

CBS USER ACCESS REQUEST FORM

REQUIREMENTS & PROCEDURES



Purpose: To outline the process for **requesting, restoring, and deactivating** user access to, and **changing roles** within a Commerce Business Systems (CBS) application. Oracle IDs and passwords for access to CBS are established by the Information Technology Center (ITC), Information Systems Office, Office of Finance and Administration.

Requirements:

- ✓ All CBS users must be listed with their current duty station in the NOAA LOCATOR prior to being granted access to the systems. Information can be provided via e-mail at noaa.locator@noaa.gov. This is the responsibility of the user=s office.
- ✓ All CBS users must read, sign, and attach the **NOAA Non-Disclosure Agreement for System Access / Department of Commerce / National Oceanic and Atmospheric Administration / Commerce Business Systems** to the CBS User Access Request Form. The Non-Disclosure Agreement is also available on the [CBS Home Page](#), under Request System Access, or by going to the [CBS Forms Page](#).
- ✓ All CBS users must be familiar with NOAA’s Information Technology System Rules of Behavior and complete the IT Security Awareness Course.
- ✓ All CBS users must complete a **CBS USER ACCESS REQUEST FORM**. The form can be obtained by contacting the Client Services CBS Help Desk on **301-444-3400** or via e-mail at clientservices@noaa.gov. The form is also available on the [CBS Home Page](#), under Request System Access, or by going to the [CBS Forms Page](#).

Procedures:

1. You, the user, must complete the CBS User Access Request Form and obtain your supervisor=s signature. Please ensure the name and phone number of your office=s System Administrator or LAN support person is also on the form. Forward the form to the Client Services CBS Help Desk via **fax to 301-444-3401**.
2. The CBS Help Desk will review and record your request in the Help Desk software, creating an action ticket. The appropriate CBS Team will be notified and will either approve or disapprove the request (new users, restored users, and role changes). Requests for deactivation will be forwarded directly to the CBS DBAs and to the ITC for immediate action. Servicing Human Resources Office or servicing Contracting Officer Representative (COTR) are required to inform the servicing IT support office of an employee or contractor's departure within five business days of their departure and the the servicing IT support office is required to ensure the deactivation of the departing employee or contractor's account(s) within five business days of being notified. Hostile separations require immediate termination but no later than 24 hours. (See NOAA’s Account Deactivation Policy at https://connection.commerce.gov/sites/connection.commerce.gov/files/media/files/2014/account_deactivation_timeframe_policy_reminder_2013_05_20.pdf)
3. Once approval has been provided by the appropriate CBS Team, requests for new and restored users will be forwarded to the ITC for action. Requests for role changes will be forwarded directly to the CBS DBAs (or the appropriate CBS Team) for action (See Step 6).
4. Based on the information provided, the ITC will establish/restore/deactivate a CBS user account and password. Once this has been accomplished, the ITC will notify the CBS Help Desk.
5. For new and restored users, The CBS Help Desk will ensure that the correct Oracle ID is established in the GL029, Employee Information Maintenance Screen, in CFS using the standard Oracle naming convention. If, for any reason, the ITC must deviate from this convention, the CBS Help Desk will be notified.
6. The CBS Help Desk will establish/change the role.
7. The CBS Help Desk will notify you, the user, via e-mail to contact the CBS Help Desk on 301-444-3400 to obtain your user name and password at your convenience. The CBS Help Desks will close the ticket.