



OMMISS POLICIES AND PROCEDURES

Section:	Security
Title:	NCTracks Go Live Access Request Procedure for Ops Portal
Current Effective Date:	May 24, 2013
Revision History:	
Original Effective Date:	May 20, 2013

Purpose

The purpose of this policy is to document the NCTracks Access Request process to gain access to the NCTracks Operations Portal production system at go live.

This policy applies to all State employees, contractors, temporary resources, and other entities that require access to the NCTracks Operations Portal production system at go live.

Policy Statement

The OMMISS PSO and State management shall ensure that workforce members are aware of the process to request access to NCTracks Ops Portal production system at go live.

Requirements Prior to Requesting Access to NCTracks

The approver and NCTracks user have previously requested and received a North Carolina State NCID logonid and password.

Process to Request NCTracks Access

The requestor is directed to the appropriate webpage and completes the appropriate form. Four access type forms are available to choose:

- NCTracks STATE Access Request Form
- NCTracks LME Access Request Form
- NCTracks CDSA Access Request Form
- NCTracks HC Access Request Form

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Process Overview

In order to access the NCTracks Ops Portal production system from 7/1/13, the user needs an online access request submitted at <http://ncmmis.ncdhhs.gov/regionRequest.asp>. When the webpage has been completed, and the “Submit Access Request” button pressed, an email with all of the request details is sent with the following listed on the “To” line of the email:

- User
- Approver
- OMMISS PSO

The Approver hits “reply all” and states that the request is approved or denied. The OMMISS PSO acts on the email in a manner consistent with applicable State and Department policies to grant the user access to NCTracks Ops Portal production system from 7/1/13.

Any questions should be directed to the Division Program Executives (DPEs) or the OMMISS PSO, Jeffrey Poole.

Note: Emails are issued from a temporary account, NCTracks_GoLive_Access@dhhs.nc.gov.

Process Responsibilities

Requestor

- The Requestor will go to the online form and complete the access request for the user and then click submit. (Note: Requestor can be the user, approver, or another authorized individual).
- The User, Approver, and the OMMISS PSO will all get email notifications that the request has been made and with the details of the requested access.
- When applicable, the Requestor confirms with the Approver that the request is understood.
- The Approver for the request must be an authorized manager/ privacy & security official.
- If you are a User with a vendor, and you do not have an authorized manager/ privacy & security official at your company, you must identify an authorized manager with the State. Such an authorized manager could be your business or contract manager at the State. The Approver on your request would be the authorized State manager.



Approver

- The Approver must review the request and click “reply all” with the word “APPROVED” or “DENIED” in the body of the email.
- If the Approver does not approve the request, the Requestor should discuss with the Approver and resubmit if necessary. A resubmission is subject to the same policies as above. The most recent approved resubmission will be used for provisioning in NCTracks Ops Portal.

OMMISS PSO

- The OMMISS PSO will review the submitted request for completeness.
 - If approved by the Approver, the OMMISS PSO will approve the request and authorize the Fiscal Agent to process the access request.
 - If denied by the Approver, the OMMISS PSO will deny the request.
 - If approved by the Approver, but deemed incomplete by the OMMISS PSO, efforts will be made by the OMMISS PSO to receive a corrected submission. If still incomplete, the access request will be denied by the OMMISS PSO and the User and Approver notified immediately by the OMMISS PSO.
 - If the OMMISS PSO is set to be the Approver on the form, then the OMMISS PSO will make an independent determination of the request and approve/ deny.
- The OMMISS PSO will maintain soft copies of all documentation as necessary including emailed access requests and the database content having the received online requests.
- The OMMISS PSO will use the database with the stored requests to conduct audits as necessary and record final approval/ denial of each submitted request.
- The OMMISS PSO will work with OMMISS Technical to provide a secure copy of the approved database’s content to the Fiscal Agent for provisioning in NCTracks Ops Portal production system.

Reference(s)

DHHS Security Standard Manual Training and Awareness Policy



Disclaimer

Changes are periodically made to the information contained in this publication; these changes will be issued as new pages for this document and incorporated into new editions.

Change History

Version Date	Version Description
May 20, 2013	Policy Creation
May 24, 2013	Amended to show that State contract/ business manager will be included in the approval process where necessary

Contact Information

If you have any questions about this document, please contact the following:

Name/Title	E-mail Address	Phone Number
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Approved By

Name/Title	Signature	Date
Sunil Gedela/ Senior Program Manager, OMMISS		
Jeffrey W. Poole/ OMMISS PSO		