<Organisation Name>

Account Approval Process [Template]

<Document Version & Date>



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# Account Approval Process

This document defines the Account Approval Process for <Organisation Name>.

## Definitions

An Account is a means to access an IT resource that requires some form of identification to allow that access. It usually is associated with a username and most often also a password.

An Account Owner is the person who uses the Account and is responsible for its proper usage.

A Requestor is the person requesting an action associated with an Account. This will usually be the Account Owner, but may also be a person facilitating the request on behalf of the Account Owner.

An Approver is the person who is authorised to approve the type of request being made.

An Implementer is the person who actions the request.

## Scope

This Account Approval Process must be followed for all the following:

* Accounts for computers, applications and network equipment
* Creation, modification, suspension, enablement and deletion of any Account.

In this process, where the “Requestor” is referred to, it always means the Account Owner, even when the Requestor is facilitating the request on behalf of the actual Account Owner.

## Receive Account Request

Actions related to the management of Accounts must be requested using the Account Request Form. That request must be provided (on paper or electronically) to <Person’s Name>.

When an Account Request is received, the following actions are performed:

* Check the form has all the fields completed as required, particularly:
	+ Requestor’s information including name, email, telephone
	+ Resource information including system/application/network equipment name
	+ Account information including Account name and privileges
	+ Action requested; e.g. Create, Modify, Suspend, Enable or Delete
* Validate the fields in the form to ensure they are valid and appropriate
* Where the identity of the Requestor needs to be verified (e.g. new personnel, volunteer, third-party), ensure some form of photo ID is sighted and validated
* If any information provided is incorrect or missing, ask the Requestor to fix the issue
* Assign an Approver for the request
* Provide the request to the assigned Approver.

Some requests may come from Approvers and are intended to modify, suspend, enable or delete Accounts. These types of requests can be made electronically directly to an Implementer. They must contain all needed information including Account name, action, reason, etc.

## Review Request

The assigned Approver reviews the request as follows:

* Verify the information in the request is correct and accurate
* Review the request according to the following criteria:
	+ Is it a reasonable request based on the role of the Requestor?
	+ Is it a reasonable request for the actual person in the role?
	+ Is it the most appropriate request for the purpose stated by the Requestor?
	+ Is the request in compliance with any relevant policies, legislation and regulations?
	+ Does the Requestor need to meet any additional criteria to be able to have the request approved; e.g. training completed, security clearance met (e.g. Blue Card), age-appropriate, etc.
	+ Is there a time limit on the period that the request is implemented for; e.g. request is effective for three months only, must be reviewed annually, etc.
* Based on the criteria above and any other relevant matters, determine if the request can be approved or not
* Approve or deny the request
* Sign and date the form (on paper or electronically)
* Notify the Requestor of the outcome of the request
* If approved, assign an Implementer and provide the request to the Implementer to be actioned.

## Implement Request

The assigned Implementer reviews and may action the request as follows:

* Verify the information in the request is correct and accurate
* Verify that the request can be validly actioned; i.e. there are no issues with the request or with the intended implementation that prevent the request being completely and validly actioned (e.g. the system requested is being repaired and is unavailable for one month, the username is already assigned, etc.)
* If the request cannot be actioned for any reason, notify the Approver, discuss options, and follow through accordingly
* If the request can be actioned, action the request
* Update the form to indicate if the request was actioned or not – if it is not actioned, include the reason why
* Sign and date the form (on paper or electronically)
* Notify both the Approver and Requestor of the implementation outcome
* If the request is time limited, ensure an appropriate action is placed in the <Future Actions Calendar>.