

# **East Georgia State College**

## **BANNER User Account Access Policy & Procedures**

Adopted by President's Cabinet 11-22-16

### **Purpose**

The purpose of this policy is to ensure the security, confidentiality and appropriate utilization / access of data processed, stored, maintained, or transmitted in conjunction with East Georgia State College's (EGSC) BANNER Student Information System.

### **Scope**

This policy applies to EGSC employees, students and temporary employees.

User account access to the EGSC BANNER system will be limited to the extent necessary for an EGSC employee, student worker or temporary employee to perform his / her job responsibilities. Access to BANNER data must be approved by the respective BANNER Data Steward responsible for the data in which access is being requested. Procedures on how to request a new BANNER user account, how to request access / modify access to BANNER data and how to request a BANNER user account be deactivated are provided in the "Procedures" section of this Policy.

In addition to the information outlined within this policy, the confidentiality, use and release of electronic data are further governed by established EGSC policies as well as federal and state laws, including the following:

- Federal Education Rights and Privacy Act (FERPA)
- EGSC Student Catalog
- EGSC Employee Handbook
- Information Technology Policies and Procedures

### **Definitions**

BANNER Data: Any data that resides on, is transmitted to or is extracted from the EGSC BANNER system, including BANNER databases or database tables/views, file systems, directories and forms.

BANNER Database Administrator (DBA): A member of the EGSC Information Technology unit who is responsible for managing / supporting the EGSC BANNER system. The DBA is also responsible for processing approved new BANNER user account requests, responsible for processing approved BANNER user account data access / access modification requests and responsible for processing approved BANNER user account requests to deactivate a BANNER user account.

BANNER Data Steward: AN EGSC employee (i.e., Manager, Director, Associate VP or VP) in the Admissions, Records, Financial Aid or Business Affairs units who is responsible for approving a BANNER user account and level of BANNER access (i.e., maintenance access, query access) to BANNER data that is managed within the employee's respective area of responsibility.

*Listed below are the BANNER Data Stewards for the respective units:*

Admissions – Director of Admissions

Business Affairs – Director of Financial Accounting

Financial Aid – Director of Financial Aid / Associate VP of Enrollment Management

Records – Registrar

BANNER Student Information System: A database system that contains student academic and financial data. Other academic and administrative data elements of the college are also housed within BANNER. BANNER Web is the version of BANNER that students, faculty and staff utilize for general use. BANNER INB (Internet Native BANNER) is the “advanced” version of BANNER and is utilized primarily by EGSC employees in the Student Affairs / Enrollment Management and Business Affairs units.

BANNER User Account: A BANNER user account is required to access the “advanced” version of BANNER, also known as BANNER INB (Internet Native BANNER). A BANNER user account is not the same as a BANNER ID number, which is typically referred to as the EGSC Student ID number and begins with 930. All EGSC employees and students are issued BANNER ID numbers upon employment or acceptance of admission to EGSC. The BANNER ID number is utilized to access BANNER Web.

Maintenance access: A level of access within BANNER that enables a BANNER user account to view and modify BANNER data.

Query access: A level of access within BANNER that enables a BANNER user account to view but not modify BANNER data.

## **Procedures**

This section provides information on how to request a new BANNER user account, how to request access / modify access to specific BANNER data elements and how to request a BANNER user account be deactivated / closed.

To request a new BANNER User Account:

1. Before requesting a new BANNER user account, the user must meet the following:
  - a. Be a current EGSC employee, student worker or temporary employee of EGSC.
  - b. Successfully complete the USG Information Security Awareness and FERPA training modules located in the East GA State College online learning management system (Georgia View D2L).

2. If the user does not have an existing EGSC workstation account / email address, the user's supervisor **or** a member of EGSC Human Resources will need to complete and submit the online "IT Network / Access Request" form, which is located in the "Information Technology" section of the "Online Forms" area of the myEGSC web portal.
3. The "IT Network / Access Request" form contains a link to the online "BANNER Access Request" form, which will also need to be completed by the user's supervisor. The "BANNER Access Request" form can also be accessed, completed and submitted online by selecting the link to the form, which is located in the "Information Technology" section of the "Online Forms" area of the myEGSC web portal. The user's supervisor will need to indicate in the appropriate areas on the "BANNER Access Request" form the various BANNER data elements the user will need to access as part of the user's job responsibilities. For each BANNER data element selected on the form, the respective BANNER Data Steward will need to approve the requested access.
4. Once the "IT Network / Access Request" form and/or "BANNER Access Request" form are completed, submitted, and the necessary approvals are obtained from the respective BANNER Data Stewards, the BANNER Database Administrator (DBA) will create the BANNER user account and assign the respective level(s) of approved BANNER access. The BANNER DBA will retain copies of the completed/signed "IT Network / Access Request" form and the "BANNER Access Request" form. The "BANNER Access Request" form is needed as part of the USG BANNER Separation of Duties (SOD) report that is submitted bi-annually to the USG System Office.
5. The BANNER user account password must be changed by the user every 90 days.

To request access to specific BANNER data or to modify the current BANNER data access for an existing BANNER User Account:

1. The user's supervisor should complete and submit the online "BANNER Access Request" form, which is located in the "Information Technology" section of the "Online Forms" area of the myEGSC web portal.
2. The user's supervisor will indicate in the appropriate sections on the "BANNER Access Request" form the various BANNER data elements the user will need to access and/or in which access is to be removed. For each BANNER data element selected on the form, the respective BANNER Data Steward will need to approve the requested access.
3. Once the "BANNER Access Request" form is completed, submitted, and the necessary approvals are obtained from the respective BANNER Data Stewards, the BANNER Database Administrator (DBA) will assign access / remove access to the approved BANNER data elements. The BANNER DBA will retain copies of the completed/signed "BANNER Access Request" form as the form is needed as part of the USG BANNER Separation of Duties (SOD) report that is submitted bi-annually to the USG System Office.

To request a BANNER, network and/or email User Account be deactivated:

1. When an employee, student worker or temporary employee of EGSC no longer requires use of his/her BANNER user account due to changes in job responsibilities, resignation, termination, etc., the respective BANNER user and EGSC network / email accounts must be closed prior to or no later than close of business on the last day of employment.
2. For EGSC employees including student workers, the EGSC Human Resources (HR) unit will notify via email the VP for IT the employee's last day of employment. For notification purposes, other EGSC unit heads may be included on the email message. In addition to the email notification, the EGSC HR unit will complete and submit the online "IT Network / Access Request" form located in the "Information Technology" section of the "Online Forms" area of the myEGSC web portal. This form is necessary to deactivate any EGSC network and/or email accounts that were created for the user. When completing the form, the "Remove Access" option is to be selected along with entering the respective user's name, EGSC BANNER ID number (number that begins with 930) and the name of the EGSC unit the user was employed in. Once the form is received by the EGSC Database Administrator (DBA), the user's EGSC network and/or email accounts will be deactivated. The DBA will retain copies of the completed form.
3. For temporary employees whose job responsibilities require an EGSC network account / email address, the EGSC Director of Business Operations will notify EGSC IT via email (cswork@ega.edu) the employee's name, last date of employment and the EGSC unit the temporary employee worked in. The EGSC Database Administrator (DBA) will deactivate the temporary employee's EGSC network and/or email accounts on the specified last date of employment.
4. For all employees (including temporary employees) the employee's supervisor will complete and submit the online "BANNER Access Request" form, which is located in the "Information Technology" section of the "Online Forms" area of the myEGSC web portal indicating the employee's BANNER user account should be disabled and access to BANNER removed. Once the BANNER Database Administrator (DBA) receives the BANNER Access Request form, the respective BANNER user account and access will be disabled / removed. The BANNER DBA will retain copies of the completed/signed "BANNER Access Request" form as the form is needed as part of the USG BANNER Separation of Duties (SOD) report that is submitting bi-annually to the USG System Office.