Commonwealth Office of Technology
Staff Service Request Form (and COT Entrance/Exit Form) Instructions

These instructions are provided as a guide to the COT-F181 Staff Service Request Form (and COT Entrance/Exit Form). **It is important to review all Service Descriptions and Rates before you begin.** For assistance in completing this form, contact your Agency Contact or the Commonwealth Service Desk at 502-564-7576. This symbol: ▼ indicates a drop down menu from which you will select the answer of your choice. Also, links (indicated in **blue**, underlined font) will enable you to maneuver through the pages quickly as well as navigate to corresponding documents.

- **Date:** Required. The date the request form is completed.
- **COT Billing Number:** Required. The eight digit billing or account number assigned to the agency by COT.
- **Requestor Name:** Required. The name of the person making this request whom COT may contact with general questions.
- **Telephone Number:** Required. The telephone number of the person making this request.
- **Cabinet Technical/Security Contact Name:** Required. The name of the Technical or Security contact person within your agency whom COT should contact with technical and/or security related questions. For a listing open the Global Address Book, search "COT Technical Contacts" and view Properties (Members).
- **Telephone Number:** Required. The Technical/Security contact person's telephone number.
- **Cabinet Technical/Security Contact Signature:** Required. The Technical/Security contact person's signature (electronic signature is accepted).

Staff/Group Info Table: This information is required for all services EXCEPT "COT Windows Server" and "Database Access". If this request is related to a specific staff member, all fields within this table are required. If this is a group request (examples: email distribution listing, web-mail accounts, etc.) provide as many details specific to the request as possible (example: if submitting a request to delete an email distribution listing, list the Cabinet, Office, Division, Branch, E-Mail Address, and Addresses).

- **Status:** Individual Request Select one: State Employee, Contractor, Vendor, County Clerk.
  Group Request: Select one if the group falls into one status, leave blank if the group is a combination.
- **Name:** Individual Request: The full name of the staff member for whom this request is being made. Group Request: leave blank.
- **Title:** Individual Request: The working title of the staff member for whom this request is being made. Group Request: leave blank.
- **E-Mail Address:** Individual Request: The e-mail address of the individual staff member for whom this request is being made. Group Request: leave blank unless there is a group email address associated with the request (example: email distribution account).
- **Telephone:** Individual Request: The telephone number including area code of the individual staff member or group (if applicable) for whom this request is being made.
- **Cabinet - Agency:** The Cabinet name of the staff member or group (if applicable) for whom this request is being made. Not required for County Clerk.
- **Office:** The Office name of the individual staff member or group (if applicable) for whom this request is being made.
- **Division:** The Division name of the individual staff member or group (if applicable) for whom this request is being made.
- **Branch:** The Branch name of the individual staff member or group (if applicable) for whom this request is being made.
- **Section – Team:** The Section or Team name of the individual staff member or group (if applicable).
- **Work Address 1 and 2:** The Street address of the individual staff member or group (if applicable).
- **Physical location:** The exact location of the individual or group – building, floor, office number, etc.
- **City, State, Zip:** The City, State, and Zip code of the staff member, or group (if applicable), for whom this request is being made.
- **If Contractor/Vendor, company name:** The company name which the contractor/vendor represents.

SECTION 1: Select Service(s) from Dropdown Menus:
Each of the services listed must be connected to a **specific staff member**; therefore the Staff/Group Info Table must be complete for the specific staff member. For each service listed, a dropdown option is available to: "**Add**" a new service to a staff member; "**Modify**" or change an existing service (or information related to a service: email, address, phone, etc.) for a staff member; or "**Remove**" a service from a staff member. You may choose more than one service if desired, however, all selected services must pertain to the one staff member as listed above:

- **Basic Mailbox:** The email account will be based on the information provided in the Staff Member Table.
- **Enhanced Mailbox:** The email account will be based on the information provided in the Staff Member Table.
- **Telephone:** The telephone will be sent to the "Work Address".

- **Genifax Account:** (Fax from computer) The Genifax information will be sent to the User via email address provided.

- **Active Directory (AD) Account:** The AD account will be based on the information provided in the Staff Member Table.

- **Entrust Account:** The Entrust account will be based on the information provided in the Staff Member Table.

- **Lync Account:** The Lync account will be based on the information provided in the Staff Member Table.

- **Computer Type: Consolidated Agencies, New Staff Member Only, select one):** Only to be used to set up a new computer for a new staff member, do not use this form to request computer service or removal. See Enterprise Architecture Standards for descriptions: Standard Desktop (category 1410), Standard Laptop (category 1460), and Enhanced Workstation (category 1420).

- **If "Modify" explain:** Provide details about Section 1 Services for which you have requested a modification. (Example: Change email address from Jane.Doe@ky.gov to Jane.Smith@ky.gov due to name change; workstation address or telephone number change, etc.)

- **Section 1 Comments:** Provide any additional information you feel relevant related only to Section 1 services.

If you are requesting only the Services listed in Section 1, this form is now complete. Submit the form to the Commonwealth Service Desk. If you are requesting Services from Section 2 or 3, you must proceed.

SECTION 2: Select Services from Dropdown Menus Then Select the Link to Complete Details:

For each of the services listed, you are provided a dropdown selection to: "**Add**" a new service to one or more staff members; "**Modify**" or change an existing service for one or more staff members; or "**Remove**" a service from one or more staff members. You may choose more than one service if desired.

Once you have selected the service(s) desired, place your mouse on the Section number link, hold the Control key down on your keyboard while simultaneously clicking your mouse once to move directly to that section (or you can page/scroll down) to complete the details. **Be certain to complete the details for EACH Service selected.**

SECTION 3: Services Restricted to Commonwealth Office of Technology Staff Only

The following services are restricted to Commonwealth Office of Technology staff only.

- **COT Event Type:** Staff Entrance (new staff), Staff Exit (staff leaving), Modify Existing Staff (change to a staff member)

- **Start Date:** Official date the staff member will be employed. Required for an Entrance.

- **Finish Date:** Official date the staff member will no longer be employed. Required for an Exit.

- **Administrative Tasks**: Select this to include all of the following tasks automatically: (a) Create Security Badge (b) Create PMIS Account (c) Create GOTSource Account (d) Update User in ITSM (e) Update Services on Employee Profile in ITSM (f) Update employee information in KY State Telephone Directory (g) Update Office Phone Directory (h) Distribution Groups and (i) order Name Plate. You must complete the PMIS Table.

- **Security Badge:** Select Add (new badge), Remove (delete badge), or Modify (change to an existing badge).

- **GotSource:** Select Add (new account), Remove (delete account), or Modify (change to an existing account).

- **ITSM:** Select Add (new account), Remove (delete account), or Modify (change to an existing account), list the Team Name (s)

- **PMIS:** Required fields of the PMIS Table are to be completed with each request for a PMIS addition, modification or removal.

  - **Entrance:**
    - Start Date
    - KHRIS ID (state employee only), format AAA####
    - KHRIS Default Activity (state employee only)
    - Pass-through indicator for billing (contractor only), default is NO
    - Legal Name as defined on KHRIS or Task Order
    - Position Title/Role
    - OrgUnit/Branch and Team if applicable to your unit
    - KHRUS Default Activity (state employee only)
    - Branch Manager/Time Approver
  - **Exit:**
    - End Date
  - **Modification:**
    - Only fields being changed

- **Wireless Device:** (Smartphone) The device will be sent to the "Work Address".

- **If "Modify" explain:** Provide details about Section 3 Services for which you have requested a modification.. (Example: Change email address from Jane.Doe@ky.gov to Jane.Smith@ky.gov due to name change; workstation address or telephone number change, etc.)
- **Section 3 Comments:** Provide any additional information you feel relevant related only to the Section 3.

SECTION 4: Mainframe (z/OS Server):

- **Action:** Select one: **Add**, if the request is for a new user ID. **Change**, for additional access to an existing ID or to remove some access from an existing ID. **Delete**: To completely remove the ID from the mainframe (ie: employee terminates or changes Cabinets).

- **User ID or Prefix Required:** If the requestor knows what the new ID will be, type the complete ID in this field (ie: PER060). If the user does not care what the new ID will be just type the 2 or 3 character **Prefix** of the ID based on the Cabinet (ie: PER for Personnel, FIN for Finance, SP for State Police, etc.).

- **TSO:** Check **YES** if the user will be working with datasets using Time Sharing Option/ISPF. NOTE: Most general application users (IMS and CICS) do not require this option. Complete the Alias field if known; if not known COT will complete this field. COT will complete the Catalog field.

- **SDSF:** Check **YES** if the user requires the ability to view their output queue, view their hold queue, or to display their active jobs. Complete the Group field if known; if not known COT will complete this field.

- **KyNET:** If the user requires the ability to access multiple application (menu) options based on Agency requirements, this option should be checked **YES**. Complete the Group and Sessions fields if known; if not known COT will complete this field.

- **Dataset:** This option should only be completed if the **TSO** (ISPF) option has been checked **YES** above. Type the complete name of each dataset required in the indicated fields**.   Read** access allows the user to view the dataset. **Update** access allows the user to read, change and save the data within the dataset. **Alter** access allows the user to read, update, create and delete the dataset.

- **Default group:** This is related to the **Prefix** of the **User ID.** If known by the user it can be entered here, if left blank it will be assigned by COT Mainframe Security.

- **Additional groups:** Additional RACF groups (if known) can be entered in these fields, if left blank none will be assigned. *At a later date, users can request additional groups when they become known by submitting a new COT-F181 form, select "Modify" in Section 2 beside "COT Mainframe", and selecting the **CHANGE** option for an existing User ID.*

- **Transactions:** Specific IMS or CICS transactions (if known) can be requested in these fields.

- **Comments/Description:** Provide any additional information you feel relevant related to the Section 4 request(s).

SECTION 5: Home Folder/Shared Folder Permission:

This Section is used when a folder is to be created or deleted, or permissions modified, on a home folder or a shared folder on a network file server or NAS device. This can only be requested by an authorized technical contact that has ownership of the data.

To request creation or deletion of a folder:

1. Complete the **Server Name/DFS Link** blank. Examples: \\FINABC12,\\abc\def\COTName.
2. Complete the **Folder Path** blank. Examples: TEMP_NAME, Folder Name\2011_Docs.

Assigning permissions for this resource is covered in the **Section 6**.

Example: You are an authorized technical contact. You would like a new folder named TEMP created under the Data folder on \\ABC\DEF\COTFolder01. A correctly completed Section 5 for this request is shown below:

Server Name/DFS Link:	\\ABC\DEF\COTFolder01
Folder Path:	\Data\TEMP
Select one:	☐ Delete Folder
	☒ Create Folder (Complete **Section 6** for permissions to be applied to folders)
	☐ Modify Network Folder Permissions: Complete the following:

To request modification of a network folder permission:

1. Complete the **Server Name/DFS Link** blank. This is the name of the server or the DFS link where the folder to be addressed resides. Please do not use drive letters to indicate the path. Drive letters vary across the enterprise and are different for different agencies. Examples: \\ABCDEFGH11, \\ABC\DEF\COTFolder,
2. Complete the **Folder Path** blank. Examples: COT_Folder, Temp_Share,
3. Complete the **Domain\User** blank for each user that needs permissions added, changed, or removed. If the User is new and you do not know what the User ID should be, you can list the domain\Full Name of the user; the User ID will be created from this information. If the form does not provide enough lines for all users, please use the comments section for additional users. Examples: FIN\John.Smith, COMMERCE\Joan.Doe

4. Users can be granted two different levels of access, or have access removed. Please check the appropriate box for the corresponding user(s): **Modify** access allow users to read, execute, write, and change the data. **Read** access allow users to read and execute the data. Users with read access cannot write to, or modify the data. **Remove Access** is used when a user no longer needs access to a certain folder or file.

Example: You are an authorized technical contact. You would like Finance domain users John Smith and Joan Doe to have the ability to write to \\abc\def\finhome\Example\folder1. You would also like Finance domain user Bill Smith to have read and execute access to the same folder. A correctly completed Section 5 for this request is shown below.

Server Name/DFS Link:	\\ABC\DEF\finhome
Folder Path:	Example\folder1
Select one:	☐ Delete Folder
	☐ Create Folder (Complete **Section 3** for permissions to be applied to folders)
	☒ Modify Network Folder Permissions: Complete the following:
▼Modify Access	Domain\User: Finance\John Smith
▼Modify Access	Domain\User: Finance\Joan Doe
▼Read Access	Domain\User: Finance\Bill Smith
▼___	Domain\User: ___
Comments/Description: ___	

Comments/Description: Provide any additional information you feel relevant related to the Section 5 request(s).

SECTION 6: COT Windows Server Support:

This section has multiple uses: 1) Define up to 10 Users and add them to appropriate Groups. 2) Create Shares, Folders, or FTP Directories to the server listed as the Target Server. 3) Add the Users or Groups to the Shares, Folder of FTP Directories. 4) List Directory or File Names to be backed up by TSM.

- **Target Domain**: The Active Directory Domain where the server is located. If you are adding Users to an Active Directory Group, list the Domain in which the group currently exists.

- **Target Server**: The Server that is being modified. Leave this field blank ONLY if you are Creating a Group or a Specific Domain, or if you are adding Users to an Active Directory Group.

- **Production Start Date – End Date:** If this is a Production environment, list the Start Date and the End Date.

- **Users and Groups**: In these tables you will identify the Users and Groups as applicable. Note: Requests for Administrator permissions will require approval by COT Security.

Define the Users Table:

USER CODE; this User Code will be used to identify the specific User in other tables within Section 6 of this form. Example: If User ID "Fin\Jane.Doe" were listed on the first line of this table, she would then be referenced as User Code #1 from this point forward.

1. List all User IDs. Space is provided for 10 Users.
2. For each User ID, select the action to be taken from the dropdown menu: Create – if this is going to be a new User ID; Delete – if this User ID is to be Deleted; Existing – if this is an Existing User ID.

READ THE TABLE: Important Tip! To confirm what you have entered so far, read the table from RIGHT to LEFT:
*I want to (create/delete) (User ID) who will be referenced as User Code (#). **OR** I have existing (User ID) who will be referenced as User Code (#)"*

Define the Groups Table:

GROUP CODE; this Group Code will be used to identify the specific Group in other tables within Section 6 of this form. Example: If Group "COT GROUP" were listed on the first line of this table, it would then be referenced as Group Code A from this point forward.

1. Select the action to be taken from the dropdown menu: Create – if this is going to be a New Group; Delete – if this Group is to be Deleted; Modify – if this is an Existing Group for which you will be changing the Users or Permissions.
2. List the Group Name: create the group name for new groups; list the current group name for existing groups. Space is provided for 5 groups.
3. List the **USER or GROUP CODE** (from the previous table) to select the Users you want associated with the Group. If all users need to be tied to the group list "ALL", if only specific users need to be included, list those Users' Code numbers (example: 1, 2, 3, 7, 8, 9). Users can be added to multiple Groups. Multiple Users can be added to Groups.

In the previous example we had "Fin\Jane.Doe" listed in the first line of the "Define the USER(S)" table which now references her as USER CODE 1. If I want to add her to the Group I have listed in the first line of my "Define the GROUP(S)" table, I will simply list "1" in the "Users" column.

4. Select: Add – if the selected User(s) are to be added to the Group; Delete – if the selected User(s) are to be removed from the Group.

READ THE TABLE: Important Tip! To confirm what you have entered so far, read the table from LEFT to RIGHT:
> *I want to delete (Group Name) and User Code(s) (#'s) will be deleted.* **OR**
> *I want to create (Group Name) and User Code(s) (#'s) will be added. This Group will be referenced as Group Code (#).* **OR**
> *I want to modify (Group Name) and User Code(s) (#'s) will be (added/deleted). This Group will be referenced as Group Code (#).*

Define the File Folder, File Shares and/or FTP Table:

<u>FILE CODE</u>; this FILE Code will be used to identify the specific File Folder, File Share, or FTP in other tables within Section 6 of this form. Example: If File Share "FIN\EXAMPLE\FILESHARE.EXE" were listed on the first line of this table, it would then be referenced as File Code F1 from this point forward.

1. Select the request type from the dropdown menu: FTP – if this request is for an FTP; Share – if this request is for a File Share; Folder – if this request is for a File Folder.

2. Select: Create – if this is going to be a new File Folder, File Share or FTP; Delete – if this File Folder, File Share or FTP is to be Deleted; Existing – if this is an Existing File Folder, File Share or FTP.

3. FTP: Add, Modify: If this request is for an existing or new (Create) FTP: Add – to add this account; Modify – to change the account. This column only applies to FTP.

4. List the Directory Structure as follows: File Folder – the Directory Structure is required; File Share – if this request is to Create a new File Share, the Directory Structure is required, otherwise leave blank. Do not use this column for FTP.

5. List the Name only as follows: File Folder – leave this field blank; File Share – if this request is to Delete a File Share, or the File Share is Existing, the Share Name is required, otherwise leave blank; FTP – the Site Name or the Virtual Directory Name is required.

READ THE TABLE: Important Tip! To confirm what you have entered so far, read the table from LEFT to RIGHT:
I want a FTP to be (created/deleted/is existing) <directory structure is blank> called (Site/Virtual Directory name). This FTP will be referenced as File Code (F#). **OR**
I want a File Share to be created with (directory structure name) <Site/Virtual Directory name blank>. This File Share will be referenced as File Code (F#). **OR**
I want a File Share to be (deleted/is existing) <directory structure is blank> called (Site/Virtual Directory name). This File Share will be referenced as File Code (F#). **OR**
I want a File Folder to be (created/deleted/is existing) with (directory structure name) <Site/Virtual Directory name blank>. This File Folder will be referenced as File Code (F#).

Assign Permissions: Now that you have identified all the components above, it is time to assign the User and/or Group permissions to the File Folder, File Shares and/or FTP. This table is where the "CODES" (as defined above) are going to be utilized.

1. File Code – Select from the dropdown menu the FILE CODE.

2. Group or User Code – Type the GROUP CODE (A, B, C, D, E) or the USER CODE (1, 2, 3, 4, 5,…). If all Groups or all Users are to be assigned the permissions for the File Code, type "ALL".

3. Assign Permissions – Select the level of permission from the dropdown: Read, Write, Modify or Remove

READ THE TABLE: Important Tip! To confirm what you have entered, read the table from RIGHT to LEFT – **this will summarize your request!:**
> *I want to assign (permissions) to this (user or group) for this (file folder, file share, or FTP).*

Backups: List the full directory name to be backed-up by COT. Space is provided for 4 directories, if additional space is needed use the "Comments/Description" field. (COT only backs-up directories/files that are requested on this form.)

Comments/Description: Provide any additional information you feel relevant related to the Section 6 request(s).

<u>SECTION 7: COT Enterprise UNIX Servers:</u>

- **User Status:** Select one: New: new user; Existing: existing user

- **Request Type**: Select one of the following only if the "User Status" is "Existing": Modification: to modify or change an existing account. Deletion: to completely delete or remove the account.

- **Deletion Request**: Complete only if the Request Type is "Deletion". Are the files owned by the User to be retained (kept) after the deletion of the account? Select No or Yes. If "Yes" is selected list the name of the person to whom the files are to be transferred. It is the policy of the COT Unix Server Support team to lock an account for 30 days prior to removing it from the server.

- **Application ID:** For accounts that are for application purposes and will not be used for individual access to Unix systems, identify a person or persons who will be responsible for ownership of the account. Typically, the system/application owner assumes responsibility for such accounts. If the request is for an individual, you may skip this field.

- **Server Name:** Identify the Server(s), by name, on which the account should be created. Accounts will be created only on the server(s) identified in this field, so please be specific.

- **Unix User Group Name:** Identify specific Group(s), if any, that the account should be added to. If a new group is required, please specify that here as well. These are Unix user groups, not email distribution lists or Active Directory groups.

- **Sudo Access:** If the account requires specific sudo permissions (a utility used to grant elevated privileges on a restricted basis), please indicate that in this area. Be exact as to the command(s) required.

- **Password Expiration:** If the purpose of the account requires that it be exempted from password aging policies (i.e. non-expiring), check the "Yes" box and submit a completed and signed COT- F085 Security Exemption Request form with this request. (Ctrl+Click on the link provided to open the COT-F085.)

- **Production Start Date – End Date:** If this is a Production environment, list the Start Date and the End Date.

- **Additional Information:** Use the additional info section to describe any particular permissions or accommodations required by the account. Such accommodations include, but are not limited to, read/write permissions in directories other than the user's home directory, restricted shell access, etc. Further information can be provided in the Comments section.

- **Comments/Description:** Provide any additional information you feel relevant related to the Section 7 request(s).

SECTION 8: **Virtual Private Network (VPN):**

This section is used to request secure communications with remote offices or individual users. The VPN (Virtual Private Network) service provides secure and encrypted access to the Commonwealth's private network from foreign networks (including the public Internet). COT offers three (3) different versions of VPN connectivity to accommodate different users' needs.

User Status: Select one:
- New: user that does not have an existing VPN account
- Existing: user with an existing VPN account

User ID: type the User ID

Requested Action: Select one:
- Add: add the user to VPN
- Change: request a change to an existing user such as name change, IP address change, point to different PC, etc.
    - If "Change" explain: Explain the change in detail (example: User name changed from Jane.Doe to Jane.Smith)
- Delete: remove the User from VPN

Select: Select the VPN service desired:

IPSec (Internet Protocol Security) connectivity utilizes the Avaya VPN Client Software to facilitate its connection. As such, the user has network access to the COT Intranet, so that they can use an application's "fat" client software (such as Emars, KHRIS, Oracle, etc). The user can connect to any resource to which they have been given access.

SSL (Secure Socket Layer) connectivity utilizes any SSL Enabled web browser (such as MS Internet Explorer 7.0 or above) to facilitate its connection. Therefore, it allows the user to connect to specific applications via a menu of preconfigured web links from any PC with an Internet connection. The web link menus would have to be setup in advance and are usually a collection of common agency links that can be accessed by more than one user. If a new link is required then a contact would need to be provided so that the new link menu can be setup correctly. Several agencies use this service to allow their users to remotely control their desktops at work from any Internet location. The RDP (Remote Desktop Protocol) feature of Windows is used by Java to make this connection.

NetMotion connectivity provides "nomadic" users the ability to maintain stateful VPN connections when moving between various (foreign networks) without having to log on/off each time a user changes connections. For example, after a user connects at a restaurant with their laptop the connections to the previously used applications will still be open and active when they connect at a second location through a different Internet connection. They would not have to login to each application again just because they are in a different location. An additional client license fee is required for the NetMotion service.

- **Active Directory User ID**: List the active directory UserID for this account.

Comments/Description: Provide any additional information you feel relevant related to the Section 8 request(s).

SECTION 9: Enterprise Business Intelligence (EBI) Administration:

This section is used when an EBI Agency Administrator Account or an EBI Agency User Account is to be created, modified, or deleted. **This can only be requested by an authorized technical contact that has ownership of the data.**

Active Directory (AD) User Name – OR – Employee ID: List either the AD User Name or the Employee ID.

Department Code: Enter the 3 digit Department Code to be used for billing purposes.

Environment: Select the appropriate Environment(s) from the dropdown menu:

- Production; Development; User Acceptance Testing

Requested Action: Select the action to be taken:

- Create EBI Agency Administrator Account
- Create EBI Agency User Account
- Delete EBI Agency Administrator Account
- Delete EBI Agency User Account
- Modify Existing User Account: Example: a name change associated with an employee's AD account will involve a change to an existing EBI User Account.
  - Explain: If "Modify Existing User Account" selected, explain the modifications requested. Example: Name changed from Jane.Doe to Jane.Smith. New AD User Name is Jane.Smith.

- **Comments/Description:** Provide any additional information you feel relevant related to the Section 8 request(s).

SECTION 10: Database Access:

There are two pieces within this Section: ORACLE and SQL Server – please ensure you are completing the correct portion before you begin.

RDBMS type – ORACLE:

- **Database Name**: List the full database name.
- **Environment:** Select the appropriate environment from the dropdown provided. If "Production" is selected, attach the COT-F085 Security Exemption Request Form. If "Other" selected (indicating none of the environments listed pertain to this request), list the name of the Environment here.
- **Database Account Action:** Select the appropriate action from the dropdown provided: Create, Modify, or Remove Account.
- **Start Date:** The date the requested action should begin.
- **End Date:** The date the requested action should end.
- **Oracle Login Name/Account:** List each login name. Space is provided for 10 logins. If additional space is needed please attach a separate COT-F181 form.
- **Schema Name(s)/List of Tables:** List the Schema Name or List of Tables to which access is being granted or revoked.
- **Grant/Revoke:** For each Login Name/Account, specify if the access is to be Granted or Revoked.
- **Access Type:** Select one of the following:
  - **Read Only:** allowed read only access to the database; **Full:** user is to be allowed full (update) access to the database **Other:** if you want to grant specific access other than Read or Full. **Define:** define the specific access to be granted.

RDBMS type – SQL SERVER:

- **Server Name:** List the full server name.
- **SQL Server:** Select Version from the dropdown listing provided.
- **SQL Server Account Action:** Select the appropriate action from the dropdown provided: Create, Modify, or Remove Account.
- **SQL Server Instance:** Select Default or Named. If "Named" provide full name.
- **Database Name**: List the full database name.
- **Environment:** Select the appropriate environment from the dropdown provided. If "Production" is selected, attach the COT-F085 Security Exemption Request Form. If "Other" selected (indicating none of the environments listed pertain to this request) list the name of the Environment.
- **SQL Login Name/Account:** List the first login name. Space is provided for 3 logins (each is a box numbered 1 through 3). If additional space is needed please attach a separate COT-F181 form.

- **Authentication:** Select Windows or SQL Server/mixed-mode from the dropdown.
- **Start Date:** The date the requested action should begin.
- **End Date:** The date the requested action should end.
- **Server Role(s):** For each Server Role to be associated with the Login Name/Account, click on the box to populate an "x". Multiple roles are allowed.
  - **Grant/Revoke:** Specify if the access for the Server Role(s) is to be Granted or Revoked.
- **Db Role(s):** For each Database Role to be associated with the Login Name/Account, click on the box to populate an "x". Multiple roles are allowed.
  - **Grant/Revoke:** Specify if the access for the Database Role(s) is to be Granted or Revoked.
- **Securable Name(s)/Specify SQL Server Object(s):** Type the Securable Name(s) and/or Specify the SQL Server Object(s).
  - **Grant/Revoke:** Specify if the access for the Securable Name(s) and/or Specify the SQL Server Object(s) is to be Created, Modified, or Removed.
  - **Access Type:** Select one of the following:
    - **Read Only:** allowed read only access to the database; **Full:** user is to be allowed full (update) access to the database **Other:** if you want to grant specific access other than Read or Full. **Define:** define the specific access to be granted.

Repeat these steps for SQL Login Name/Account 2 and 3. If additional Login Name/Accounts are needed please attach a separate COT-181 form.

Comments/Description: Provide any additional information you feel relevant related to the Section 9 request(s).