



# SECURITY REQUEST CHANGE PROCEDURES

GN

## BUSINESS PROCESS PROCEDURE GN-6

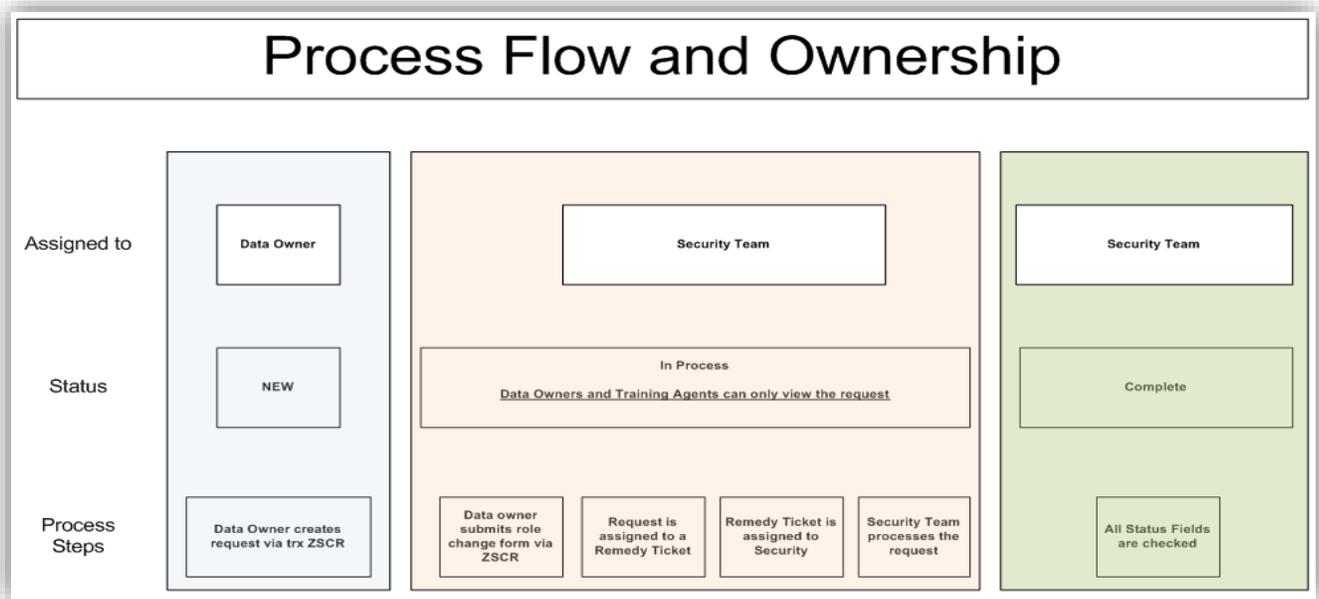
The purpose of this business process procedure is to explain how to create, submit, and monitor security change requests in the Integrated HR-Payroll System.

**Trigger:** There is a need to create, submit, and monitor Security Change Requests.

### Business Process Procedure Overview:

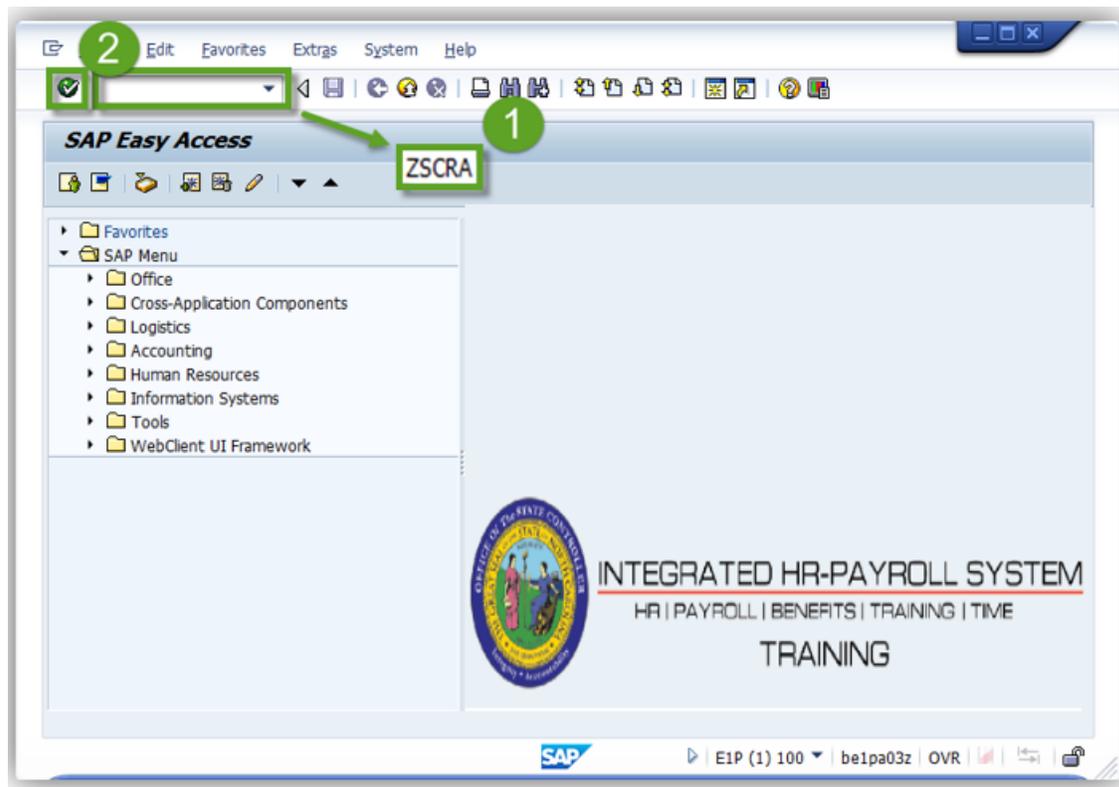
Security Change Requests are created by Agency Administrators and Data Owners and submitted by Data Owners to the BEST Shared Services Security Team for processing.

- Pg. 2 **Creating and Submitting a Security Request** – Create a Security Request and submit it to BEST Shared Services for processing
- Pg. 7 **Editing a Security Request** – Make changes to a request that has been created but not yet submitted.
- Pg. 9 **Viewing the Status of a Submitted Request** – Look up an already created/submitted request to check the status of security roles.
- Pg.10 **System Error Messages** – Full table of Training and SOD Conflict Errors that Data Owners will encounter as part of creating a request.

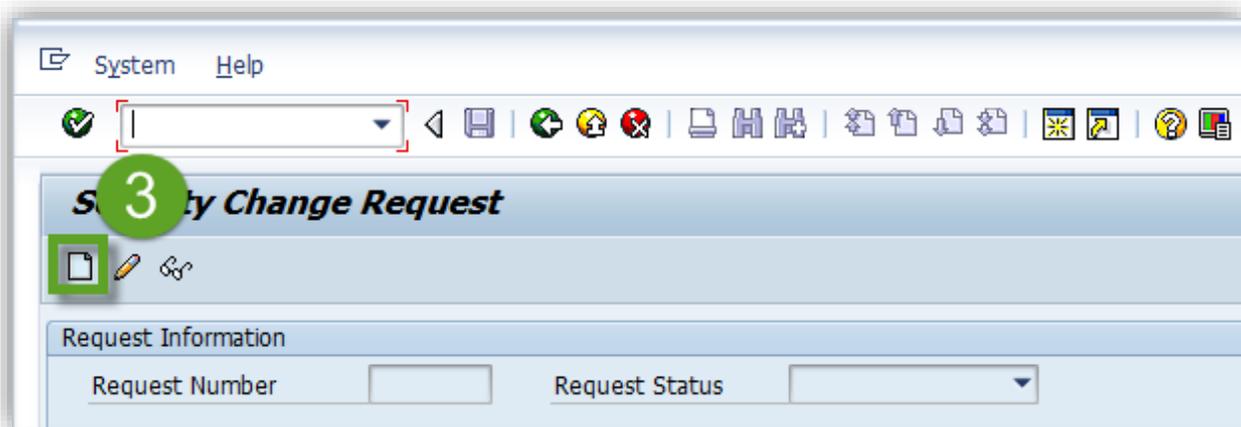


Security Requests are created in NEW status. Once submitted to BEST the status will change to IN PROCESS and remain in that status until all the roles have been granted. Once all roles have been granted, the Request status will change to COMPLETE.

## Creating a Security Request



1. From the SAP Easy Access Screen, type **ZSCR** or **ZSCRA** in the Command Field.
2. Click **Enter** .



The Security Change Request screen will be displayed.

3. Click **Create** .

The screenshot shows a web form titled "Security Change Request". It is divided into two main sections: "Request Information" and "Request".

- Request Information:** Contains fields for "Request Number" (10014924), "Request Status" (NEW), "Personnel Number" (highlighted with a green box and callout 4), and "Position Number".
- Request:** Contains a "Request Date" field (highlighted with a green box and callout 6), radio buttons for "Permanent Change" (selected) and "Temporary Change" (highlighted with a green box and callout 5), an "Expiration Date" field, and a "Comments" text area.

At the bottom left, there is a "Continue" button (highlighted with a green box and callout 7).

The system assigned Request Number will be displayed at the top of the page with the Request in **NEW** status.

4. Enter the employee's Personnel Number.
5. Enter the Request Date.
6. Select whether the change is a **Permanent Change or Temporary**.

**NOTE:** *Temporary Changes require an Expiration Date.*

7. Click **Continue**.

**Security Change Request**

**Request Information**

Request Number: 10011152      Request Status: NEW  
 External Ticket #:

**Employee Information**

Personnel Number:   
 Name:   
 E-mail:   
 Position Number:   
 Position Des.:

**Role Information**

Personnel Area:   **8**

Security Org Unit #:  **9**

Role:  Add  Remove **10**

Requested Role:  **11**

 **12**

PERS AREA	ORG UNIT	A/R	ROLE	STATUS	BYPASS TRN
				▼	<input type="checkbox"/>
				▼	<input type="checkbox"/>
				▼	<input type="checkbox"/>
				▼	<input type="checkbox"/>

8. Enter the Personnel Area.
9. Enter the top Org Unit for which the employee will be granted Security.
10. Choose whether to **Add** or **Remove** the selected role.
11. Select the specific Security Role using the “Requested Role” drop-down menu.
12. Click **Insert Row**  to add the Security Role.

Repeat this process for each role to be added or removed.

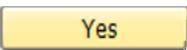
**NOTE:** To delete a role from the request, click the button to the left of the row and select **Delete Row** .

 **CRITICAL!** Depending on the Role you are adding, you may receive an error message. The various error messages are detailed below.

**TRAINING NOT COMPLETE ERROR (UNABLE TO BYPASS)**

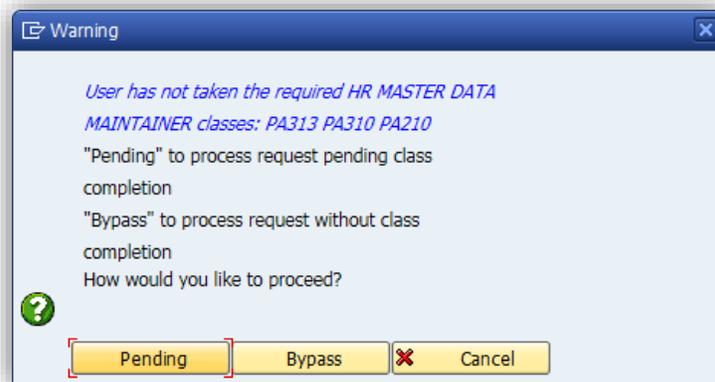


This error message indicates that the employee has not yet taken training class(es) required for a role, and the role has not been approved for bypass.

Click  to add the Security role in Pending (P) Status.

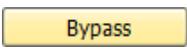
Once the employee has completed the required Training the role will be added.

**TRAINING NOT COMPLETE ERROR (OPTION TO BYPASS)**



This error message indicated that the employee has not yet taken training class(es) required for a role, and that Data Owner has the option to bypass the training required.

Click  to request the role pending class completion.

Click  to bypass the training and request the role without class completion.

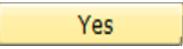
If you choose to Bypass Training your choice will be indicated by a check in the **BYPASS TRN** column on the request.

 This option is currently available only for the HR MASTER DATA MAINTAINER role.  
**Information**

SOD CONFLICT ERROR

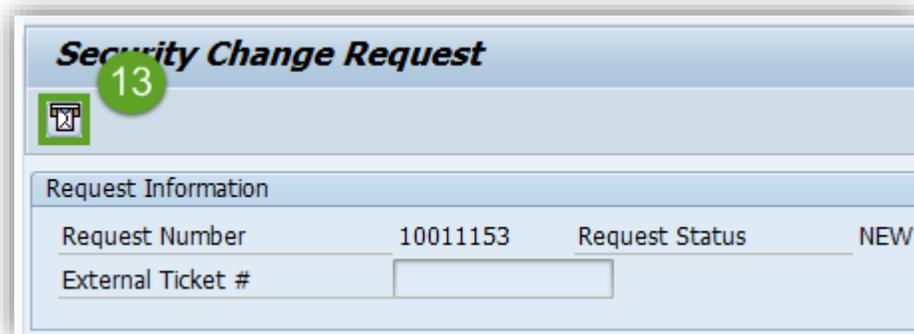


This error message indicates that a conflict exists between two security roles, and that an SOD Risk Acceptance Form must be signed and submitted by the Head of Agency before the role can be granted.

Click  to add the Security role in Pending (P) Status.

Once the SOD Risk Acceptance Form is signed, submitted, and received by **BEST Shared Services**, the role(s) will be granted.

Once all the desired Security Roles have been entered, if you are a Data Owner (ZSCRA):

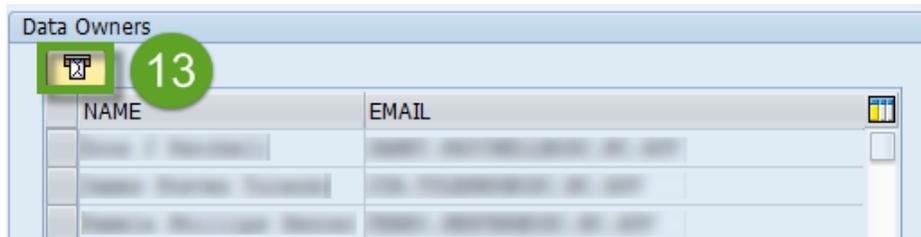


13. click the **Send Request** button to submit the request to BEST Shared Services.

The Status of the Request will change to **IN PROGRESS**.

**OR**

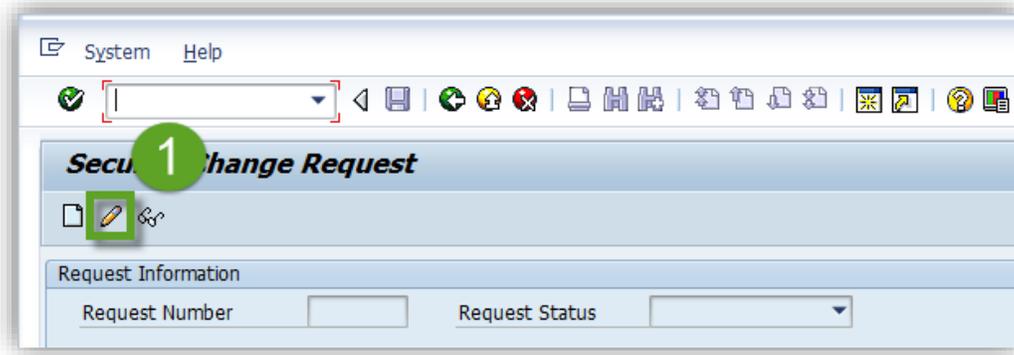
If you are not a Data Owner (ZSCR):



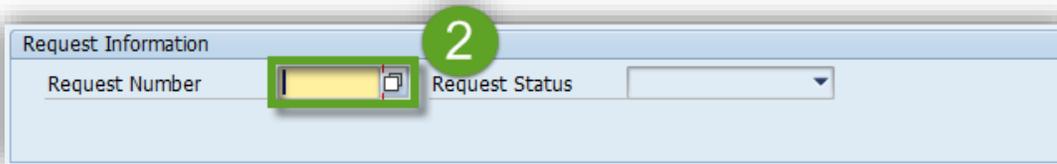
13. Select the Data Owner you want to email and click the **Send Message** button.

The system will then generate an email to the Data Owner, who can submit the request to BEST.

### Editing a Security Request



1. From the **ZSCRA** initial screen, click **Edit Request** .



2. Enter the Request Number.

**NOTE:** If you do not know the request number, click the **Match Code**  button to search by Personnel Number, Key Date, and Request Status.

3. Click **Enter**.

**Security Change Request**

**Request Information**

Request Number: 10011154      Request Status: NEW

Personnel Number: [Redacted]      [Redacted]

Position Number: [Redacted]      TECHNOLOGY SUPPORT TECHNICIAN

**Request**

Request Date: 01/01/2016

Permanent Change

Temporary Change      Expiration Date: [Redacted]

Comments: [Redacted]

**Continue**

The Security Request will be displayed.

- Click **Continue**.

**Security Change Request**

**Request Information**

Request Number: 10011152      Request Status: NEW

External Ticket #: [Redacted]

**Employee Information**

Personnel Number: [Redacted]

Name: [Redacted]

E-mail: [Redacted]

Position Number: [Redacted]

Position Des.: [Redacted]

**Role Information**

Personnel Area: [Redacted] (5)

Security Org Unit #: [Redacted] (6)

Role: [Redacted] (7)       Add    Remove

Requested Role: [Redacted] (8)

**9**

PERS AREA	ORG UNIT	A/R	ROLE	STATUS	BYPASS TRN
1401	20000017	A	DISPLAY NON-SENSITIVE HR	I	<input type="checkbox"/>
1401	20000017	A	DISPLAY ORG MANAGEMENT	I	<input type="checkbox"/>
1401	20000017	A	DISPLAY PAYROLL	I	<input type="checkbox"/>
1401	20000017	A	DISPLAY TIME	I	<input type="checkbox"/>

**Status Legend**

C = Completed  
 I = In Progress  
 P = Pending Class  
 H = Hold For SOD Form  
 W = Waiting For Class & SOD Form

**Data Owners**

NAME	EMAIL
[Redacted]	[Redacted]

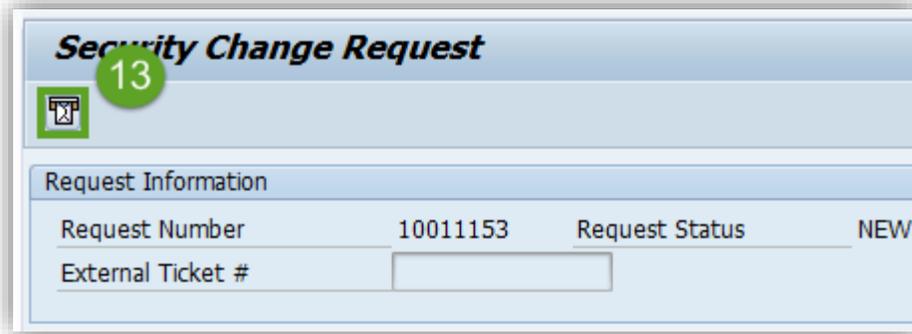
The details of the Security Request will be displayed.

- Enter the Personnel Area.
- Enter the top Org Unit for which the employee will be granted Security.

7. Choose whether to **Add** or **Remove** the selected role.
8. Select the specific Security Role using the “Requested Role” drop-down menu.
9. Click **Insert Row**  to add the Security Role.

Repeat this process for each role to be added or removed.

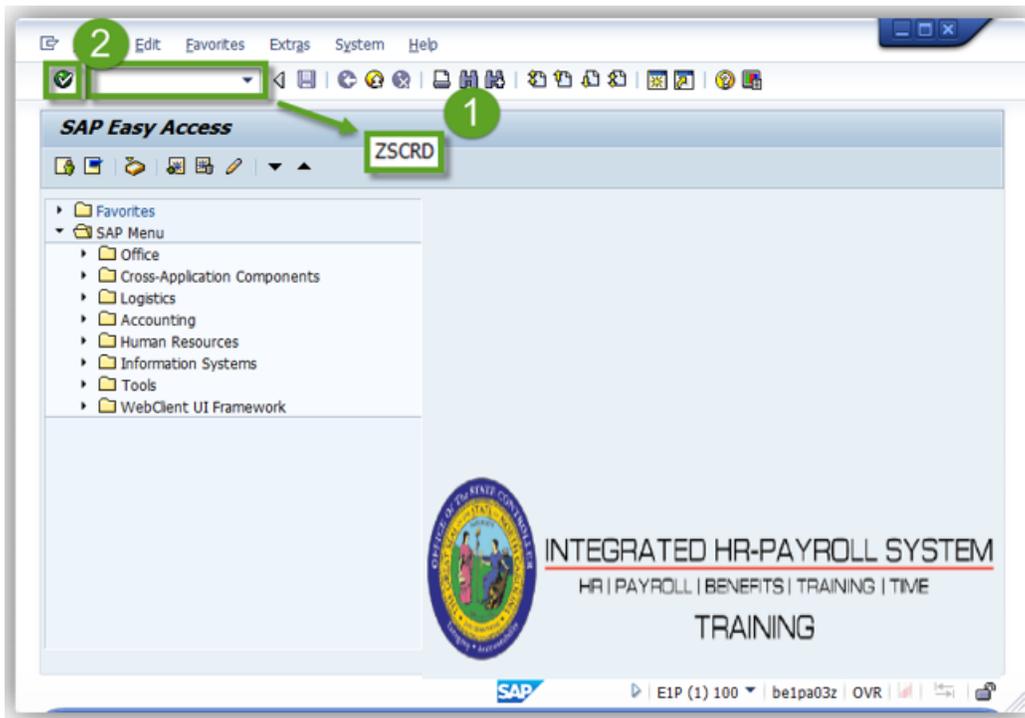
**NOTE:** To delete a role from the request, click the button to the left of the row and select **Delete Row** .



10. Once all the desired roles have been added, click the **Send Request** button to submit the request to BEST Shared Services.

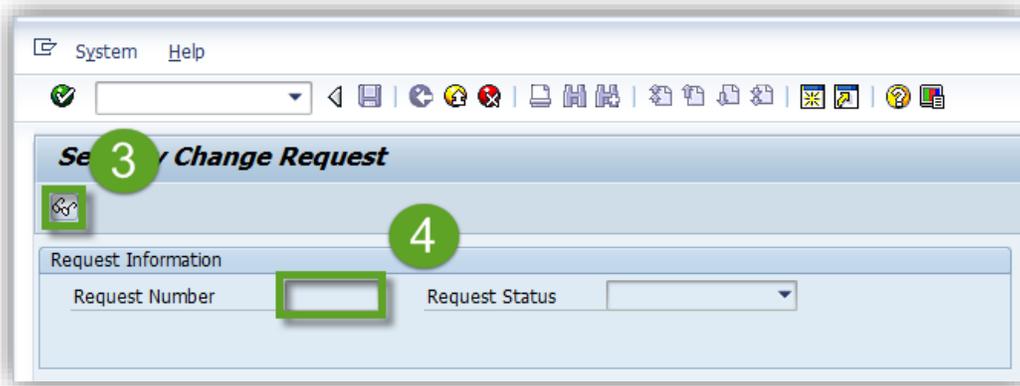
The Status of the Request will change to **IN PROGRESS**.

### Viewing the Status of a Submitted Request



1. From the Easy Access screen, type **ZSCRD** in the Command Field.

- Click **Enter**.



The Security Change Request screen will be displayed.

- Click **Display**.
- Enter the Request Number.

**NOTE:** If the request number is not known, click the **Match Code**  button to search by Personnel Number, Key Date, and Request Status.

- Click **Enter**.

The details of the Security Request will be displayed.

### System Error Messages

Condition	Type	Logic	Message
<b>Training Class PA210, PA310 and PA313 Required*</b>	E	If the HR Master Data Maintainer role is chosen, and the PERNR has not taken the required classes, an error is displayed.	Required HR Master Data Maintainer classes PA210, PA300 and PA310 have not been taken yet.
<b>Training Class TM300 is Required</b>	E	If Time Administrator role is chosen, and the PERNR has not taken the required classes, error is displayed.	Required Time Administrator class TM300 has not been taken yet.
<b>Training Class OM250 is required</b>	E	If Agency Position Funding Approver role is chosen, and the PERNR has not taken the required classes, error is displayed.	Required Agency Position Funding Approver class OM250 has not been taken.
<b>Training Class OM210 is required.</b>	E	If OM Position Requestor role is chosen, and the PERNR has not taken the required classes, error is displayed.	Required OM Position Requestor class OM210 has not been taken.
<b>SOD Conflict 1</b>	E	HR Master Data Maintainer with Payroll Administrator	If SOD form has not been received display error.

<b>SOD Conflict 2</b>	E	HR Master Data Approver with HR Master Data Maintainer	If SOD form has not been received display error.
<b>SOD Conflict 3</b>	E	HR Master Data Approver with Position Funding Approver	If SOD form has not been received display error.
<b>SOD Conflict 4</b>	E	HR Master Data Maintainer with Position Funding Approver	If SOD form has not been received display error.

**\*NOTE:** *Data Owners have the option of bypassing the Training required for this Security Role. See **page 5** for details.*

### Additional Resources

Training HELP website: [https://www.osc.nc.gov/state-agency-resources/training/training\\_help\\_documents](https://www.osc.nc.gov/state-agency-resources/training/training_help_documents)

### Change Record

Change Date: 12/30/2015 – David Lassiter

Changes: Information added to pg. 5 to reflect new bypass error for HR MASTER DATA MAINTAINER Role.

Change Date: 8/17/2020 – Changed by C. Ennis

Changes: Updated format, assigned reference number, and made accessible