

Account Management



Service Description

Account management services include responding to any move/add/change/delete requests for individual new, relocated and separated users. This does not apply to office relocations. The time to respond is defined as the elapsed time between the receipt of the approved SAAR form using the “effective date” to the completion of the task resulting in the closure of the request.

Services Provided

New End Users

Covers Active Directory/LAN Access, E-mail Access, workstation and printer access account creation are established.

Separated End Users – Delete Accounts

Covers removing an account and application access removal.

Update End User Account

Provides logical end user access control and Active Directory changes on user accounts for systems maintained by ITS.

Performance Matrix & Targets

Account Management Services			
Service Type	Service Measure	Measurement	Performance Target
New End Users	Approved “Effective Date” on the SAAR form to closure of request	Transactions complete \leq 1 business days	95%
Separated End Users – Delete Accounts	Approved “Effective Date” on the SAAR form to closure of request	Transactions complete \geq 15 and \leq 20 business days or as requested on the SAAR Form	95%
Update End User Account	Completion of request after ITS is provided all required information.	Transactions complete \leq 3 business days	95%