



TSU Banner Security Request Approval Process

The Office of Technology Services has completed a project to update Banner Security, from revamping security classes and groups to upgrading the request and access review processes. This document will outline the new procedure for Banner Security Officers to approve Banner access requests.

The following procedure replaces the old Excel request form. Those forms will no longer be accepted as valid Banner access requests. We will also no longer accept access requests via email or phone.

TSU policy and state audit requires that “Access to University networks and systems should be granted on a least privilege model, wherein users are granted only the access required to perform their job duties”.

Banner Access Overview

Banner is separated into several primary functional areas or modules. These include:

- Accounts Receivable
- Advancement
- Finance
- Financial Aid
- General
- Human Resources
- Payroll
- Student

Banner 9 Admin pages allow functional/administrative users to view, create, modify, and/or delete records in the Banner database, depending upon their access level. Access levels fall into two categories:

- Query – allows a user to only view records
- Maintenance – allows a user to view, create, modify, and/or delete records

Banner access is provisioned by assigning a user membership to a security Group or Groups. Security Groups are defined by **general job/position functionality or a role-based model**. Each Group contains one or more security Classes; each Class contains Banner objects (Admin pages, jobs, etc.) that are related based on **job/position and Banner functionality**.

- Security Groups
 - Role-based
 - Named based on Banner module and job/position functionality
 - Example: TSU_FA_COUNSELOR_G
- Security Class
 - Banner functionality related to job/position
 - Named based on:
 - Job/position and Banner functionality
 - Banner module



- Access level (QRY or MNT), object type (RPT [Report], PRC [Process])
- Examples: TSU_STU_REG_HIST_QRY_C, TSU_STU_AR_PRC_C

Each Banner module is managed by a Banner Security Officer (BSO). The responsibilities of the BSO for each module include:

- Review of each Banner access request and, if necessary, collaborate with supervisors/managers making the request to ensure the proper access is requested based on the user's job responsibilities.
 - Collaboration between the Banner Security Officer(s) and the supervisor of the employee is **critically important** to ensure that the employee gaining access is being provisioned access to Banner screens that are appropriate to the employee's job responsibilities. Failure to collaborate and provisioning inappropriate access can cause unwanted results on student/employee records in Banner and can also result in an unsatisfactory finding on internal and state audits.
- Make a decision on each access request; approve, deny.
- Perform a periodic review of all users' access to determine if access for each is still appropriate; request adjustments as necessary. Periodic review will occur quarterly.
 - Access to the various Admin pages **should be restricted to a user's job function**; this means users should not have access to Admin pages and data that is unrelated to their duties as a TSU employee.

General Banner access request procedure:

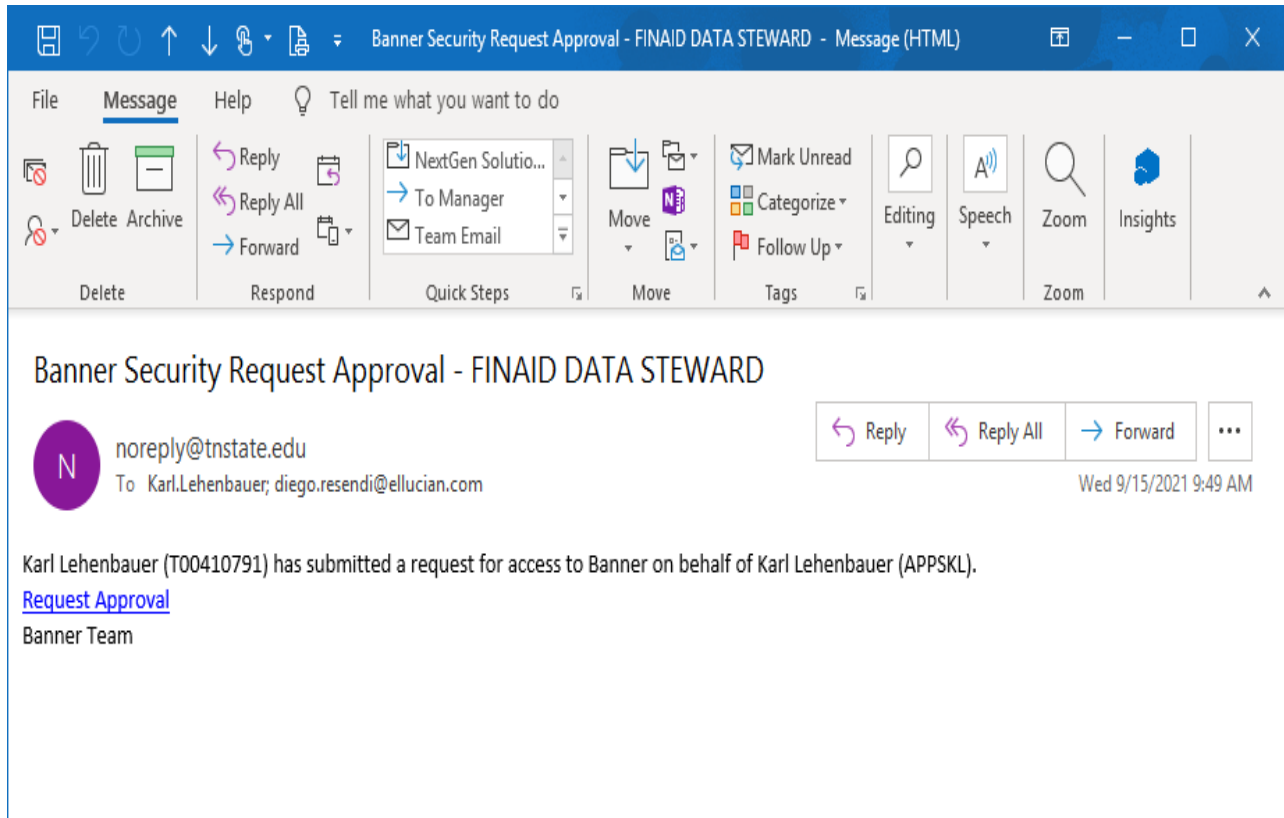
- It is determined that an employee needs new/modified Banner access
- Supervisor collaborates with appropriate BSO(s) to determine the appropriate access (if necessary) and submits access request
- BSO reviews and approves access request
- OTS Applications receives the request and approval, executes the security change as requested



New Banner Access Request Approval Process

Submitting the Banner Security Request form starts a workflow to process the request to all the Banner Security Officers (BSO) (approvers) and finally to OTS for request processing.

After the submission of the request, a notification email will be sent to any and all BSOs identified in the request. For instance, if the access request includes Student and Financial Aid access, both the BSO for Student and Financial Aid will receive the notification.





Upon receipt of the notification, the BSO will access Banner Workflow in myTSU to process the request.

The screenshot shows the myTSU Staff Portal interface. The top navigation bar includes the Tennessee State University logo, user name 'Karl Lehenbauer', and various utility links like 'Help Desk', 'SHARE', and 'FOLLOW'. The main content area is divided into several sections: 'My Week' (calendar view for September 2021), 'Unread Messages' (showing 3 unread messages from Office 365), and 'Staff Applications'. The 'Staff Applications' list includes items like 'Banner Services', 'People Admin - HR System', 'CBMS - Events Management System', 'TMA - Facility Work Request', 'TigerShopper / SciQuest', 'Citrix Portal - Remote Application Access', 'Service Now - IT Help Desk Ticketing System', 'Research - Intent to Submit a Proposal', and 'Banner Workflow' (which is circled in red). Other items like 'Degree Works' are also visible.

Once in Banner Workflow, click on “Worklist”. Click on the “Banner Security Request...” link to see the details of the requested items that they need to approve.

The screenshot shows the 'Worklist' page in Banner Workflow. The page has a header with 'Worklist' and 'Logoff Help' buttons. Below the header is a table with the following data:

Status	Organization	Workflow	Activity	Priority	Created	View Details
Ready	Root	Banner Security Request for Karl Lehenbauer (APPSKL)	Data_Steward_Approval1	Normal	12-Oct-2020 11:29:41 AM	

At the bottom of the table, there is a pagination control: '1 - 1 of 1 | First | Previous | Next | Last | Go to page: 1 | Show Reserved Items'.

Select “Approve” or “Reject” for the requested items. **You must then press the “Complete” button for the approval to be processed.**

If there is a need to do some research or other tasks prior to completing the approval, you can select “Save & Close” and come back to the activity at a later time.

Comments can be added, if necessary. It may be helpful to add comments on any rejected request to explain why it will not be completed as is.



If the BSO needs more information on the requested group/class, you can access the Banner Security Request located within Banner Services (see documentation **TSU Banner Security Access Request Process**).

Worklist
Banner Security Approval Hide Menu Logoff Help

Diego Resendi (T00616938)
Dept:
Title:
Phone: ()
diego.resendi@ellucian.com
has requested an access change for:

Karl Lehenbauer (APPSKL)
Dept:
Title:
Phone: (615) 9635024
karl.lehenbauer@tnstate.edu

Please Approve or Reject this request for access to the following:
Add TSU_FA_AUDITOR_G - Group for Finaid Auditor
Add TSU_FA_USERS_G - Group for all Financial Aid Users

* Choose
 Approve
 Reject

Comments:

When each approval activity is completed, an email is sent to notify the requester, user and approver of the approval status.

Diego Resendi

Your Banner security access request for Karl Lehenbauer is being processed.

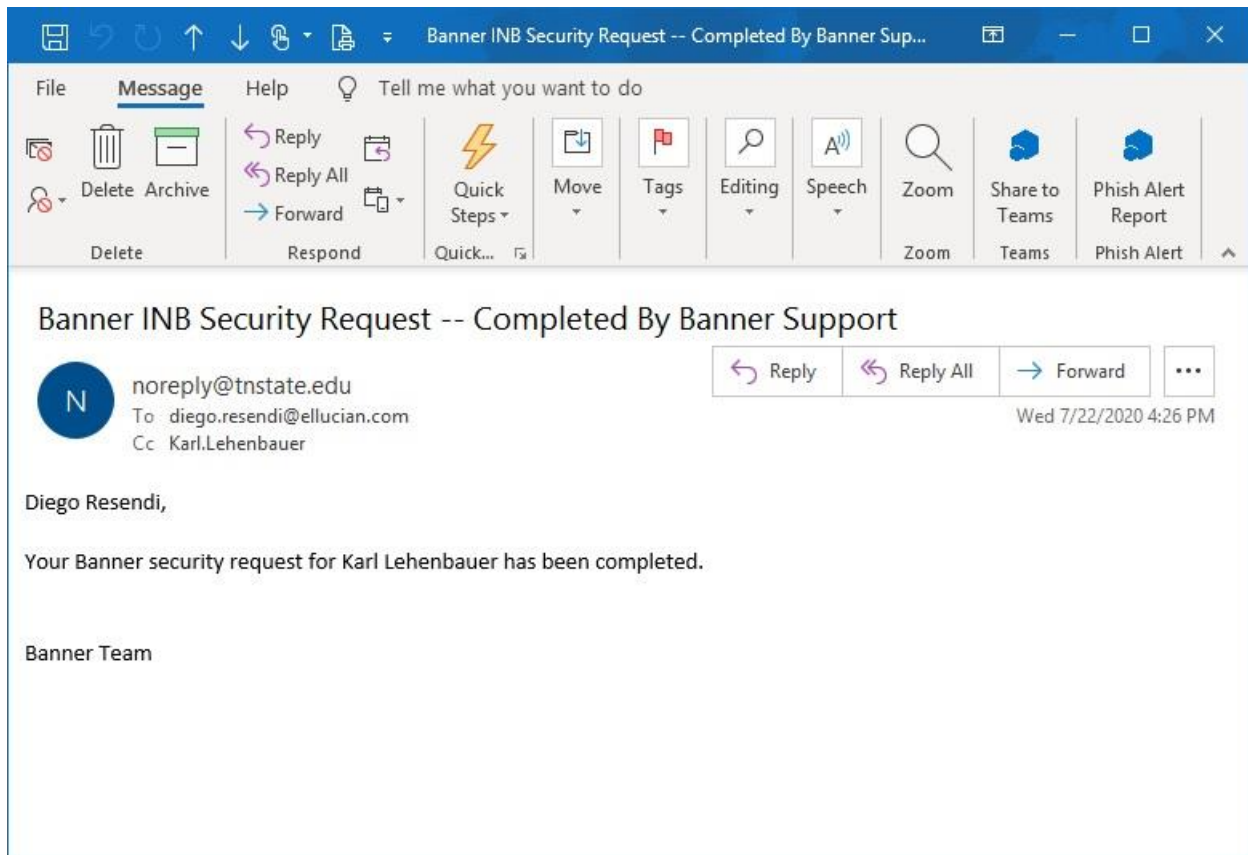
These classes and/or groups have been submitted to the: FINAID DATA STEWARD

Add TSU_FA_AUDITOR_G - Group for Finaid Auditor
Add TSU_FA_USERS_G - Group for all Financial Aid Users

The response from: Diego Resendi: **Approve**

Banner Team

When all required approvals have been completed, the process notifies OTS and creates an activity for the Banner Security Administrator in OTS to complete. We will then make the appropriate adjustments to the employee's Banner access and update the request in Banner Workflow. The Workflow process will then send an email notification that the access request has been completed.



You will receive access requests for **both** additions and removals; the approval process is the same for each. However, **it is not intended for employees who are leaving TSU completely to remove their access.** The current ESA process will continue to manage access removal for those situations. It is intended to remove access for employees moving from one department to another; the department that the employee leaves should submit a request for access removal if their new job does not include the same responsibilities and, thus, require the same access.

General Banner access removal request procedure

- It is determined that an employee needs Banner access removed (i.e. employee moves from one department to another)
- The department losing the employee should access the same Banner Security Request page in Banner Self-Service to review current access of the leaving employee
 - Follow the same steps as if initiating access requests (i.e. enter employee username, click Request Access, expand Banner Security Group areas)
 - The employee's current access will be seen with checkmarks next to each group to which the employee has access
 - Uncheck all appropriate access to be removed
 - Click Submit Security Request button when finished



- BSO reviews and **approves** access removal request
- OTS Applications receives the request and approval, executes the security change as requested