTION ENVIRONMENT". There are two input fields: "Username:" with a text box containing "username" and "Password:" with a text box containing "*****". A green "LOGIN" button is positioned below the password field. At the bottom of the purple box is a link: "Login Problems - Reset Password".

Step Two: Complete the Access Request

The following will detail each stage in the Access Request Tool.

Main Menu

1. Select **Colleague Request** from the Main Menu



The screenshot shows the Trinity Health logo and a large stylized flower graphic. Below the logo is a purple header bar with "Access Request" on the left and "Logged in user: Joe Manager (xxxx3613)" on the right. The main content area is white and contains the text "Welcome to the Access Request Form". Below this is the instruction "Please select from one of the options below:" followed by three purple buttons: "Colleague Request", "Non-Colleague Request", and "Approvals and Requests". A green box highlights the "Colleague Request" button. A link "Help with your Access Request" is located to the right of the selection options.

Search User

1. Search for the user account of the colleague returning from furlough.

Trinity Health
Access Request
Logged in user: Joe Manager (vxsq3613)

Search User

Use the search function below to select an existing user account for which to request access. Providing an existing identity will greatly reduce the turn-around time for your request. If multiple accounts exist for the same user, choose the exact ID you wish to request access for.

Last Name, First Name Equals Colleague, jane Search

Select User

Show 10 entries

Legal First Name	Pref First Name	Last Name	Wkfc ID	Network ID	Employee Status	Title	Department	Email	Phone	Location	Manager	Pin
Jane	Jane	Colleague	****	hmgc9488	Active	Furloughed Colleague	Any Department			HQ-Trinity Health	vxsq3613	****

Showing 1 to 1 of 1 entries

Previous 1 Next

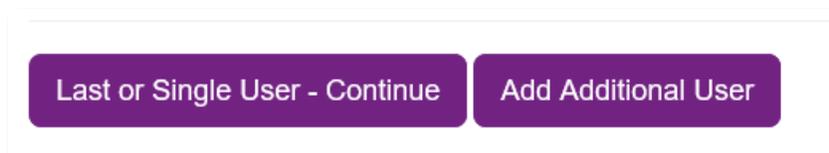
Save Cancel

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2. Select the appropriate account
3. **Note:** If you are not the manager, the request will need to be approved by the reporting to manager before it will sent to ServiceNow for fulfillment.
4. Click Save

Multiple Colleagues

If you have more than one colleague returning from furlough, additional users can be added by selecting "Add Additional User", if this is the last user in a multi user request, or if this request was for only a single user, select "Last or Single User – Continue".



Action Selection

On this page you will select the Effective date of the colleague returning from furlough and the action of **Add access to selected user** should be selected and then click **Next**.

Trinity Health
Livonia, MI

Access Request Logged in user: Joe Manager (vxsq3613)

Main Menu User Info **Action** Applications Review

Action Selection

Effective Date (MM/DD/YYYY) *

End Date (if applicable) (MM/DD/YYYY)

Select an action below:

- Add access to selected user**
- Add access to additional position for selected user
- Transfer access for new position for selected user
- Change information on selected user (No Access Change)
- Remove specific access from selected user
- Terminate all access from selected user

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Search Application

Although Returning from Furlough is not an actual application, it represents the effort needed to restore access that was disabled when the colleague was furloughed. To find the appropriate selection, use the term "furlough" in the keyword search.

Trinity Health
Livonia, MI

Access Request Logged in user: Joe Manager (vxsq3613)

Main Menu User Info Action **Applications** Review

Search Application

Search Application By Job Code

Please Select Rhim

Search:

Id	Job Code Id	Description
No data available in table		

Search All Applications

Keywords

Rhim

Category

Job Family

You can then select the application number **4283: Return from Furlough**, Add Application and then proceed by selecting **Save Selected Applications**.

Select Application

Show entries Search:

ID	Application Name	Description (Click to view details)	ServiceNow Knowledge Base Link
326	Corner (Powerchart) for Non-Providers or URO	***Michigan do not submit any further REQs in lieu of the EP...	
801	**** Service Desk Agent Applications **** (ONLY for Service Desk Agents)	**** Select this application for NEW access for NEW Service ...	
2443	Test (DO NOT SELECT)	Test Application for SN IDM Orchestration. Will be deleted a...	
2844	TogetherCare Privileged Access	This application selection is reserved for privileged access...	
4063	TogetherCare User Access	This is a placeholder for end user requests for TogetherCare...	
4283	Return from Furlough	This selection represents the process of a colleague returni...	

Showing 1 to 6 of 6 entries Previous **1** Next

Cannot Find Application

2

Selected Applications

ID	Application Name
4283	Return from Furlough

3

Note: For this process to be completed as quickly as possible, please do not select or add any other applications.

If there are access needs other than what this selection was intended to restore, it can be added as additional applications. This may add additional effort and time to complete the request.

This selection is to restore remote (VPN) access, Clarity application access, and Privileged account access (NineID) only.

Application Details

Once selected, you will be presented with a single question

Enterprise Program Management Office (EPMO)

This selection is for EPMO users that need to have their VPN reactivated through the Trinity Health Enterprise solution (NetScaler via Connect) or an Aruba Device, and to have Clarity access restored.

Loyola or Gottlieb Health Systems

This selection is for Loyola and/or Gottlieb users who need to have the local VPN that restored which is supported by local RHM resources (MW-Identity Management).

Note: For **MacNeal** users, select **Trinity Heath Colleagues at RHMs and System Office (non TIS/EPMO)**

St. Joseph's Health in Syracuse, NY

This selection is for Syracuse users who need to have the local VPN that restored which is supported by local RHM resources (SY-Network Engineering).

Trinity Health of New England (St Mary, St Francis, or Johnson Memorial)

This selection is for THofNE users in the Connecticut Charter that need to have the local VPN that restored which is supported by local RHM resources (NE-Network Engineering Central CT).

Note: For **THofNE Springfield** users, select **Trinity Heath Colleagues at RHMs and System Office (non TIS/EPMO)**

Trinity Heath Colleagues at RHMs and System Office (non TIS/EPMO)

This selection is for colleagues of Trinity Health at System Office or at a local RHM that do not fall into one of the other selections. This will restore VPN through Connect or an Aruba Device (Identity Access Mgt-Engineering and App Delivery-RA Infrastructure).

NOTE: This includes users at **MacNeal** and **THofNE Springfield**.

Trinity Information Systems (TIS)

This selection is for TIS user to restore VPN through Connect or an Aruba Device (Identity Access Mgt-Engineering and/or App Delivery-RA Infrastructure) to re-enable any privileged access (NineIDs, Identity Access Mgt-Engineering) and Clarity Application Access (Clarity Team).

Submit the Request

You will have on final chance to review the request prior to submitting. There are two important points in this process.

- **DO NOT** add Special Instructions
 - This will delay the process of restoring access.
 - This requires a human to read prior to fulfillment.
 - If additional access is needed, it should be added to the request by selecting the corresponding application.
- **DO NOT** select "Yes" this is COVID-19 related
 - This request should not be prioritized over access requests for front line users delivering patient care.

Request Summary

My Information

Requester Name	Manager, Joe
Requester Email	
Requester Phone	

Action ([View](#))

Action	Add access to selected user
Effective Date	Fri Apr 17 00:00:00 EDT 2020
End Date	

User Information ([View](#))

Name	Network ID	Email	Approving Manager
Colleague, Jane	hwgc9488		Manager, Joe

Requested Applications ([View](#))

Return from Furlough

Special Instructions

Be aware that any comments typed in the Special Instructions text box will delay processing of this request because it requires an analyst to review, investigate, and evaluate the request. The assigned analyst may contact you for more information. Even if you add "please expedite" this will result in a non-standard request and will delay processing.

Be aware that any comments typed in the Special Instructions text box will delay processing of this request because it requires an analyst to review, investigate, and evaluate the request. The assigned analyst may contact you for more information. Even if you add "please expedite" this will result in a non-standard request and will delay processing.

Is this a COVID-19 related request? * No Yes

Submit Request

ServiceNow

Submitting an approved request will create a request (REQ) in ServiceNow with a Requested Item (RITM) and pre-defined Tasks for fulfilling teams to restore access that was disabled.

- Enabling Trinity Health Azure MFA for remote access will be assigned to the **Identity and Access Mgt-Engineering** team.
- Enabling Privileged accounts (NineIDs) in the Identity Management System and Active Directory Domain(s) will be assigned to the **Identity and Access Mgt-Engineering** team.
- Enabling Aruba/Meraki/VPN Devices will be assigned to the **App Delivery-RA Infrastructure** team.
- Enabling Clarity application access will be assigned to the **Clarity Team**.
- Enabling local VPN in the Syracuse environment will be assigned to **SY-Network Engineering**.
- Enabling local VPN in the Loyola and/or Gottlieb environment will be assigned to **MW-Identity Management**.
- Enabling local VPN in the Trinity Health of New England environment for the Connecticut Charter will be assigned to **NE-Network Engineering Central CT**.
-

After all the Tasks are complete, you will receive an automated notification from ServiceNow indicating that the effort to restore access is complete.

It still may take a few hours after it is fulfilled for systems to completely synchronize.

If access to specific applications is still unavailable, please contact the Service Desk for triage and to assign an Incident to an appropriate supporting group. Please have the request (REQ) number as a result of this request available for the Service Desk agent to reference.