THE UNIVERSITY OF TENNESSEE
MARTIN

UT - Martin Policy:
IT0132-M-A - Banner Administrative Access Request Overview

Version: 4	Effective Date: 08/01/2023

Appendix A - Banner Administrative Access Request Overview

For an internal user who needs a Banner Administrative account:

1. A user submits an Administrative and Academic Information Systems request with Banner Administrative as the Information System.

   The current URL is: https://utm.teamdynamix.com/TDClient/2421/ITS-Portal/Requests/ServiceDet?ID=47304

2. Request is reviewed to ensure that the requester did not set themselves as their supervisor.

3. After the request is submitted, the supervisor approves or rejects this request.

4. Once the supervisor approves the request, it is verified that the user has completed FERPA training.

5. The request is forwarded to the appropriate data owner(s) for the following areas:
   - Admissions
   - Financial Aid
   - Bursar's Office
   - Academic Records

6. Data owners decide what access to grant to the user. They each respond with the security classes or direct permissions they want assigned. Classes are mainly used to avoid the assignment of direct permissions.
   Exceptions:
   - Student Health: The Director of Student Health and Counseling Services approves access to GOAIMMU.
   - Housing: Any administrator in the Office of Housing can approve access to SLARMAP.
   - Dining Services: Any administrator in Dining Services can approve access to SLARMAP.

7. Data owners decide what access to grant to the user. They each respond with the security classes or direct permissions they want assigned. Classes are mainly used to avoid the assignment of direct permissions.

8. The Banner Security Administrator creates the users account, assigns the classes provided by the data owners, and assigns the classes UTM_GENERAL and UTM_VALIDATION_RECORDS_C.

9. The user is notified via a Team Dynamix email that the account is ready to use.

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For an external user who needs Banner Administrative access:

1. A user submits an External User Access Request via Dynamic Forms.

2. The current URL is: https://dynamicforms.ngwebsolutions.com/Submit/Start/efa6dfc9-69de-4843-a9f2-23d42ab8700f?SSO=N

3. The requesting user indicates a UTM employee contact they will be working with while access is needed. The request is routed to the employee contact to approve or deny.

4. The request is examined by an administrator and then forwarded to the appropriate data owner(s) for the following areas:
   - Admissions
   - Financial Aid
   - Bursar's Office
   - Academic Records

5. Data owners decide what access to grant to the user. They each respond with the security classes or direct permissions they want assigned. Classes are mainly used to avoid the assignment of direct permissions.
   Exceptions:
   - Student Health: The Director of Student Health and Counseling Services approves access to GOAIMMU.
   - Housing: Any administrator in the Office of Housing can approve access to SLARMAP.
   - Dining Services: Any administrator in Dining Services can approve access to SLARMAP.

6. A Systems Administrator assigns a generic account, creates a password, and sets an expiration date on the account. Current generic accounts: AUDITOR_ONE, AUDITOR_TWO, AUDITOR_THREE

7. The Banner Security Administrator assigns the permissions provided by the data owners, and assigns the classes UTM_GENERAL and UTM_VALIDATION_RECORDS_C.

8. The Banner Security Administrator calls the external user to provide log in information.