



Enterprise Identity Management

User Guide

Prepared By:

Commonwealth Office of Technology
Office of the CISO



TABLE OF CONTENTS

WELCOME	3
SECTION 1: INTRODUCTION TO EIM	4
<i>EIM DEFINITIONS</i>	<i>4</i>
<i>BENEFITS OF EIM.....</i>	<i>5</i>
<i>SOURCES OF USER INFORMATION</i>	<i>6</i>
<i>EIM PORTAL.....</i>	<i>8</i>
SECTION 2: HOW EIM WORKS.....	9
<i>OVERVIEW OF MANAGEMENT FOR USERS IN KHRIS</i>	<i>9</i>
<i>OVERVIEW OF MANAGEMENT FOR USERS NOT IN KHRIS</i>	<i>11</i>
<i>USER ACCOUNT NAMING AND DISPLAY</i>	<i>13</i>
SECTION 3: USING THE EIM PORTAL.....	16
<i>EIM PORTAL HOME PAGE</i>	<i>16</i>
<i>CREATING A USER.....</i>	<i>17</i>
<i>SEARCHING FOR A USER.....</i>	<i>21</i>
<i>VIEWING AND EDITING A USER PROFILE.....</i>	<i>23</i>
SECTION 4: MISCELLANEOUS INFORMATION	34
<i>EMAIL BILLING.....</i>	<i>34</i>
<i>PHONE NUMBER ASSIGNMENT</i>	<i>34</i>
<i>STALE ACCOUNT PROCESS.....</i>	<i>35</i>
<i>NOTIFICATIONS</i>	<i>35</i>
<i>AGENCIES EIM DOESN'T MANAGE.....</i>	<i>36</i>
<i>EIM AND HR ACTIONS FROM KHRIS</i>	<i>36</i>
<i>NON-KHRIS USER BEING ENTERED INTO KHRIS.....</i>	<i>36</i>
<i>RETAINING MAILBOX OR HOME FOLDER CONTENTS.....</i>	<i>37</i>

Welcome to the Enterprise Identity Management User Guide!

Purpose

Introduce and familiarize the reader with the Commonwealth Office of Technology's (COT) new system for user identity management.

Audience

Any personnel, including Human Resource and Authorized Agency Contacts, that will be involved with requesting identities and other services from COT.

In this guide, you will learn about COT's new identity management system:

Enterprise Identity Management

We will discuss how EIM operates, as well as how it affects Agency request procedures for creating, modifying, and removing basic user identities.

Section 1 will focus on introducing you to these new concepts.

Sections 2 overviews how identity management operates.

Section 3 walks through the Enterprise Identity Management Portal.

Section 4 highlights the miscellaneous information related to COT's new solution.

If you have any questions about anything listed in this document, please contact:

Commonwealth Service Desk

CommonwealthServiceDesk@ky.gov

502-564-7576 or 888-372-7434

Monday – Friday 6:30AM to 6:00PM EST

Saturday – 7:30AM to 1:00PM EST

Section 1: Introduction to EIM

Enterprise Identity Management (EIM for short) is the Commonwealth Office of Technology's (COT) new solution for identity management for employees and other users in the Commonwealth.

In order to understand EIM and its benefits, let's first define a couple concepts.

EIM Definitions

Enterprise: A standardized and centralized solution for the Enterprise, particularly those in the Executive Branch of state government.

Identity: When this guide speaks of an identity, it is referring to an account or service that is identified with a user. These are usually accounts that a user logs in with a username and password, such the Windows/Network account and email.

Management: Management refers to actions taken on identities, such as creating an account, modifying one, or removing it.

Putting these together, we can define EIM as a centralized system designed to standardize account creation, modification, and removal for users in the Commonwealth.

There are four core accounts that EIM will manage the Commonwealth's users:

- Active Directory (known as your Windows/Network login)
- Email
- Lync (Instant messaging)
- Home Folder

These the four identities are the most common to users among the Commonwealth.

That being said, EIM will have impact into other systems as well. These include email billing, telephone numbers, as well as a page to allow the request of computers and other services. We will address this more in depth in a later section.

Benefits of EIM

Now that we understand that EIM is a new method of managing these common user accounts, let's take a look at the benefits of EIM management by starting with the current method.

Today when an Agency has a new user begin, requesting the necessary accounts and services is a very manual process. It usually begins by emailing the Commonwealth Service Desk with a description of the request, including any necessary forms and authorizations. The Service Desk would then open a ticket and assign it to any relevant COT groups who would manually create any accounts requested. This time and resource intensive process would be repeated for any individuals that also needed services from COT.

EIM has centralized the majority of this process and into one system. Perhaps EIM's biggest perk is the capacity for *automatic* account management. Let's take a look at how it works.

Organizational Structure

When a user starts, they will align to some level in the Commonwealth's organizational structure. EIM currently recognizes seven levels of structure:

- Org level 1: Cabinet
- Org level 2: Agency
- Org level 3: Office
- Org level 4: Division
- Org level 5: Branch
- Org level 6: Section
- Org level 7: Unit

Each Cabinet will designate two things on every level of their organizational structure, both of which are critical to EIM account management.

1 – EIM uses organizational structure to determine which accounts to manage.

EIM uses the lowest org level a user receives to determine which types of accounts they should have. Cabinet representatives are able to specify which of the four accounts EIM will manage on every organization level in their Cabinet.

For example, one Branch may have EIM set to manage all four of the core identities. However, another Branch may determine the users in that org level only need a Windows/Network account and email. Due to this EIM will manage those two identities, but not Lync or Home Folder.

It is important to keep in mind that if a Cabinet opts out of EIM management for any of the core accounts, the option to create it will not exist through EIM. The Agency can request EIM begin managing these accounts, but until then any requests for these accounts would have to start with the Commonwealth Service Desk per the current method.

2 - To determine whether or not to automatically create the specified accounts.

EIM also looks at organizational structure to determine whether or not it should *automatically* create identities for users.

For example, let's say an Agency has a Section that selected all four core identities to be managed and opted *into* EIM's automated account creation. When a user starts with this particular Section as their lowest organizational unit, EIM will automatically create this user's four core identities.

If another Agency has a Section that has all four core identities managed but has opted *out* of EIM's automated creation, an Authorized User within that Cabinet will need to manually decide which identities for EIM to create. This manual decision is done through a webpage called the **EIM Portal**, an important aspect of EIM that we will address shortly.

Sources of User Information

Now let's take a closer look at the different types of users that come into the Commonwealth, and more specifically the sources that EIM will read them from.

Main Source: KHRIS

The EIM system will be reading user information from KHRIS, the Kentucky Human Resource Information System.

When EIM is first implemented, it will look at KHRIS and pull all relevant user data in (relevant data refers to work data, and excludes sensitive *personal* data). This will set up a database of user records in EIM, known as EIM profiles, that can be searched via the Portal. Once this one time load of users is complete, EIM will synchronize several times a day with KHRIS looking for additions and changes to user records.

These additions and changes can come in many forms. When EIM sees user information in KHRIS that is different than the information in that user's EIM portal record, it will take appropriate action on the user's accounts. Here are a couple example.

- A new user in KHRIS that is not currently in EIM:
 - An EIM Portal profile will be created for this user with the work data from KHRIS.
 - EIM will look at the user's lowest organizational level to determine managed accounts and whether or not to automatically create them.
- Information modified for a user in KHRIS doesn't match EIM, such as work address or name.
 - EIM will update the user's portal record with the KHRIS information, and push that information out to any managed accounts that use it.
- Organizational changes.
 - These are considered transfers, and EIM has very specific rules set up to accommodate the many facets. We go into greater depth below.
- User exits such as separations and retires.
 - If EIM manages accounts for someone who exits, it will disable their accounts and set them for deletion according to COT's account retention practices.

This means for state employees and contractors who are loaded into KHRIS, KHRIS becomes the Gold Standard of information for their accounts. Any information changes needed for these users must be done in KHRIS. Once information in KHRIS changes, EIM will see it in the next sync and update their accounts accordingly.

A couple notes about EIM and KHRIS integration:

- Two main pieces of user information will likely never come from KHRIS are telephone number and email. If EIM receives an email address or assigned telephone number for a user who is in KHRIS, it will update KHRIS with this information. These are the only two pieces of information that EIM will send back to KHRIS.
- If a user receives email, the information in KHRIS will end up displaying in the Global Address Book.

Secondary Source: EIM Portal

The other source of users will be the EIM Portal.

There are many users who use COT accounts and services who are not loaded into KHRIS, such as contractors, vendors, temps. In these cases, an EIM Authorized User can log into the EIM Portal and create the user directly. This will allow them to choose their name, employee type, work information, contact information, and the manager they report to. Regarding manager, EIM will take the org structure of the manager and apply it to the user.

Much like those that come from KHRIS, when a non-KHRIS user is created in the Portal and assigned their org structure, EIM will look to see if the lowest level present is set to automatically create. If so, it will go ahead and create all accounts the Cabinet has designated for that org level.

- Vendors are an exception to automatic creation, and will never have their accounts automatically created. Vendor identities accounts must be chosen manually through the EIM Portal once their profile has been created.

EIM Portal

We have talked a bit about the EIM Portal, and will be going over it in depth in a coming section. For now, let's do a brief recap.

- Each cabinet will select certain individuals, known as EIM Authorized Users, who can log in and access the EIM Portal.
 - Authorized Users will only be able to see users within the Cabinet they align too.
 - General Government Cabinet is the exception to this, as they will only be able to see users in their Agency.
- Authorized Users can view the EIM Portal profile for users and contractors that came from KHRIS.
 - Most information is read only since information changes for users in KHRIS must begin in the KHRIS system.
 - Mobile phone and fax can be modified via the EIM Portal since this information will not come from KHRIS. This information will then flow down to their accounts.
 - Accounts can be checked and unchecked as business needs change.
- Authorized Users can create/modify/remove Portal accounts for users who are not loaded into KHRIS.
 - This includes adding or removing accounts.
- Authorized Users can view EIM profiles for users who came from KHRIS.
 - Most information is read only since it comes from KHRIS. Telephone and Email can be modified.
 - Accounts can be added and removed as well.

Section 2: How EIM works

In this section, we will walk through EIM account management for both users in KHRIS and those who are added through the Portal. This will help us get an understanding of how EIM works in each scenario.

Now let's take a closer look at the different types of users that come into the Commonwealth, and more specifically the sources that EIM will read them from.

Overview of Management for Users in KHRIS

Since the majority of users who utilize COT accounts and services will be loaded into KHRIS, let's dive deeper in the KHRIS/EIM connection first. We will look at each of the four types of management: creations, modifies, transfers, and removals.

EIM finds a new user in KHRIS

Let's say an Agency hires a new State Employee and enters them into KHRIS. The next time EIM syncs will KHRIS, it will see that this user did not exist in EIM previously, and will begin the steps to evaluate what it needs to do.

1. EIM will read all relevant user information from KHRIS and create this user a profile in the EIM Portal. This means that even if no accounts ever get created, this user will still be searchable in the Portal.
2. EIM will create the user's unique account name that their Network account and email will use. More on the account name creation below.
3. EIM will then evaluate the user's lowest organizational level to determine what it needs to do about the user's identities.
 - a. It will first look to see if COT (and therefore EIM) manages the accounts for this org level.
 - i. If EIM does **not** manage this org level, the user is considered non-managed and any accounts needed from COT must be requested outside of EIM. More on this in the section below concerning non-managed agencies.
 - ii. If EIM **does** manage this org level, EIM will then look to see if this org level has been opted into automatic creation.
 1. If **no**, then an EIM Authorized Contact will need to open the user's Portal Profile and manually check which account they will need. Once selected and submitted, EIM will create the accounts.
 2. If **yes**, EIM will automatically create any managed account for that org level. The account will be created up to 10 days prior to the Start Date.

EIM finds modified user data in KHRIS

For this scenario, let's say a user requires a modification to their work information in KHRIS. Once this information has been modified, EIM will notice that the information in KHRIS for this user is now different than the information in the Portal. The Portal profile for the user will then be updated, and EIM will push any relevant changes to the user accounts.

This includes any data change except for organizational data, as that is considered a transfer and covered below.

It is important to note that name changes are especially sensitive since a name change will change the account name a user logs into their computer with, as well as their email address. More on this in the section on User Naming.

Finally, the only information that can be updated via the EIM Portal for a user in KHRIS is mobile and fax number.

EIM finds a user with different organization in KHRIS

When EIM finds a user's organization has changed, this is processed as a transfer. EIM recognizes two types of transfers: External and Internal.

- External transfer - A transfer is considered "external" by EIM when the employee moves to a different Cabinet or Agency org level.
 - The user's network account from the previous Cabinet/Agency will be deleted. If necessary, it can be recovered within the 90 day timeframe.
 - While this frees up the employee's email **address** to use at their new job, it will disconnect the **content of their mailbox**. Disconnected mailboxes will be purged after 14 days.
 - If they require their emails from their previous job, they will need to either be backed up to a PST file prior to moving, or a request sent in to the Commonwealth Service Desk to have the content recovered.
- Internal transfer - A transfer is considered "internal" by EIM when the employee moves within the same Cabinet AND Agency (Office level or lower).
 - As a general rule, an employee that transfers internally will keep whatever accounts they had previously, including their mailbox. The employees work information will be updated to reflect their current job since EIM will see that information in KHRIS.

EIM finds a user in KHRIS that is leaving employment

When an employee leaves employment with the Commonwealth, EIM will take specific action when it sees these in KHRIS. The below also applies if a user is completely removed from KHRIS.

Once the end/effective date for the employee exit has come, EIM will disable any of their accounts and set them for deletion.

- The user's network account will be disabled for 90 days, at which time it will be removed.
- This action will disconnect the **content of their mailbox** 48 hours after the exit effective date. Disconnected mailboxes will be purged after 14 days. If the Agency requires the employee emails for review, they will need to either be backed up to a PST file prior to disconnection, or a request sent in to the Commonwealth Service Desk to have the content recovered.

Overview of Management for Users Not in KHRIS

Now let's look over the four management scenarios for those users who are not in KHRIS.

A new user is created in the EIM Portal

When an Agency has a non-KHRIS user start with the Commonwealth, one of the EIM Authorized Contacts will need to create them manually through the Portal.

1. The Authorized Contact will begin the New User creation steps within the Portal's User section.
2. They will fill in relevant information including information that EIM requires, such as name, employee type, and manager.
 - a. The report too manager is important, as the new user will copy the selected manager's organization structure. Much like those in KHRIS, this is how EIM determines which accounts EIM manages and automatically creates.
3. Once the new user has been submitted in the Portal, EIM will take a few moments to create the user's profile.
 - a. This include determining the unique account name that their Network account and email will use. More on the account name creation below.
4. EIM will then evaluate the user's lowest organizational level to determine what it needs to do about the user's identities.
 - a. EIM will first look to see which accounts the Cabinet requested be managed on the user's lowest organization level.
 - b. EIM will then look to see if this org level has been opted into automatic creation.
 - i. If **no**, then an EIM Authorized Contact will need to open the employee's Portal Profile and manually check which account they will need. Once selected and submitted, EIM will create the accounts.
 - ii. If **yes**, EIM will automatically create any managed account for that org level. The account will be created up to 10 days prior to the Start Date.

An existing user is modified in the EIM Portal

Modifying a user who isn't in KHRIS is done completely through the EIM Portal. Simply search for the user and open their profile. From here, you will be able to change most information about this user.

- Please be aware that once submitted, these changes will be pushed down to the user accounts.
- Changing any part of the user's organization structure is actually considered a transfer, which is covered next.
- While most information can be modified for a non-KHRIS user through the Portal, some data cannot be modified directly. We will address these fields in the next section on the EIM Portal.

An existing user is transferred in the EIM Portal

Transfers mostly work the same for KHRIS and Non-KHRIS users. There are unique aspects to consider:

- Transferring a Non-KHRIS user means manually modifying Organization Structure in the Portal.
 - Organizational level is displayed in the Global Address Book (if the user has email).
 - Organizational levels can be left blank if necessary.
 - When you search a particular level, please make sure you are selecting the correct organization for the level you are modifying. For example, we don't want to put an Agency in the Section level.
 - Keep in mind that once you submit the organizational changes, EIM will evaluate based on two criteria:
 - External vs Internal transfer. This behaves exactly as described above.
 - Will create accounts based on the lowest organizational level if necessary.
- A Non-KHRIS user transferring to a different Cabinet.
 - When created through the EIM Portal, a user will be tied to their Cabinet and that organizational level it will not be able to be modified directly. If they transfer to a new Cabinet, their current profile will need to be deprovisioned (by adding an end date in their current profile) and then a new profile will need to be created. The new profile will need to choose a manager in the new Cabinet so the user will copy their org structure.
- However there is a special consideration when transferring a non-KHRIS user since it must be done through the Portal.

A user is exiting the Commonwealth

In order to exit a non-KHRIS user, you will need to open their EIM profile and set an END DATE. Once the end date for the employee has come, EIM will disable any of their accounts and set them for deletion per COT retention policy.

- The user's network account will be disabled for 90 days, at which time it will be removed.
- This action will disconnect the **content of their mailbox** 48 hours after the end date. Disconnected mailboxes will be purged after 14 days. If the Agency requires the employee emails for review, they will need to either be backed up to a PST file prior to disconnection, or a request sent in to the Commonwealth Service Desk to have the content recovered

User Account Naming and Display

Let's briefly look over how EIM handles usernames, starting with how they are created.

- EIM will calculate the username for a user when their profile is created. This username will be used if the user receives any accounts, including their email address.
- EIM looks at all network accounts to make sure the account it creates a unique username.
 - Note for Active Directory accounts, the username chosen will be unique across all of Active Directory, and not just the user's domain.
- The users email address will also use this account name.
- Display name is also calculated based on these names.
 - Last Name, Preferred/First Name (Agency Acronym)

Let's look at an example user: Anthony "Tony" Franklin Doe:

<u>Legal First Name</u>	<u>Preferred First Name</u>	<u>Middle Name</u>	<u>Last Name</u>
Anthony	Tony	Franklin	Doe
	PreferredFirstName.LastName	Tony.Doe	
	PreferredFirstNameMiddleInitial.LastName	TonyF.Doe	
	LegalFirstName.LastName	Anthony.Doe	
	LegalFirstNameMiddleInitial.LastName	AnthonyF.Doe	
	PreferredFirstInitialLastName	TDoe	
	LegalFirstInitialLastName	ADoe	
	PreferredFirstInitialMiddleInitial.LastName	TFDoe	
	LegalFirstInitialMiddleInitial.LastName	AFDoe	
	PreferredFirstNameLastInitial	TonyD	
	LegalFirstNameLastInitial	AnthonyD	

For this employee, EIM will go down the list until it finds a username combination that is not already in use. If “Tony.Doe” and “TonyF.Doe” are already in use, this employee will receive “Anthony.Doe” as his Network account/email. Note that not all employees will have a Middle Name or a different Legal/Preferred name, so steps including those would be omitted for those users.

In the unlikely scenario that EIM goes through all available steps and is still unable to find a unique username, COT will be notified to investigate.

Name Changes

If a user’s name changes, whether from KHRIS or through the Portal, it will have a great impact to their accounts.

Whenever EIM detects a name has changed, it first will recalculate their account name following the above naming standards. EIM will then update the EIM Portal with their new name, account name, and display name.

From here, it will update any of their accounts, including their Network Account and email (and therefore Global Address Listing). This means the account they log into their computer with will now be different. If a name change goes through in the middle of the day, it could easily disrupt their business.

When a name change is successfully processed by EIM, a notification will be sent to the manager and alternate contact for this user to inform them of the new account name. It will be important to coordinate with the user so they know their new account name to log into.

If possible, it is preferred to change user names later in the day to help keep business disruptions to a minimum.

Global Address Listing

If a KHRIS or non-KHRIS user receives email, then a portion of their work information will show up in the Global Address Book.

Doe, Tony F (COT)
Network Analyst

General | Organization | Phone/Notes | Member Of | E-mail Addresses

Name
 First: Tony Initials: F Last: Doe
 Display: Doe, Tony F (COT) Alias:

Address: 123 Test Avenue Title: Network Analyst
 Cabinet: Finance and Administration
 City: Test City Office: Office of Chief Info Security
 State: KY Division:
 Zip code: 12345 Assistant:
 Country/Region: United States Phone: 502-555-5555

Add to Contacts Actions

OK Cancel Apply

Doe, Tony F (COT)
Network Analyst

General | Organization | Phone/Notes | Member Of | E-mail Addresses

Cabinet: Finance and Administration Cabinet
 Agency: Commonwealth Office of Technology
 Office: Office of Chief Info Security Officer
 Division:
 Branch: Security Administration Branch
 Section: Unit:

Manager:
 Direct reports:

Add to Contacts Actions

OK Cancel Apply

Doe, Tony F (COT)
Network Analyst

General | Organization | Phone/Notes | Member Of | E-mail Addresses

Phone numbers
 Business: 502-555-5555 Home:
 Business 2: Home 2:
 Fax: 502-555-5555 Mobile: 502-555-5555
 Assistant: Pager:

Notes:

Add to Contacts Actions

OK Cancel Apply

Section 3: Using the EIM Portal

The EIM Portal is an important part of Enterprise Identity Management, and the main resource Authorized Users will utilize. You can add the following link to Favorites.

Portal link: <https://iamportal.ky.gov/identitymanagement>

Currently, the EIM Portal will need to be accessed using **Internet Explorer**. Using other browsers will result in a subpar experience.

- EIM will require pop-up windows, so Internet Explorer Pop-Up Blocker needs to be turned off.
 - This is accomplished by going to Tools, choosing Pop-Up Blocker, and turning it off.
- EIM will also require the Portal be added to Trusted Sites in order to function properly.
 - This accomplished by going Tools and then Internet Options. From the Internet Options window that opens, click the Security tab, choose Local Intranet and then click the Sites button. This opens the Local Intranet window where you should click Advanced. Finally, the last window will allow you to type the site address to add it.

Now let's walk through the Portal and how to use it.

EIM Portal Home Page

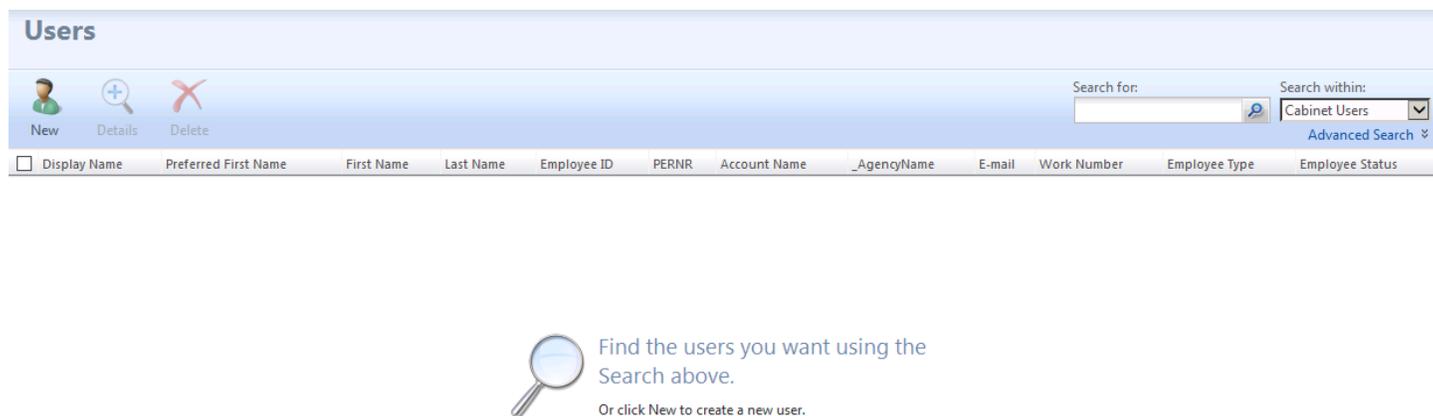
The EIM Portal Home Page is very simple, with only a few options you will need to be learn.

The screenshot shows the EIM Portal Home Page. On the left is a navigation menu with links for Home, Users (6766), My Profile, Users that I Manage, Requests, Manage My Requests, and EIM Version 1.0. The main content area is titled "Welcome, User, Authorized (COT)". In the top right corner, there is a search bar with a "Search for:" field and a "Search within:" dropdown menu set to "Cabinet Users". Below the search bar, there are two main sections: "Users, Profiles, and Passwords" with a "View my profile" link and a "Requests" section with a "See requests I've made" link. The page also includes the Commonwealth Office of Technology logo and the Enterprise Identity Management logo.

- You can immediately search for a user in the upper right.
- Left side menu:
 - You can look at your own EIM Profile.
 - You can visit the User Page from the menu on the left.
 - Note the number next to it indicating the user profiles EIM has for your Cabinet.
 - You can see requests you've made.
- Middle options:
 - These are options that are also on the left side menu.

From here, let's look at the User Page by clicking Users in left side menu.

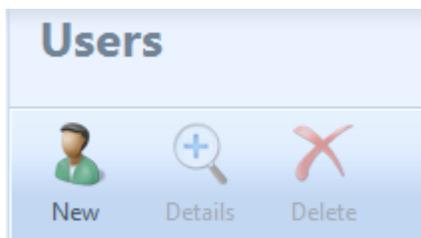
Creating a User



From here, we can create a user or search for users in EIM. Remember, you can only look for users in the same Cabinet as you (or in the case of the General Government Cabinet, only those in the same Agency).

Let's start by creating a user so we can search for them later.

Reminder: Only users who are not in KHRIS will need to be created through the EIM Portal.

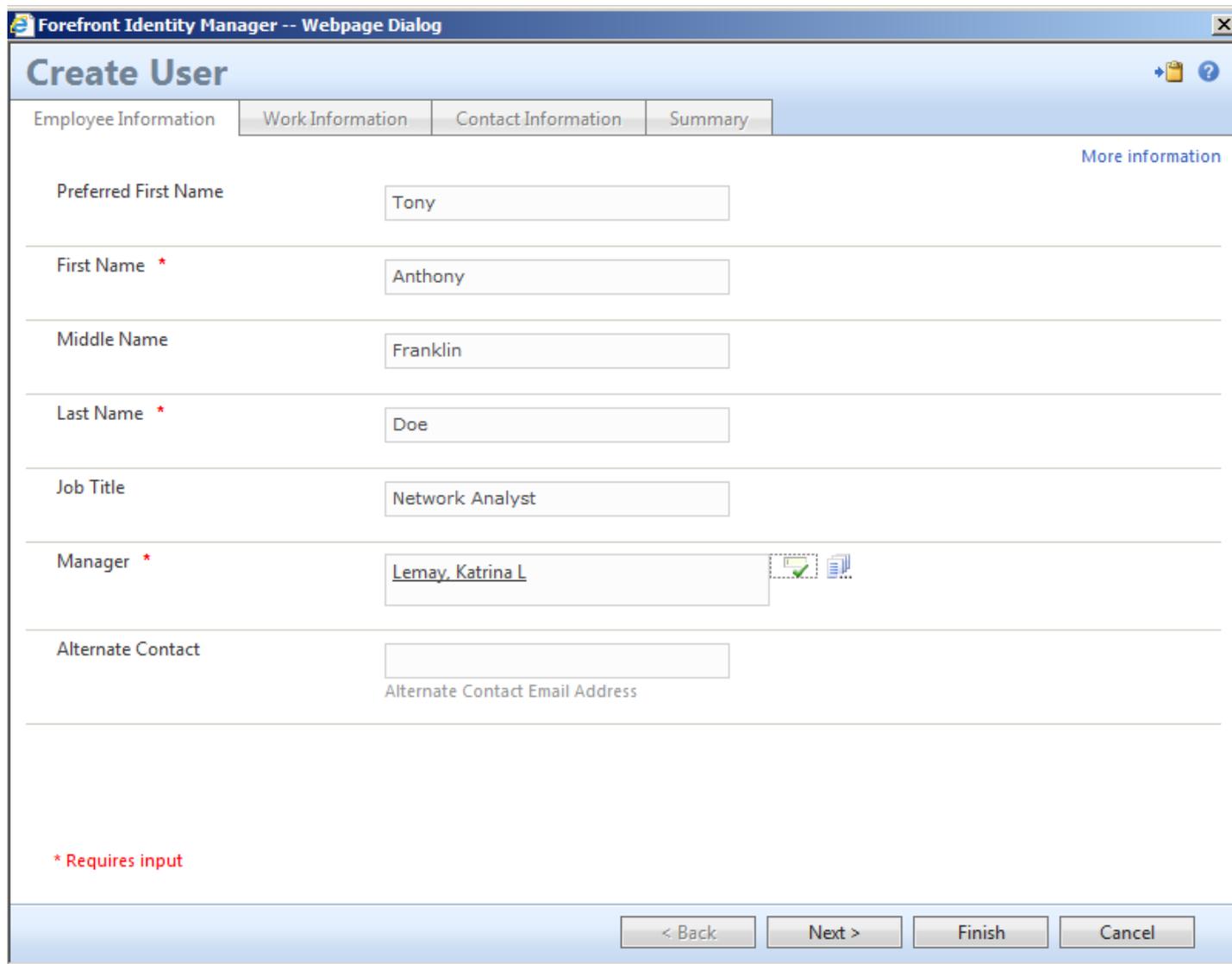


Note: You will never want to use the Delete option here to remove EIM Portal profiles. There are specific ways to exit users.

Once you click **New**, the Create User window will open to the Employee Information tab.

Employee Information

You will want to fill out all the relevant information for the user you are creating, however only First Name, Last Name, and Manager are required. Remember, the user you are creating will copy the selected Manager's organization structure. This determines the accounts EIM will manage for this user and whether to automatically create them.



The screenshot shows a web browser window titled "Forefront Identity Manager -- Webpage Dialog" with a "Create User" dialog box. The dialog has four tabs: "Employee Information" (selected), "Work Information", "Contact Information", and "Summary". The "Employee Information" tab contains the following fields:

- Preferred First Name: Tony
- First Name *: Anthony
- Middle Name: Franklin
- Last Name *: Doe
- Job Title: Network Analyst
- Manager *: Lemay, Katrina L (with a dropdown arrow and a document icon)
- Alternate Contact: (empty field)
- Alternate Contact Email Address: (text below the field)

At the bottom left, there is a red asterisk and the text "* Requires input". At the bottom right, there are four buttons: "< Back", "Next >", "Finish", and "Cancel".

Click Next to move to the next tab.

Work Information

From here, you will need to set their start date and employee type. End date should be left blank.

Create User + ?

Employee Information

Work Information

Contact Information

Summary

[More information](#)

Employee Start Date *	<input style="width: 100%;" type="text" value="6/1/2016"/> <small>Format as M/d/yyyy</small>
Employee End Date	<input style="width: 100%;" type="text"/> <small>Format as M/d/yyyy</small>
Employee Type *	<input style="width: 100%;" type="text" value="Temporary"/>
Contracting Company	<input style="width: 100%;" type="text"/>

Contact Information

This tab lets you specify any contact information for the user. Nothing on this page is required.

Create User

Employee Information

Work Information

Contact Information

Summary

Work Number	<input style="width: 100%;" type="text" value="502-555-5555"/> <small>Format as 555-555-5555 or 555-555-5555 Ext 1234 (Case Sensitive)</small>
Fax Number	<input style="width: 100%;" type="text" value="502-555-5555"/> <small>Format as 555-555-5555</small>
Mobile Number	<input style="width: 100%;" type="text" value="502-555-5555"/> <small>Format as 555-555-5555</small>
PO Box	<input style="width: 100%;" type="text"/>
Address	<input style="width: 100%;" type="text" value="123 Test Avenue"/>
Work County	<input style="width: 100%;" type="text"/>
City	<input style="width: 100%;" type="text" value="Test City"/>
State	<input style="width: 100%;" type="text" value="Kentucky"/>
Zip Code	<input style="width: 100%;" type="text" value="12345"/> <small>Format as 5 Digit 12345 or 9 Digit 12345-6789</small>

Once completed, click Next or Finish to review your submission.

Summary

Click Submit to finalize the creation of this user. If something needs to be modified, click Back to return to the previous tabs.

Create User			
Employee Information	Work Information	Contact Information	Summary
Attribute	Value		
Address	123 Test Avenue		
City	Test City		
Employee Start Date	6/1/2016 12:00:00 AM		
Employee Type	Temporary		
Fax Number	502-555-5555		
First Name	Anthony		
Job Title	Network Analyst		
Last Name	Doe		
Manager	Lemay, Katrina L		
Middle Name	Franklin		
Mobile Number	502-555-5555		
Preferred First Name	Tony		
Resource Type	User		
State	KY		
Work Number	502-555-5555		
Zip Code	12345		

Once submitted, EIM will begin the process of creating the account. Here is a recap of that process from Section 2.

1. EIM will create the user's EIM portal profile.
 - a. This include determining the unique account name that their Network account and email will use. More on the account name creation below.
2. EIM will determine which accounts to create.
 - a. EIM will first look to see which accounts are managed on the user's org structure.
 - b. EIM will then look to see if this org level has been opted into automatic creation.
 - i. If **yes**, EIM will automatically create any managed account for that org level. The account will be created up to 10 days prior to the Start Date.
 - ii. If **no**, the accounts will need to be manually created by visiting the user's profile Entitlement tab. More on this below.

Now that we have created a user, let's return to the User Page and search for them.

Searching for a User

To start a search, type what you are looking for in the search box on the right hand side.



When you search, below are the fields EIM will look for and return any results that are found:

- Name (Preferred First, First, Middle, and Last Name)
- Display Name
- Account Name
- Email
- Cost Center
- Employee ID or Personnel Number
- Job Title
- Organizational Structure (any of the seven levels)
- Employee Status (Active/Inactive)
- Employee Type (State Employee, Contractor etc.)

This means when you search, it looks in every one of these fields. This means that broad searches may return more results than expected. If you are looking for someone whose last name is Fisher and you only search “Fish”, you will see users with the last name Fisher but also those who are in the Department of Fish and Wildlife (since Org is being searched). You want to make your searches as precise as possible.

You can also use % as a wildcard before your search term if you know the letters you are searching for can appear in the middle of a word.

Search term	Result
wa	Found results for first names like Walter and Warren, and last names like Ward and Warner.
%wa	Included the same results as above, but also included results where “wa” was in the middle of a name, such as Howard and Conway.

Enhanced Searching

The basic search will likely suffice for everyday use, however there are times when you need to pull up a specific set of users. Advanced Searching allows you to pinpoint what you are searching for with much greater precision.

When you first click Advanced Search, you may see parameters already in Advanced Search box. If so, simply click the X to the right of each row to remove them.

A blank Advanced Search looks like this (click Add Statement to add a new search):

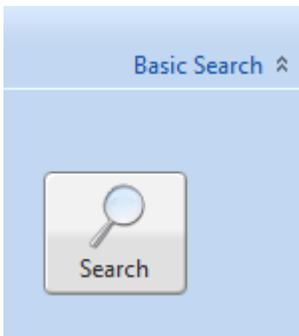
From here you can define the specific things you want to search. You can specify three things here:

- Left side Attribute: This is the field you want to search, such as First Name or Employee ID.
- Right side Value: This is the text you want to search.
- Middle Operator: This is the criteria for the search, such as “is” or “contains”. This lets EIM know how to search.

Here are a few examples:

- AgencyName contains Commonwealth
 - This searches for all user’s whose Agency contains the word “Commonwealth”.
- EmployeeID is ABC1234
 - This searches for the user whose Employee ID is example ABC1234.
- LastName starts with Robin
 - This search for users whose last name start with Robin, such as Robinson.

You can return to the Basic Search from the Enhanced Search by clicking it on the right.



Once we find the user we want to view (in this case, the user we just created), click their display name to open their profile.



Viewing and Editing a User Profile

Once you have found the user you are looking for, click their name to open their EIM profile. Remember that we can see EIM profiles for both users from KHRIS and those created through the Portal. The fields you are able to edit will be different depending on the user's source.

Employee Information

When a user profile is opened, EIM will default to the Employee Information tab.

- **Name (Preferred First, First, Last, Middle):** This will display the name information that came from KHRIS or the Portal user creation.
- **Display Name:** This is the display name calculated by EIM based on the user's name and organization. Display is always "Last Name, First Name (Agency Acronym)"
 - EIM will use Preferred First Name if present.
 - The Agency Acronym is defined by the organizational level. Each Cabinet can define their acronyms per org level.
- **Employee ID and PERNR (Personnel Number):** Both KHRIS and Portal users will have a unique employee ID assigned. Personnel Numbers are unique to KHRIS users only.
 - The EIM Portal will generate a unique employee ID for Portal users when they are created.
- **Account Name, Domain, E-mail:** This is unique account name that EIM generates for the user. EIM also uses this unique name as the email address. The Domain relates to their Network Account.
- **Job Title:** If the user has a job title, it will display here. For users in KHRIS, EIM will display the user's position title. If the user has a working title present in KHRIS, it will be used instead.
- **Manager:** The manager listed for a user will receive notifications on the user's behalf (more on notifications below). Clicking the manager will display a non-editable view of their profile. When

creating a Portal user, selecting a manager is especially important as the user will copy the select manager's organizational structure.

- **Alternate Contact:** This field allows Agencies to use an alternate contact email for notifications, such as a new account notification. If this field has a valid email, then any notification that would go to the manager would also go to the alternate contact.

Doe, Tony F (COT)

Employee Information	Work Information	Contact Information	Org Structure	Entitlements	Other Entitlements
Preferred First Name	<input type="text" value="Tony"/>				
First Name	<input type="text" value="Anthony"/>				
Middle Name	<input type="text" value="Franklin"/>				
Last Name	<input type="text" value="Doe"/>				
Display Name	Doe, Tony F (COT)				
Employee ID					
PERNR					
Action Code (Z code)	KHRIS HR Action and Reason codes				
Account Name	tony.doe				
User's log on name					
Domain	EASUAT				
E-mail	tony.doe@ky.gov				
Primary e-mail address for the user					
Job Title	<input type="text" value="Network Analyst"/>				
Manager	<input type="text" value="Lemay, Katrina L"/>				 
Alternate Contact	<input type="text"/>				
	Alternate Contact Email Address				

Work Information

This tab details information relevant work information.

- **Employee Start Date:** This is the date and time the employee started.
- **Employee End Date:** EIM will default a phony far future date for the user's profile. If a non-KHRIS user leaves, this field will have to be manually filled in to properly exit them user.
- **Validate Account:** This is only used when an account gets flagged for deletion due to inactivity, and needs to be validated as active. More on this in the section concerning Stale Accounts.
- **Immediate Termination:** Checking this box will disable the user's Network access and prevent them from logging in. This is to be used when an exiting employee needs access revoked immediately. A termination from KHRIS/Portal will still need to follow to deprovision them.
- **Short Term Disable:** Checking this box will also disable a user's access, but will also prevent their account from being flagged for deletion due to inactivity. This is to be used in short term situations where access needs to be restricted, such as FMLA or Military Leave.
- **Employee Type:** This simply displays the employee type, such as State Employee or Contractor.
- **Contracting Company:** Authorized Contacts will have be ability to specific a company for contractors they add through the EIM Portal.

Doe, Tony F (COT)	
Employee Information	Work Information
Employee Start Date	<input type="text" value="6/1/2016"/> <small>Format as M/d/yyyy</small>
Employee End Date	<input type="text" value="12/30/2500"/> <small>Format as M/d/yyyy</small>
Validate Account If you received a notification stating this this account is scheduled for deletion due to inactivity, validating the account will keep it enabled for 45 days.	<input type="checkbox"/>
Immediate Termination When checked, user network access will be disabled while the termination process is completed in either KHRIS or the Portal.	<input type="checkbox"/>
Short Term Disable While checked, user network access will be disabled.	<input type="checkbox"/>
Employee Type	Temporary
Contracting Company	<input type="text" value="Example Company"/>

Contact Information

This tab lists any contact information for this user.

- **Work Number:** This is the employee main work telephone number. More on this topic in the section below on Pinnacle.
- **Fax and Mobile Number:** These fields will be editable in the EIM Portal when necessary, and will update the users Network account and Global Address Book.
- **PO BOX:** If the user has been given a PO BOX, it will show up here. Note that some records from KHRIS have PO BOX in an address line and will therefore show there.
- **Address:** The other fields pertain to their work address, such as their street and city.

Doe, Tony F (COT)					
Employee Information	Work Information	Contact Information	Org Structure	Entitlements	Other Entitlements
Work Number	<input type="text" value="502-555-5555"/>				
	Format as 555-555-5555 or 555-555-5555 Ext 1234 (Case Sensitive)				
Fax Number	<input type="text" value="502-555-5555"/>				
	Format as 555-555-5555				
Mobile Number	<input type="text" value="502-555-5555"/>				
	Format as 555-555-5555				
PO Box					
Address	<input type="text" value="123 Test Avenue"/>				
Work County					
City	<input type="text" value="Test City"/>				
State	Kentucky				
Zip Code	<input type="text" value="12345"/>				
	Format as 5 Digit 12345 or 9 Digit 12345-6789				

Org Structure

This tab shows the user's current organizational structure. The seven levels are listed, alongside the Cost Center, which displays the Cabinet/Agency's cost center code. Keep in mind due to the varying structure of each Cabinet, users will not have all seven levels defined.

In this case of our example Tony Doe, we can see he copied the Org Structure from his manager.

Doe, Tony F (COT)					
Employee Information	Work Information	Contact Information	Org Structure	Entitlements	Other Entitlements
Cost Center	39079 5 Digit Number				
Cabinet	Finance and Administration Cabinet				
Agency	Commonwealth Office of Technology				
Office	Office of Chief Info Security Officer				
Division					
Branch	Security Administration Branch				
Section					
Unit					

Viewing an Organizational Level in EIM

If you click on one of the organizational levels, you will open a window that has some detail on that level. Remember EIM looks at the *lowest* level a user has to determine which accounts to manage and automate.

Security Administration Branch	
General	Entitlements
Org Type 1	Branch
Org Type 2	
Org Type 3	
Org ID	10102573
Cost Center	39079
Org AD Abbreviation	COT
Enable Automatic Provisioning	<input checked="" type="checkbox"/>
Default Domain	

Security Administration Branch	
General	Entitlements
Active Directory Managed	<input checked="" type="checkbox"/>
Exchange Managed	<input checked="" type="checkbox"/>
Lync Managed	<input checked="" type="checkbox"/>
Home Folder Managed	<input checked="" type="checkbox"/>
KOG Managed	<input type="checkbox"/>

Entitlements

This tab lists the Entitlements for this user. Entitlement is EIM's word for identity, or the core accounts it can manage.

- Unchecking a box for one of these accounts (and submitting) will cause EIM to remove that account for the user, and set them for future deletion. If the box is rechecked before the account is deleted, EIM will reconnect them.
 - While individual accounts can be removed or added as needed, removing the Network Account will also remove their Email, Lync and Home Folder since they are connected to it.
 - It is advised to use this option sparingly. This is not the proper way to exit a user.
- Once a user has been given email, they will be assigned their default email billing number. This can be changed if a user needs to have their email billed differently. More on billing below.
- Home folder will display their path and drive letter defined per the organizational level.
- If an organizational level is set to **not** automate account creation, this screen will show each managed account type but with empty check boxes. An authorized contact will need to check the boxes for the accounts desired and submit to have them created.

Doe, Tony F (COT)					
Employee Information	Work Information	Contact Information	Org Structure	Entitlements	Other Entitlements
Network Account/Active Directory Choosing this gives the user an enabled Active Directory account		<input checked="" type="checkbox"/> Checkbox is greyed out if Active Directory is not managed in User's Organization			
Outlook Mailbox Choosing this gives the user an Exchange account for email capabilities		<input checked="" type="checkbox"/> Checkbox is greyed out if Exchange is not managed in User's Organization			
Email Billing Code *		<input type="text" value="Security Office"/>		 	
Email Billing Code #		xxxxxxxx			
Lync Instant Messaging Choosing this gives the user an enabled Lync account with IM and Lync-to-Lync meeting capability but no phone dial-in or dial-out		<input checked="" type="checkbox"/> Checkbox is greyed out if Lync is not managed in User's Organization			
Home Folder Choosing this gives the user a Home Folder		<input checked="" type="checkbox"/> Checkbox is greyed out if Home Folder is not managed in User's Organization			
Home Folder Share		xxxxxxxx			
Home Drive		xxxxxxxx			
Home Directory		xxxxxxxx			

Other Entitlements

This final tab will allow Authorized Users to request other services and accesses for a user:

- Services
 - Request Type (New, Change, Remove)
 - Telephone
 - VPN
 - Computer and additional monitor
- Access
 - Active Directory Groups
 - Printer access
 - Shared Folder access

This page effectively takes the place of the F181 EZ that Agencies are using to submit request for basic user services. When you fill this page out and submit, it sends an email to the Commonwealth Service Desk with the submitted information, and they will open a ticket to have the request fulfilled. The submitter will be CC'd on this email. Please note that Other Entitlements will need to be completed for each user that requires the services/accesses listed.

Doe, Tony F (COT)					
Employee Information	Work Information	Contact Information	Org Structure	Entitlements	Other Entitlements
<p>Use this form to request additional services and access.</p> <p>For more information about these and other COT Services, please visit the COT Services page by clicking the link to the right. COT Services Page</p>					
<p>Request Additional Services</p> <p>Check this box if this employee requires a Computer, Telephone, VPN or an additional Monitor. <input type="checkbox"/></p>					
<p>Request Additional Access</p> <p>Check this box if this employee requires AD groups, shared folder access, or printer access. <input type="checkbox"/></p>					

The top of the page links to the COT Services Page which details the various services COT offers.

From here, the page is broken into two sections, services and access. Checking a box will expand the selections, while unchecking will cause it to collapse again.

Let's start by looking at Services.

Request Additional Services Check this box if this employee requires a Computer, Telephone, VPN or an additional Monitor.	<input checked="" type="checkbox"/>
Services Request Type *	<input type="text"/>
Primary COT Billing Code * Select the primary COT billing code to be used for services below.	<input type="text"/>  
Request a Telephone: Check this box if this employee will require a Telephone.	<input type="checkbox"/>
Request VPN Check this box if this employee will require VPN.	<input type="checkbox"/>
Request a Computer: Check this box if this employee will require a Computer.	<input type="checkbox"/>
Request an Additional Monitor Check this box if this employee will require an additional Monitor.	<input type="checkbox"/>
Additional Service Comments If you need to provide additional details or instructions for the services above, please do so here.	<input type="text"/>

When Services is checked, two fields become required:

- **Request Type:** This is to specify if this is a request for new services, changing, or removing.
- **Primary COT Billing Code:** Since these services are billable, a billing number will be required. This will be the billing number used for any selected service. Note that you can specify a different billing number on each service if required, otherwise it defaults to the Primary.

From here, you will need to select the services you want. Checking the box next to a service will expand a few options relevant to that service.

Note that both services and access will have a comment box at the bottom of the expanded section. Use this to include additional information and instructions, but please be careful to not include additional requests. Use Other Entitlements only for the provided services/accesses. Any other service requests will need to go to the Commonwealth Service Desk directly.

Telephone/VPN

This allows you to request a telephone or VPN for a user. Checking this will also give you the option to specify an alternate billing code if you don't want this billed to the same number as the primary.

Request a Telephone:

Check this box if this employee will require a Telephone.

Telephone Billing Code  

Select an alternate telephone billing code if different than the primary COT billing code.

Request VPN:

Check this box if this employee will require VPN.

VPN Billing Code  

Select an alternate VPN billing code if different than the primary COT billing code.

Computer

Checking the computer box will give you the option to pick a computer service for this user. If checked, you are required to select a service for the Primary computer. You can select an additional computer if needed. Finally, you can specify an alternate billing number.

Request a Computer:

Check this box if this employee will require a Computer.

Primary Computer: * 

This will be the primary Computer the employee will use.

Additional Computer: 

Computer Billing Code  

Select an alternate computer billing code if different than the primary COT billing code.

- Use Existing Computer
- DT10 Standard Device - Desktop
- DT10 Standard Device - Laptop
- DT10 Standard Device - Laptop Bundle
- DT10 Standard Device - Tablet
- DT20 Enhanced Device - Desktop
- DT20 Enhanced Device - Laptop Bundle
- DT20 Enhanced Device - Tablet
- Remove Computer

Additional Monitor

Checking the box for additional monitor will allow you request additional monitors for a user. You must specify the requested size. You can also choose an alternate billing number.

Request an Additional Monitor:

Check this box if this employee will require an additional Monitor.

Monitor Screen Size: *

Monitor Billing Code  

Select an alternate monitor billing code if different than the primary COT billing code.

Now w

Now to review Access.

Access Request Type *

Request Active Directory Groups:
 Check this box if Active Directory groups are required for access. These groups are associated to the computer/network logon. For server access use the F181 long form.

Request Printer Access
 Check this box if this employee will need printer access.

Request Shared Folder Access:
 Check this box if this employee requires access to a Shared Folder. You will need to know the folder path and permission level.

Additional Access Comments
 If you need to provide additional details or instructions for the access requested above, please do so here

When Access is checked, one field becomes required:

- **Request Type:** This is to specify if this is a request for new access, changing, or removing.

From here, you will need to select the Access you want to request. Behavior is similar to services, except there is no billing involved here.

Active Directory Groups

Once this is checked, you will need to specify the groups you want to add to this user. Either separate them with a comma or list them out one per line.

Request Active Directory Groups:
 Check this box if Active Directory groups are required for access. These groups are associated to the computer/network logon. For server access use the F181 long form.

Active Directory Groups: *
 Separate group names by a comma or enter on a new line.

Printer Access

Similar to Active Directory Groups, make sure you list printer names by commas or one per line.

Request Printer Access

Check this box if this employee will need printer access.

Printer Names *

Separate printer names by commas, or enter on a new line.

Shared Folder Access

Checking this box will allow you to request access to up to 5 shared folders. The first requires information.

Request Shared Folder Access:

Check this box if this employee requires access to a Shared Folder. You will need to know the folder path and permission level.

Shared Folder Path: *

Example path: \\servername\sharename

Shared Folder Permission: *

Shared Folder Path:

Example path: \\servername\sharename

Shared Folder Permission:

Shared Folder Path:

Example path: \\servername\sharename

Shared Folder Permission:

Shared Folder Path:

Example path: \\servername\sharename

Shared Folder Permission:

Shared Folder Path:

Example path: \\servername\sharename

Shared Folder Permission:

Section 4: Miscellaneous Info

In this section, we will be reviewing the miscellaneous things that EIM will either affect or have influence on.

Email Billing

Since EIM will be managing the creation of email, it will also be working to make sure billing for this service is also started/ended appropriately.

- Each Cabinet will have default billing numbers aligned to their organizational structure. When a user is given a mailbox, EIM will assign them to a default number based on where they align in the Cabinet.
 - For automatic email creations, EIM will only assign the billing number in the Portal when it confirms the mailbox has been created. This may take a few minutes.
 - This number can be changed on users through the Portal.
 - If default billing org alignments need to be modified, a request will need to be sent to the Commonwealth Service Desk with a description of the desired modifications.
- If an organizational level is not automatically creating accounts, the billing number will be required when the Authorized User requests the mailbox from the Entitlement tab manually.
- On a monthly basis, billing information will be retrieved to update the billing system.
- Any resource account or account that EIM does not manage will need to be requested outside of EIM.

Phone Number Assignment

Phone number assignments will still be done outside out of EIM via a request to the Commonwealth Service Desk.

- If the user is assigned a VOIP number in Pinnacle, EIM will read that in and assign it to the user's EIM profile as work number. It will then update KHRIS and relevant accounts with that number.
- If a user is assigned a number outside of Pinnacle, it will be updated directly into either EIM Portal or their Network (Active Directory) account. When EIM receives the number, it will update KHRIS.
- This number will display in the Global Address Listing if the user has email.
- If the phone number needs to be modified wrong, it needs to be changed in the source. For example, if the wrong number was assigned in Pinnacle, a request needs to be sent to the Commonwealth Service Desk to have Pinnacle support correct it.

Stale Accounts Process

The stale account process monitors network accounts to detect the ones that are “stale”, or haven’t been logged into in 45 days. Once EIM finds an account that hasn’t been logged into for 45 days, it will send a notification to that user’s manager and alternate contact in EIM.

This notification will let them know the account will be deleted in 90 days if not logged into. If the manager/alternate contact determines they need to keep this account active, they can visit the profile for this user and click the “Validate Account” options on the Work Information tab. This will validate the account as active for 45 days. If the account has not been logged into in that 45 days, it will be once again set as inactive and a new notification will be sent alerting the account will be deleted in 90 days.

Selecting the Validate Account option or the user logging in with the account will reset the inactivity timer.

Notifications

EIM will send email notifications in certain scenarios. Below is a list of the notifications that will be going out, who it goes to, what triggered the notification, and its purpose.

- **New Network Account**
 - Whenever a user has a new network account created, the manager and alternate contact will receive the account name and password in two emails.
 - These are to be passed on to the user after they have started.
 - Since accounts can be created up to 10 days prior to the user’s start date, this can be received early.
- **Stale Accounts**
 - Alerts the manager and alternate contact about a user account that will soon be deleted due to inactivity.
 - The manager or an authorized contact will need to validate the user in the EIM Portal.
- **Other Entitlements**
 - The requestor will be CC’d on the email when they request services and access through the Other Entitlement tab.
- **Account Name Changed**
 - This notification will go to the manager and alternate contact alerting them a user’s name has changed, and therefore modified the account name they log in with.

Agencies EIM Doesn't Manage

Some Agencies will not use EIM to manage their accounts.

These are primarily those who manage their own Network (Active Directory) accounts. If an Agency that manages its own Active Directory accounts needs services from COT (such as email), they will need to request it be emailing the Commonwealth Service Desk with any necessary authorizations and information.

If an Agency would like EIM (and therefore COT) to begin managing their accounts fully, they can opt into EIM management by contacting COT.

EIM and HR Actions from KHRIS

When EIM reads user information from KHRIS, it mainly is looking for information. This could mean it sees a new appointment and creates the user in EIM, or it could see information change such as a name or a title.

However some specific HR Action "Z" codes will cause EIM to do specific things.

- ZA Suspension – Network Account will be disabled and excluded from the Stale Account process.
- ZB / ZC On Leave – Network Account will be excluded from the Stale Account process.
- ZD / ZE Return from Leave – Network Account will now be included in the Stale Account process.
- ZF Separation / ZG Retirement – User will begin them down the deprovision path.
 - Network Account will be disabled for 90 days, then deleted.
 - Mailbox will be disconnected 48 hours after the effective date of the HR action. The mailbox will be purged 14 days later.
 - Lync access will be removed.
 - The Home Folder will be set for deletion in 90 days.
- ZJ Return from Suspension – Network Account will be enabled and included in the Stale Account process.

Non-KHRIS User Being Entered into KHRIS

When a non-KHRIS user becomes a statement employee or contractor input into KHRIS, it is important to take care on how this transition is handled.

- If the non-KHRIS user is being hired in a different Cabinet or Agency, then the user will need to be exited through the Portal first. When they come through in KHRIS, EIM will create their new accounts accordingly.
- If the user is staying within the same Agency, then the best practice is to not set the end date in EIM for that user until after the first pay cycle in KHRIS. This will confirm them in the system in case a void or data correction HR action is committed.

Retaining Mailbox or Home Folder Content

When a user leaves or transfers from a Cabinet or Agency, their mailbox and home folder will be set to delete (mailbox is 14 days later, home folder is 90).

If the losing Agency needs to keep the content of the mailbox, it is advised to have the content of the mailbox saved to a .PST before the mailbox is disconnected. However, if the mailbox has been disconnected, a request to the Commonwealth Service Desk including an F084 will be required to recover.

Similarly, if the Agency needs a copy of the user's Home Folder, a request to the Commonwealth Service Desk including an F084 will be required to copy it.