AGENDA

SLU Business Manager Meeting
April 10, 2008
Sanctuary Room, Il Monastero (Berea Hall)
9:00a.m.-10:30a.m.

1) Meeting Overview/Announcements
   • Sign in Sheet
   • Review of March and April ‘What’s New?’

2) Arena details and Opening Day information – Janice Crawford (10 minutes)

3) Pre-Commencement exercises and locations - Erin Kruse (10 minutes)

4) Logical Access and Change Management – Ken Gebken (30 minutes)

5) Q & A
Business Manager Meeting

Minutes of the Meeting of April 10, 2008

Meeting minutes of the Saint Louis University Business Managers held at 9:00 a.m. on Thursday, April 10, 2008 at Il Monastero (Berea Hall).

Business & Finance Staff Present:

- Bruce Andres
- Tim Brooks
- Vicki Cassady
- Janice Crawford
- Mary Drexl
- Keith Emge
- Melissa Ezell
- Sharon Gadewski
- Tonya Gallina
- Jeff Hovey
- Lee Kneibert
- Eric Lewis
- Michael Lucido
- Marsha McBride
- Lori Myers
- Annaliese Neff
- Linda Pizzo
- Gary Whitworth
- Lisa Zoia

Number of Business Managers Present: 79

Michael Lucido welcomed everyone to the meeting. There will not be a Business Manager’s meeting in May, however the “What’s New” newsletter will be emailed to the Business Managers with any updates or new information. The next meeting is scheduled for June 12, 2008, in the Medical School, Lecture Hall A. Please check the meeting schedule for the location of all future meetings. Going forward, the Business Manager’s meetings will be held every other month at various locations throughout campus. The “What’s New” newsletter will continue to be sent out monthly with updates. Any important changes/updates will be sent out immediately by email.

What’s New Review – Keith Emge reviewed the current issue of “What’s New”.

Salary Planner Updates – The April “What’s New” issue includes information on a new report available, PWB0005 which is located under the “Salary Planner Reports” heading in the Salary Planner domain. Check the April issue for more information.

eSeePay – Online DPV System – Steps are being taken to improve the system response time for the new eSeeIDO process. The new online DPV – eSeePay manual, tutorial and workflow process are posted on the web. These materials should be reviewed prior to taking the quiz that will give you access to the new on line system.

Travel Updates – Keith reminded Business Managers to run their department trip reports in Web Focus and to work with their employees to submit all expense reports on any active or past due travels.

Invoice Reminders - Jeff Hovey (Procurement) and Sharon Gajewski (Accounts Payable) are notifying vendors that a valid SLU PO number must be on all invoices and the invoices should be mailed directly to Accounts Payable. Vendors are also being asked if they would like to receive payment by direct deposit. If the prefer payment by direct deposit, they will need to provide AP with their banking information.

Leave Reporting – Effective in April, Leave Reporting should now be completed in Self Service Banner. This new reporting will eliminate the need to estimate exception time (absences) in advance. This should eliminate the processing of Time Reporting Change Forms.

Pay Date Reminder – Beginning with the April paychecks, the monthly pay date will move to the last working day of each month (rather than the second to last working day). Monthly Pay dates for the remainder of 2008 are:

Updated 12/19/08
April 30
May 30
June 30
August 29
September 30
October 31
November 26
December 30

**Arena Opening** – Janice Crawford reported on the Arena Open House scheduled for later in the day. The event is free and open to the public and Janice encouraged everyone to attend and [check out the new facility](#). The first event is scheduled for Friday, April 11 when the Harlem Globetrotters will perform. Other events include the Missouri/Illinois High School All Star game, Barry Manilow, Raven Symone and Stevie Nicks. Janice thanked everyone in attendance that assisted with the project in any capacity. The Arena will generate revenue for the University and hold future commencements as well as many other events.

**Pre-Commencement/Commencement activities** – [Erin Kruse](#), of event services, reported that 8 of the 11 pre-commencement services will be held at the new Arena. For more information on commencement activities you can call 977-6338 or visit [The Commencement website](#).

**Logical Access and Change Management** – Tim Brooks gave an update on the Logical Access process and reported that the [Password Change Rollout Schedule](#) was on track and going well throughout campus. Tim Brooks gave a [power point presentation](#) on the Logical Access and Change Management process. Tim discussed the procedures for requesting, changing, and terminating access to our critical business and administrative applications. Tim then discussed the new 6 step process for requesting, managing, and approving changes to the University computing environment. Before installing any software on University computers, users need to contact IT so they can determine what other areas, if any, may be affected by this change. To initiate a change, either contact the IT person assigned to your area, or the Help Desk at 977-4000.

The meeting was adjourned at 10:10 a.m.

Minutes respectfully submitted by Mary Drexl.
## Password Rollout Schedule

<table>
<thead>
<tr>
<th>Organization Unit</th>
<th>Tues. Date</th>
<th>TUES. Date</th>
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<tbody>
<tr>
<td><strong>CSC Sends email notification to O/U about scheduled password change</strong></td>
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<tr>
<td><strong>Date of Roll Out:</strong></td>
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<tr>
<td><strong>Server team applies password policy to the O/U</strong></td>
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<tr>
<td>Graduate School</td>
<td>1/29/2008</td>
<td>2/12/2008</td>
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<tr>
<td>HSC Administration</td>
<td>1/29/2008</td>
<td>2/12/2008</td>
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<tr>
<td>HSC Finance <em>(in HSC Administration?)</em></td>
<td>1/29/2008</td>
<td>2/12/2008</td>
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<tr>
<td>Human Resources</td>
<td>1/29/2008</td>
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<td>Mission and Ministry</td>
<td>1/29/2008</td>
<td>2/12/2008</td>
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<tr>
<td>Research Administration</td>
<td>2/5/2008</td>
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<td>Business and Finance</td>
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<td>Community Relations</td>
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<td>Counsel Division</td>
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<td>VP-University Advancement/ Development and University Relations</td>
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<td>Enrollment and Academic Services</td>
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<td>School of Law</td>
<td>2/12/2008</td>
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<td>Arts and Sciences</td>
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<tr>
<td>Auditing (University Audit Services)</td>
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<td>3/11/2008</td>
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<td>School of Nursing</td>
<td>3/12/2008</td>
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<td>Parks</td>
<td>3/12/2008</td>
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<td>Public Services</td>
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<td>Research</td>
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<td>Risk Management</td>
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<td>Social Services</td>
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<tr>
<td>SOM - Anesthesiology <em>(some TENET)</em></td>
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<td>SOM - Community and Family Medicine</td>
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<td>SOM - Cancer Center</td>
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<td>SOM - Comparative Medicine</td>
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<td>SOM - Core Grad Student Training</td>
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<td>SOM - Curricular Affairs</td>
<td>3/18/2008</td>
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<td>Provost</td>
<td>3/18/2008</td>
<td>3/31/2008</td>
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<td>SOM - Dermatology <em>(some Tenet EMAIL)</em></td>
<td>3/18/2008</td>
<td>4/1/2008</td>
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<td>SOM - Employee Assistance Program</td>
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<td>SOM - Family Health Services</td>
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<td>SOM - Graduate Medical Education</td>
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Updated 12/19/08
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<tr>
<th>Department</th>
<th>Start Date</th>
<th>End Date</th>
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<tr>
<td>SOM - MD-PhD Program</td>
<td>4/8/2008</td>
<td>4/15/2008</td>
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<td>SOM - Obgyn <em>(TENET EMAIL)</em></td>
<td>4/15/2008</td>
<td>4/22/2008</td>
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<td>SOM - Otolaryngology</td>
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<td>SOM - Psychiatry</td>
<td>4/15/2008</td>
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<td>SOM - Call Center <em>(SLU CARE)</em></td>
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<td>School of Professional Studies</td>
<td>4/22/2008</td>
<td>5/6/2008</td>
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<td>SOM - Student Affairs</td>
<td>4/29/2008</td>
<td>5/6/2008</td>
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<td>SOM - Surgery</td>
<td>5/6/2008</td>
<td>5/13/2008</td>
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<tr>
<td>SOM - UMG Administration</td>
<td>5/6/2008</td>
<td>5/13/2008</td>
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<tr>
<td>SOM - UMG Ambulatory Care/Medical Records</td>
<td>5/6/2008</td>
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<tr>
<td>SOM - University Health Plan</td>
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<td>School of Public Health</td>
<td>5/13/2008</td>
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<td>SLU-Spain</td>
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<td>Student Development</td>
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<td>Student Facilities</td>
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<td>Alumni Relations</td>
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<td>University Development</td>
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<td>University Event Services</td>
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<td>Academic Affairs</td>
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<tr>
<td>Center for Advanced Dental Education</td>
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Oracle 10G Data Base *(proposed)* | 6/16/2008 |
Logical Access Change Management Implementation – Phase 1  
Business Managers Meeting Presentation  
April 10, 2008  
Summary

**LOGICAL ACCESS**  
Process by which user access accounts are created, changed, terminated, and monitored within the Saint Louis University primary application architecture.

The Scope of Phase 1 included:
- Banner
- WebFOCUS
- Xtender
- Workflow
- Axiom
- Related databases

**UNIVERSITY ACCESS SECURITY REQUEST FORM**  
Formal documentation of request and approval.

1. Form must be submitted for all requests.
2. Used for the following requests:
   - New, change, and delete user access
   - Faculty/staff, student workers, contractors, guest accounts

3. Location of forms, desk procedures and key document:  
   [http://www.slu.edu/services/HR/university_security_forms.html](http://www.slu.edu/services/HR/university_security_forms.html)

**MONITORING and REVIEW**  
Ensure user access rights are appropriate and authorized.

1. *Service Access Report – Biannual Review (April and October)* – A comprehensive listing of user access rights. Key management, as notified, will be involved in the review of the reports.

2. *Position Change Report – Weekly Review* - Lists users who have changed positions, which may require updates to access rights. Management involvement may vary depending on department activity. Will be notified by Security Officers, as necessary.

3. *Termination Reports – Weekly Review* - Lists users who have separated from the university, but who still have access rights. Security Officers will request that Business Managers confirm terminations as needed; depends on termination activity for the week, if any.

4. *Account Inactivity Report – Biannual Review (April and October)* - Lists users whose accounts have shown no activity over a specified period of time. Management involvement may vary depending on number of inactive accounts in department.

**PASSWORD POLICY**  
You will receive an email message on or about the date as noted in the roll-out schedule that includes specific directions to change your password.
E. CHANGE MANAGEMENT
The goal of the change management process is to ensure standardization across all sites and all departments, as well as to ensure that all necessary parties are contacted, informed and approve each change request. While some changes may have no budgetary impact, each requested change must be recorded and properly tracked to completion.

The Scope of Phase 1 included:

- Banner
- WebFOCUS
- Xtender
- Workflow
- Axiom
- Related databases

F. SLU’S CHANGE MANAGEMENT PROCESS
The Change Management process is a six step process has been designed to track all changes using the existing ITS Management Tracking System (REMEDY); the existing responsible areas have also been incorporated into the design.

1. **Initiate Request** - Submit request to appropriate ITS Functional Group
2. **Change Review** – ITS determines the risk level and completes a Business Case
4. **Testing** – Create a test plan: specifying all criteria. Test results and approval are documented in Remedy.
5. **Approve and Implement** – Stakeholder and, if necessary, the CCB and the QA office, and reviews/approves all phases of the change. The change is communicated and implemented.
6. **Change Closure** – Stakeholders and ITS verify the change operates properly and completes the Closure Form. ITS closes file in Remedy.

G. CHANGE MANAGEMENT DOCUMENTS AND FORMS
Nine forms have been developed for use by the ITS team and Stakeholders. All forms require approval by the primary Stakeholder (requestor). Forms, tools and templates can be found in Remedy.

1. Business Case
2. Impact and Risk Analysis
3. Change Build Form
4. Back Out Plan
5. Test Plan
6. Implementation Plan
7. Communication Plan
8. Acceptance Form
9. Closure Form

Updated 12/19/08
LOGICAL ACCESS
&
CHANGE MANAGEMENT

Business Managers Presentation
for
Saint Louis University
Why Are We Here?

- Expanding University Technology Services
  - Banner Project
  - Research/Grant Projects
  - Electronic Data Warehouse Project
- Desire to Implement Best Practices Organization Wide
  - Ensure controls impacting financial statements are effective
  - Controls minimize problems, enhances bottom line
  - Right thing to do
- Statement on Auditing Standard 112 (SAS 112)
• **Part One: Introduction**
  • *Purpose of LACMI*

• **Part Two: Logical Access**
  • *Purpose of Access Security Request Form*
  • *Completion & Submission of Form*
  • *Tips to Make the Process Work*
  • *Monitoring Access Rights*

• **Part Three: Change Management**
  • *Purpose and Background*
  • *Process flow chart*
  • *Six key steps: roles and responsibilities*
  • *Tips to Make the Process Work*
• **Formal documentation of request and approval**
  - Replaces email, phone, and verbal requests
  - Increases consistency in requests

• **Used for the following requests:**
  - Banner, WebFOCUS, Xtender, Workflow, Axiom, and related databases
  - New, change, and delete user access
  - Faculty/staff, student workers, contractors, guest accounts

• **Location of the form and instructions**
  - [http://www.slu.edu/services/HR/university_security_forms.html](http://www.slu.edu/services/HR/university_security_forms.html)
  - Titled “University Access Security Request Form”
  - “Security Request Form How-To Instructions”
– **Access Type & Level: Service Level Review Guide**
  - Descriptions of classes, forms, etc. Use to determine and evaluate appropriateness of access rights (Segregation of Duties)
  
  [http://www.slu.edu/services/HR/university_security_forms.html](http://www.slu.edu/services/HR/university_security_forms.html)

– **Authorized Approvers**
  - Business Manager or above (some exceptions):
    - Directors, Associate Directors, etc

– **Segregation of Duties** - Prevents a single person from performing two or more incompatible functions. Failure to adequately segregate, or implement compensating controls, increases the risk that errors or unauthorized actions may occur and not be detected in a timely manner.

– **Submit to Appropriate Security Officer as noted on the Access Form**
- All users, including contractors and guests, are required to have SLUnet (Banner) ID prior to new user access request.
- Ensure completion and accuracy of form data.
- Submit access requests for new users (or transfers) in advance of user’s first day of work.
- Reply to Security Officers request for user access confirmation.
- Submit access form to remove or change user access, at least 2 days prior to last day of work or transfer/change.
- Monitor and communicate last days for contractors, including guests, to Security Officers.
- Ensure timely notification of terminations to HR.

- **Begin using the forms immediately!**
Review of reports to ensure that users have appropriate and authorized access rights (Banner, WebFOCUS, Xtender, Workflow, Axiom and related databases). The following reports will be used:

- **Service Access Report – Biannual Review (April and October)**
  - A comprehensive listing of user access rights

- **Position Change Report – Weekly Review**
  - Lists users who have changed positions, which may require updates to access rights
  - All Business Managers involvement is not required each week; depends on department activity

- **Termination Reports – Weekly Review**
  - Lists users who have separated from the university, but who still have access rights
  - Security Officers will request that Business Managers confirm terminations as needed; depends on termination activity for the week, if any.

- **Account Inactivity Report – Biannual Review (April and October)**
  - Lists users whose accounts have shown no activity over a specified period of time
  - Business Managers involvement dictated by number of inactive accounts in department
Service Access and Account Inactivity Reports – Review Process

- QA Administrator sends email to Business Managers (BMs) notifying them of the review
- BMs obtain reports; review access rights of users in their department for appropriateness; review users with inactivity
  - Utilize “Service Level Review Guide”
- If necessary, BMs initiate changes/removal of access rights using Access Security Request Form
- BMs email a Monitoring Review Form to QA Administrator noting review has been performed and action taken, if any.
- BMs maintains documentation of review for own records
- QA Administrator maintains overall documentation of reviews
- Service Level Review Guide and Monitoring Form: http://www.slu.edu/services/HR/university_security_forms.html
Position Change and Termination Reports – Review Process

- Security Officers obtain reports and confirm user status with BMs, as necessary
- If necessary, Security Officer will request that BM initiates changes to access rights using Access Security Request Form
- BM sends email reply to Security Officer noting review has been performed and action taken.
- BM maintains documentation of review for own records
- Security Officer forwards Monitoring Review Form to QA Administrator
- QA Administrator maintains overall documentation of reviews
Logical Access:

Questions
• The IT Infrastructure is in a constant state of change.
  – New requirements need to be accommodated
  – Errors need to be corrected
  – Problems need solutions

• Change Management is the discipline that is used to control that process.
  – Understanding the risk of service failure
  – Ensuring that the risk is understood
  – Confirming that the risk is minimized
Change Management:
Procedures

• Step One: Initiate the request
  – Business Manager (lead)
  – ITS (recorder)
  – ITS, Business Manager and/or Stakeholders (build scope)

• Step Two: Manage the Change Review
  – ITS Manager, Change Control Board, Quality Assurance Office and/or Project Office (lead)
  – Business Manager (advise and approve)
  – Additional Stakeholders (advise)

• Step Three: Change Assessment
  – ITS Manager, Change Control Board, Quality Assurance Office and/or Project Office (lead)
  – ITS and outside vendor (assess)
  – Business Manager and/or Stakeholders (advise and approve)
Change Management: Procedures

• Step Four: Testing
  – ITS Manager, Change Control Board, Quality Assurance Office or Project Office (lead)
  – ITS and outside vendor (build)
  – Business Manager and/or additional Stakeholder (review)

• Step Five: Approve and Implement
  – ITS Manager, Change Control Board, Quality Assurance Office or Project Office (lead and approve)
  – Business Manager and/or Stakeholders (approve)
  – ITS (approve, manage & implement)

• Step Six: Change Closure
  – ITS Manager, Change Control Board, Quality Assurance Office or Project Office (lead, review)
  – ITS (manage & review)
  – Business Manager and/or Stakeholders (review & approve)
• *Documentation related to Change Management request is stored in Remedy.*

• *Remedy is supported by ITS.*

  – All required forms are hyperlinked in the Remedy

  – All additional memo’s, electronic approvals and other documentation copied in log or files are attached
**Tips to Make the Process Work!**

- Clearly define Change Goals and Objectives before initiating request
- Allow adequate time for all phases of Change process before implementation deadline
- Maintain accurate and complete information for all Stakeholders
- Signatory Approval will now be required
Q & A
Thank You!

Contacts:

Quality Assurance Office
Tim Brooks: 977-7221

Instructional Technology Services
Ken Gebken: 977-7295

Security Officers:

Nick Hebel (HR)
Lisa Zoia (B&F)
Will Curran (Adv.)
John Majesky (STU-FIA)
Ellen Weis (STU)