**Process Document - 5**

**User ID Management**

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| **Document Control Sheet** | |
| **For Airtel Money Environment only** | |
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1. **Introduction**

User ID management is the process of managing who has access to what information over time. This cross-functional activity involves the creation of distinct identities for individuals and systems, as well as the association of system and application-level accounts to these identities. User ID management processes are used to initiate, capture, record, and manage the user identities.

This process has been established to review the identity management across Airtel Money and provide unified, consistent and standard business processes and technology to support an individual’s account to access Airtel Money environment.

1. **Scope**

The scope of this User ID management extends to identity creation, change, termination, validation, approval, propagation, and communication of Airtel Money environment.

1. **User ID Management**

User ID Management includes creating, modifying, maintaining and removing a user’s access to IT Infrastructure such as network, databases, network devices and applications in a controlled manner.

The User ID management activity includes the following:

* Verifying the identity of user or application.
* Assigning unique user ID and password per individual.
* De-provisioning of user ID wherever necessary.

**Definitions**

**Identity** — the element or combination of elements used to uniquely describe a person or machine. It can be what you know, such as a password or a personal identification (ID) number; what you have, such as an ID card, security token, or software token; who you are, such as a fingerprint or retinal pattern; or any combination of these elements.

**Dependency**

* Password policy/standard

User ID management process has mainly three-phase approach to manage Airtel Money environment ID’s of server, application, network and database, which generically have normal and privilege type user. The following is a brief description of the three phases:

**3.1 User ID Creation**

Whenever a New User needs to access the Airtel Money system, ID will be created after request for same has raised and approval workflow followed for Airtel Money environment. ID and Temporary password for Mail and Domain will be provided to requestor through mail only if request has accurate information.

**3.2 User ID Deletion**

Whenever the access of the user needs to be revoked from the system; all IDs associated with the user will be deleted after checking requestor’s authorization to raise the ID deletion Request, If Request From is not accurate or complete then will inform requester with reason for rejection.

**3.3 User ID Modification**

Reactivation of disabled IDs or Modification of existing IDs will be done only after due approvals. The request for a password reset /ID enabling will be forwarded to the relevant system administrator to modify and notification to requestor and\or ID manager\HR will be sent with New/reset Password/ Enabled ID details.

1. **User ID Management Process**

**4.1 Process Flow Diagram**

|  |  |  |
| --- | --- | --- |
| |  | | --- | | 1. Raise ID request |      |  | | --- | | ID Manager/  Requester |     End  7. Update ID Records  2. Type of  Request?  ID  Administrator/ SPOC  Creation Deletion Passwd Reset Access Change  4. ID Deletion Sub Process  6. Access Modify Sub- Process  5. Password Reset/ID enabling Sub process  3. ID Creation  Sub Process |

4**.2 User ID Management Process steps**

|  |  |  |  |
| --- | --- | --- | --- |
| Steps | Activity | Role(Who) | Acceptance criteria |
| 0. | Start | ID Manager/Requester | This process is trigged when any of the following occurs :   1. New employee joins\ 2. Employee got transferred 3. Employee resigns or terminated 4. Role change of employees |
| 1. | Raise ID Related Request  Raise ID Related Requests using form and ensure all the approvals are taken as mentioned in the Form.  . | ID Manager/requester | Filled in ID Request Form |
| 2. | Access the type of request and process to step  3. for ID creation Sub process  4.for ID Deletion process  5. for Password Result/ID enabling Sub-Process  6.for Modifying access rights Sub process | ID Administrator/SPOC |  |
| 3. | ID creation Sub-Process  Invoke. ID Creation Sub- process for creating user IDs.  Proceed to 7. Access Rights Update Sub-Process | ID Administrator | Update the relevant system User ID Access |
| 4. | ID Deletion Sub- process |  | Update the relevant system User ID List |
|  | Invoke ID Deletion Sub-process for deleting user IDs.  Proceed to 7 Update ID Records. | ID Administrator |  |
| 5. | Password Reset/ID enabling Sub-Process  Invoke sub-process Password Reset  Sub-process for resetting password and id enabling Sub process for enabling the IDs.  Proceed to 7. Update ID Records. | ID Administration/SPOC | Updated the relevant system user ID List |
| 6. | Access modification Sub-Process  Invoke Access modification Sub-process  Proceed to 7. Access rights Matrix Update Sub-Process. | ID Administrator | Update the relevant system User ID List |
| 7. | Update ID Records | ID Administrator/SPOC | Update ID Details Master List  ID Administrator must update all the records of ID creation , deletion ,access modification etc. This will be updates at circle level |
| 8. | End |  |  |

1. ID Creation Sub Process

|  |  |  |  |
| --- | --- | --- | --- |
| |  | | --- | | ID Manager/  Requestor | | |  | | --- | | 1. Resubmit with Complete and Accurate Information | |
| |  | | --- | | ID Administrator | | 1.Resubmit with Complete and accurate ?   |  | | --- | | 1. Forward ID and Password to ID Manager |   4. ID Type ?  Type   |  | | --- | | 6.Forward ID and Password to user and Notify ID Manager of Completion | |
| |  | | --- | | System Administrator | | |  | | --- | | 3. Create ID | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps** | **Activity (What)** | **Role (Who)** | **Narrative** |
| 1. | Request Complete and Accurate? | ID Administrator/SPOC | Check that the requestor is a authorized to raise the ID Creation Request, and, that the information provided using from ID Request From is accurate and complete.  If yes, Proceed to step 3 If no, inform requester with reason for rejection  Only requests received from ID managers as specified in policy are valid requests. |
| 2. | Resubmit with complete and accurate information | ID Manager/ Requestor | Requester to Provide all missing information and resubmit if the ID is required. |
| 3. | Create ID | System Administrator | ID is creator in the requested Application**/**system.  Send ID to ID Administrator/SPOC. |
| 4. | ID Type? | ID Administrator/SPOC | On receipt of the created ID and temporary password:  Follow step (5) for emails IDs. Follow step (6) for other IDs. |
| 5. | Forward ID and Password to ID Manager | ID Administration/  SPOC | ID and Temporary password for Mail and Domain will be Provided to ID Manager through mail and for the rest of cases for e.g. application specific passwords the ID and passwords will be e-mailed to ID requestor. |
| 6. | Forward ID and password to user and notify ID Manager of completion | ID Administrator/  SPOC | ID and Temporary password for application specific IDs- the ID and passwords will be e-mailed to ID requestor and a notification of Completion of this activity will be sent to ID Manager. |
| 7. | Return |  | Return to main Process and Continue. |

1. ID Deletion Sub Process

**ID Deletion Sub-process**

|  |  |
| --- | --- |
| ID Manager/ HR Manager | 2. Request with Complete and Accurate Information |
| ID Administrator | 1.Request Complete and Accurate ?  Inform ID Manager /HR Manager  No    Yes |
| System Administrator | 3. Delete ID |

**ID Deletion Sub Process Steps**

|  |  |  |  |
| --- | --- | --- | --- |
| **Steps** | **Activity (what)** | **Role (who)** | **Narrative** |
| 0. | Start | ID Manager/HR Manager | ID Deletion requests are forwarded to the ID Administrator/SPOC. |
| 1**.** | Request Complete and Accurate | ID Administrator /  SPOC | Check that the requestor is authorized to raise the ID deletion Request ,and that the information provided using form ID Request Form is accurate and complete.  If yes ,proceed to step 3. .if no , inform requester with reason for rejection and proceed to step 2 |
| **2** | **Resubmit with complete and accurate information.** | **ID Manager/HR Manager** | **Requester to provide all missing information and resubmit.**  **The ID Manager needs to resubmit the ID Deletion request with complete and accurate information.** |
| **3** | **Delete ID** | **System Administrator** | **ID is Deleted in the requested application /system /Email/Network/intranet etc**  **.** |
| **4** | **Inform ID Manager/HR Manager** | **ID administrator/SPOC** | **Send mail with appropriate information to appropriate recipient** |
| **5** | **Return** |  | **Return to main Process and Continue.** |

1. Access Modification Sub Process

Access Modification Sub-Process

|  |  |
| --- | --- |
| ID Manager/ HR Manager | 2. Request with Complete and Accurate Information    - |
| ID Administrator | 1.Request Complete and Accurate ?  Inform ID Manager /HR Manager  No  Yes |
| System Administrator | 3. Modify the Access rights |

Access Modification Sub-Process Steps

|  |  |  |  |
| --- | --- | --- | --- |
| Steps | Activity (What) | Role(Who) | Narrative |
| 0. | Start | ID Manager/ | Access Modification requests are forwarded to the ID Administrator |
| 1. | Request Complete and Accurate | ID Administrator/SPOC | Check that the request has been raised as per raised as per as policy and, that the information provided using Request Form is accurate and complete.  If yes , proceed to step 3  If no, inform Requester with the Reason for Rejection and Proceed to step 2 |
| 2. | Resubmit with complete and accurate information | ID Manager/Requester | Inform Requester to provide all missing information and resubmit.  The ID Manager /Requester needs to resubmit the request with complete and accurate information. |
| 3. | Modify the access rights | System Administrator | The access rights are modified in the requested application/System/Email/  Network/  Intranet etc |
| 4. | Inform ID Manager/Requester | ID Administrator/SPOC | Send ,mail with appropriate information to appropriate recipient. |
| 5. | Return |  | Return to Main Process and continue |

User ID Request Form



1. **Roles and Responsibilities**

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| Requester | Request for relevant ID. |
| Requester’s Manager | The immediate manager of the requester who will approve the requirement of ID creation, deletion & modification |
| ID Administrator/ SPOC | Handles ID related requests. Review and analyze requests for completeness. Contact ID manager for additional information if required. File the request and records of review.     Validate the list of ids in the applications and in the ID management tool on a monthly basis. |
| System Administrator | Perform ID creation, deletion & modification, Protect the identified resources accordingly,   Manage the control process to ensure the resources are operating effectively. |
| ID Manager /HR Manager | Inform the SPOC via HR on board forms or HR Off board and/or Transfer forms when employees resign or get transfer to another department/Manager. Inclusive re, Manager responsible for contract hires, Evaluate the requirements, business, justification and approving the requester’s request. |
| Security Admin-Airtel | Final approving authority for Create, Modify, Delete actions in User ID management for Airtel Money Environment . |

1. User ID Management **Reports**

* User ID Allocation Master List
* Approvals/Rejection mails/System records

1. **Performance Metrics and Benchmarks**

**Key Performance Indicators**

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| --- | --- | --- | --- |
| **KPI** | **Responsibility** | **Data Source** | **Periodicity** |
| Updation of User ID Allocation list | IT/ Networks function | User ID Allocation list | Monthly Report |
| Assigning unique User ID | IT/ Networks function | User ID Allocation list | Monthly Report |

**SLAs**

|  |  |  |
| --- | --- | --- |
| **Service Provided** | **SLA parameter** | **Parameter Threshold** |
| User/Identity Provisioning and De-provisioning | Turnaround time for approval, Create/Delete/Modify ID | 99% within 5 working hours and 100% within 8 working hours |
| User/Identity Provisioning and De-provisioning | Number of self service requests (SSR) with the cause tied to improper User ID Management | 99 % of SSR should be without discrepancies during reviews. |
| User/Identity Provisioning and De-provisioning | Number of user IDs identified where actual access and entitlement doesn’t match approval documentation | 99% of account requests should have authorization |

Annexure :

1. Contact Details :

|  |  |  |
| --- | --- | --- |
|  | **Contact Person** | **Contact details** |
|  |  |  |
|  |  |  |
|  |  |  |