File Access Manager

Access Certification

Version: 8.3 Revised: March 29, 2022

Contents

Access Certification Introduction

Campaigns are procedures that complete access certification, and begin with the creation of a Campaign Template. The purpose of these campaigns are to certify permissions or identities.

The Campaign Template defines the campaign activities. Identities and Permissions Forensics or Access Certification can also create campaigns.

Campaigns are created from campaign templates. You can have recurring or scheduled campaigns to check access certifications regularly.

You can use existing campaign templates, create a template from an existing one, or create a new campaign template.

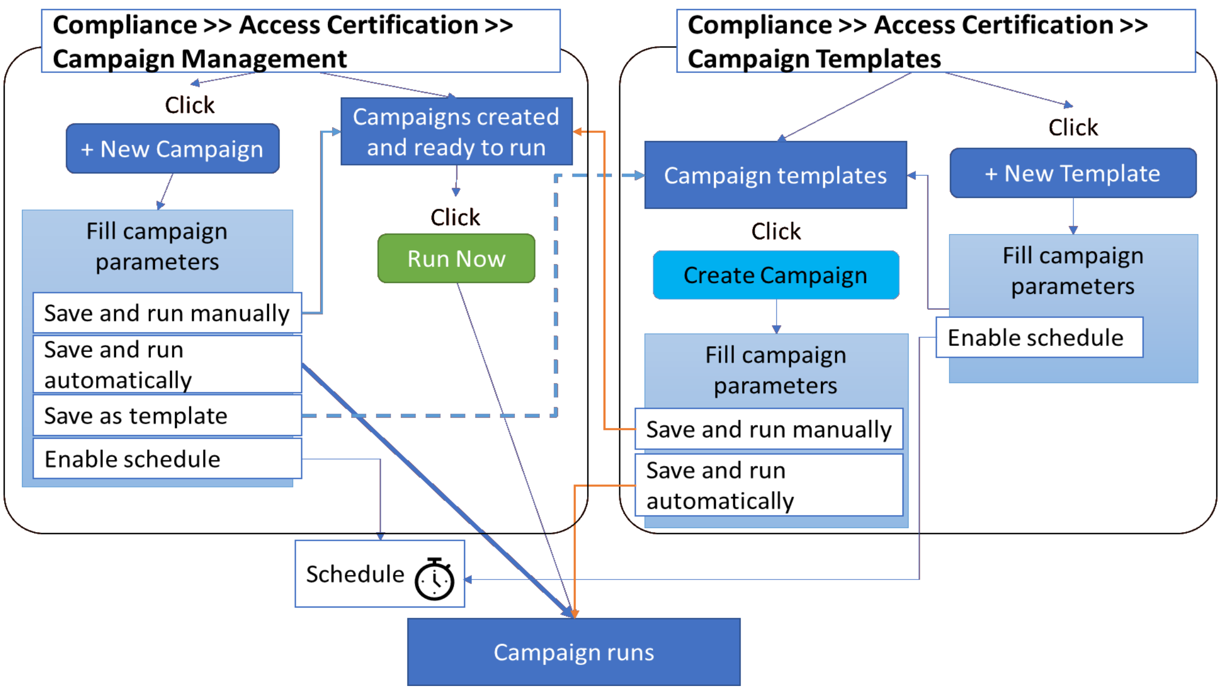
Access Certification includes the following steps (in order):

1. Determine the identities/permissions to be certified.
2. Determine the review process to use.
3. Create an Access Certification Campaign.

Access Certification Flow: How to Create And Run a Campaign

Campaigns have the following stages:

- *Campaign template* - Basic parameters from which you can create a campaign
- **Campaign Created and ready to run** - Campaigns waiting to be run
- **Campaign In progress** (see a full list of campaign statuses in the section below) - Campaigns in various stages of being run



You can run a campaign by any of the following methods:

Compliance > Access Certification > Campaign Management

- Select a prepared campaign, and click **Run Now**.
- Click **+New Campaign**, create a campaign and run it. You can also save the created campaign as a template for later, or schedule it.

Compliance > Access Certification > Campaign Templates

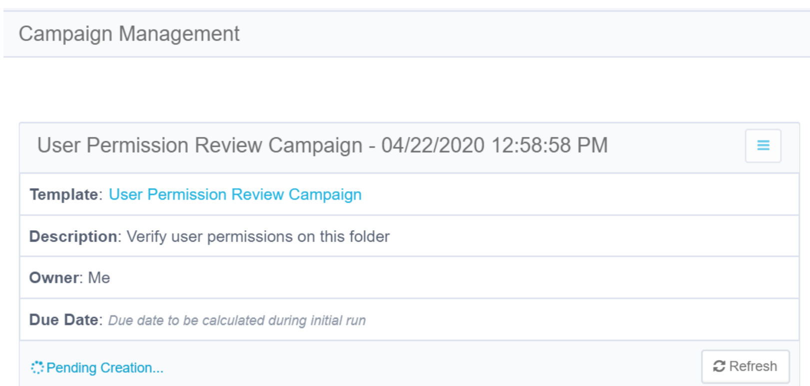
- Click **+ New Template**, fill the parameters, then basically you're at the next stage.
- Select a template, and click **Create Campaign**. Fill in the parameters, then either press run now, or schedule.

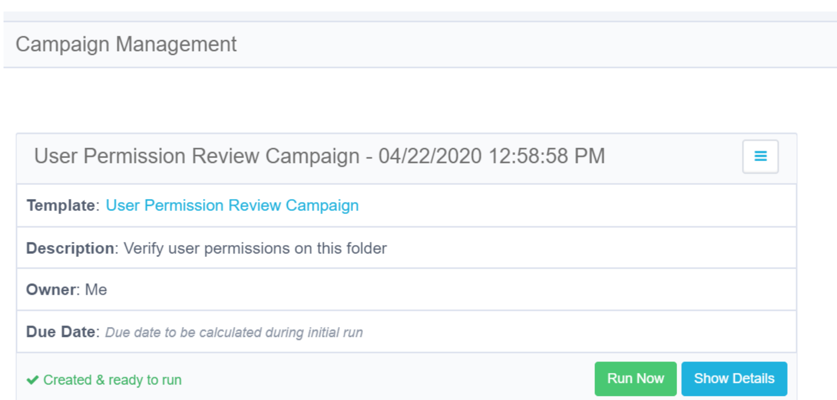
Campaign Management

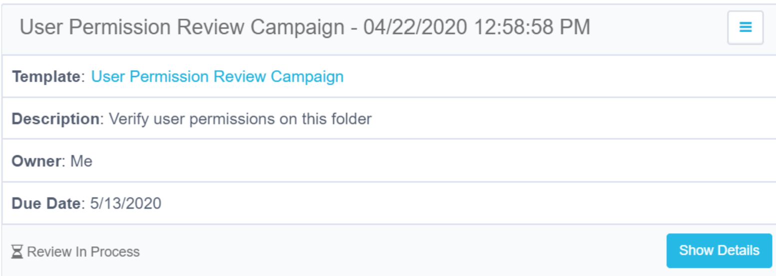
Navigate to: **Compliance > Access Certification > Campaign Management** .

Valid campaign statuses are:

- Completed
- Created
- Creation Failed
- Deletion Failed
- In Progress
- Pending Completion
- Pending Creation
- Pending Deletion
- Pending Re-initialization
- Pending Review in Progress





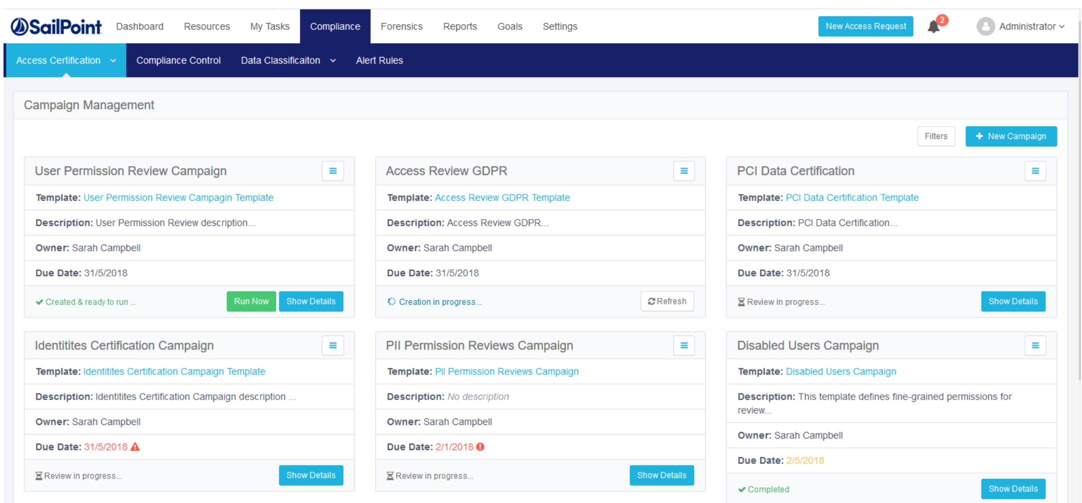


To manage existing campaigns, perform the following steps:

Navigate to **Compliance > Access Certification > Campaign Management**.

The Campaign Management screen displays.

The campaigns display from left to right, sorted chronologically, by date of campaign creation.



Each displayed campaign lists the following information:

Template

The template name displays as a link, which the user can click to edit the template. Any changes that the user makes to the template will only affect future campaigns. If the campaign was created without a template, “No Template” will display (but not as a link).

Description

The template description displays.

Owner

The template owner displays.

Due Date

The due date displays. If the status is “Creation in Progress” or “Created & ready to run”, then “Due date to be calculated during initial run” displays.

When the campaign status is “Review in Progress”, the due date is yellow from 0-7 days before the date, or red if the due date has passed.

Refresh

This button refreshes the current campaign status, and is located on the bottom left of the displayed campaign.

Run Now

This button only displays for a campaign whose status is *Created & ready to run*.
When you click this tab, it creates a task that:

- Runs the campaign
- Sets a campaign due date
- Sets the campaign reviewers
- Sends email notification to the reviewers, requesting them to approve or reject suggested user accesses.

The menu button, on the top right of each campaign display, contains various options, depending upon the campaign status.

Options include:

Edit

Edit the campaign.

Save as Template

Save the campaign as a template.

Refresh

Refresh the user’s view of the campaign status.

Reinitialize

Create a task that reinitializes the campaign.

Delete

Delete the campaign.

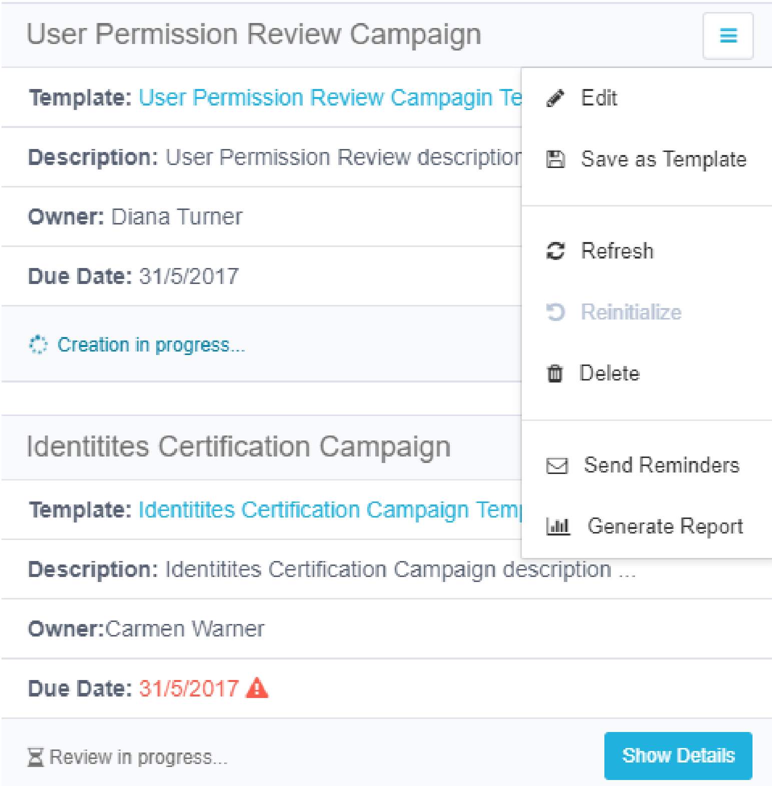
Send Reminders

Send reminder emails to reviewers to complete the campaign.

Generate Report

After you click this option, you can view the generated reports by navigating to **Reports > My Reports**.

> This report contains a detailed list of all records, including their process levels and a summary of their statuses.



Filter the campaigns:

1. Click **Filters**.
2. Under Filters, type or select the relevant data in the following fields to narrow your search of campaigns:

Campaign Name

Type the campaign name, or the first few characters of the campaign name, and then click the Search button next to that field.

Owner

Type the owner (user) name, or the first few characters of the name, and then click the Search button next to that field.

Status

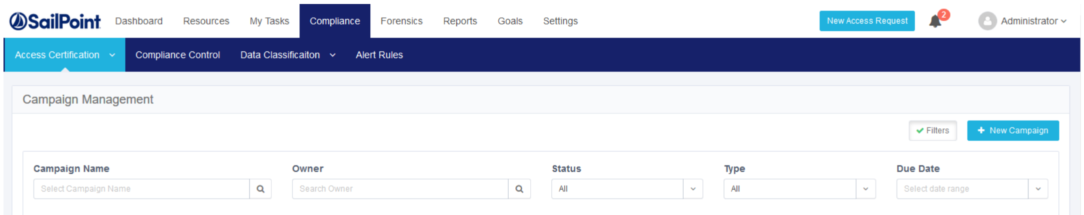
Select a valid status from the drop-down menu (See full list above).

Type

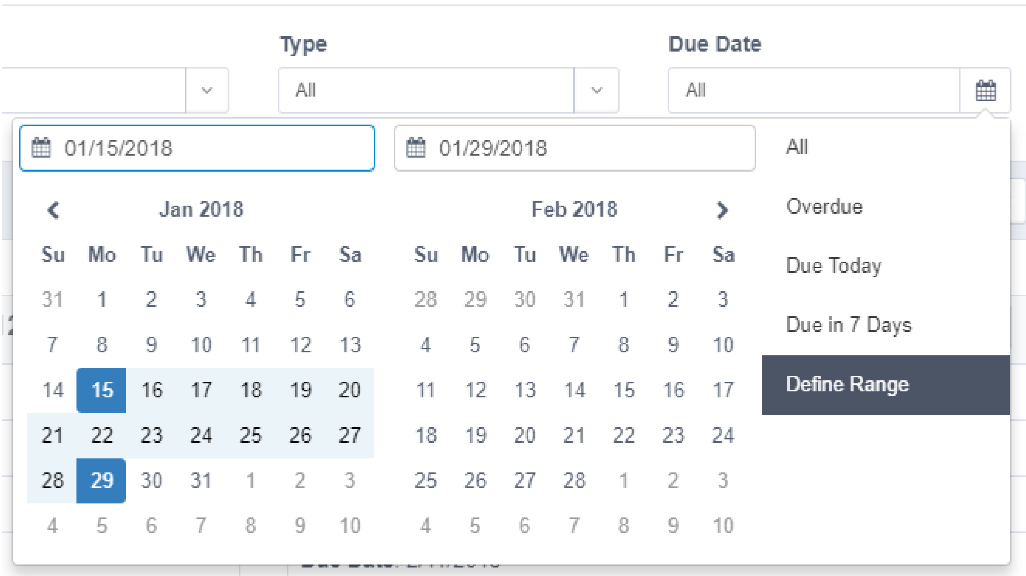
Select “All”, “Permissions”, or “Identities” from the drop-down menu.

Due Date

Select **All**, **Overdue**, **Due Today**, **Due in 7 Days**, or **Define Range** from the drop-down menu.



If you select **Define Range** from the drop-down menu, a calendar displays for you to select a date range.



Access Request

To filter Access Request tasks displayed by default, perform the following steps:

1. Click the Access Request tab.
2. Select one of the following options from the Type dropdown menu:
   - All
   - Request
   - Revoke
3. Select one of the following options from the Status dropdown menu:
   - All
   - Pending Creation
   - Pending Review
   - Pending Fulfillment
   - Closed
4. Select one of the following options from the Applications dropdown menu:
   - All
   - [Name of Relevant Application]
5. Select one of the following options from the Origin dropdown menu:
   - All
   - Self-Request
   - [Campaigns that generated access requests]
6. Select one of the following options from the Due Date dropdown menu:
   - All
   - Overdue
   - Due Today
   - Due in 7 days
   - No Due Date
   - Define Range …
     If you select “Define Range…”, a two-month calendar view displays, as shown in Viewing Access Certifications.
     - Select a start date.
     - Select an end date.

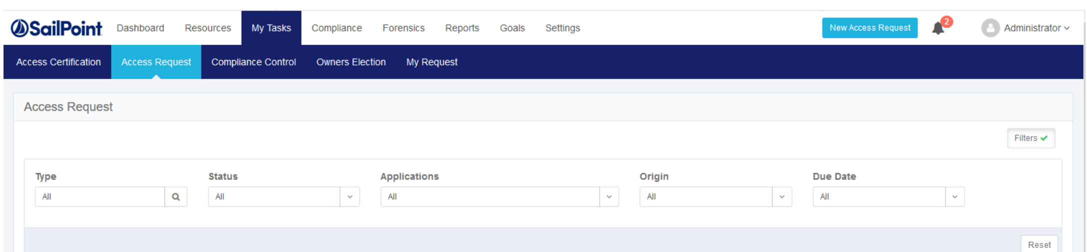
The selected date range displays in the Due Date dropdown box.

7. Select the **Reset** button below the dropdown menus, on the far right of the screen, to reset all the filters.

Once you have selected the Applications, Status, and Due Date filters, the word “Filters” in the Filters button changes from gray lettering on a white background to white lettering on a green background.

The filtered Access Request tasks display in a table below the dropdown menus, with the following columns:

- Due Date – Displays Expired (in red), Expires soon (in yellow), or is empty
- Request ID – A unique, system-provided ID for each access request
- Request Type – The access request type (for example, Request or Revoke)
- Requester – The entity issuing the given access request
- Application – The application related to the access request (if there is one)
- Origin – The origin of the access request (for example, Self-Request or a campaign that generated an access request)
- Request Date – The date on which the access request was issued, in mm/dd/yyyy format
- Current Status – The current status selected from the Current Status dropdown menu
- Progress – A progress bar, showing the relative progress made in the access request process
- Actions – Click the **View** button in the same row as a given access request to display the details of that access certification.



Access Request Task Details

All users can generate Access Requests, using the New Access Request wizard in the File Access Manager website. Reviewers can also generate Access Requests to reject Permissions in a campaign.

If access is to be revoked, this can be considered a “Revoke” type of Access Request.

To view access request details for a selected task, perform the steps indicated in Viewing Access Certifications above.

The Access Request detailed task screen shows permissions to review. This screen is similar for Access Certification, and Access Request. Every screen features the # column and the Actions column. Other columns vary, based upon the administrator’s selections.

Create a Campaign to Certify Access

Compliance managers and administrators - or anyone with the proper access rights - can create an access certification campaign, with or without an access certification template.

You can create a one-off campaign, store the campaign definitions as a template to be reused in future, or create a recurring or scheduled campaign.

To create an Access Certification campaign without an Access Certification template:

1. Navigate to **Compliance > Access Certification > Campaign Management**.
2. Press **+ New Campaign**

The Create Campaign screen displays, and includes the following steps :

1. General Details
2. Filter Selection
3. Review Process
4. Summary
5. Save

> Fields marked with an asterisk are mandatory

Adding General Details

In **General Details**, type or select the relevant data in the following fields:

Name

Enter the name of the campaign. This is a mandatory field.

Description

Enter a description of the campaign.

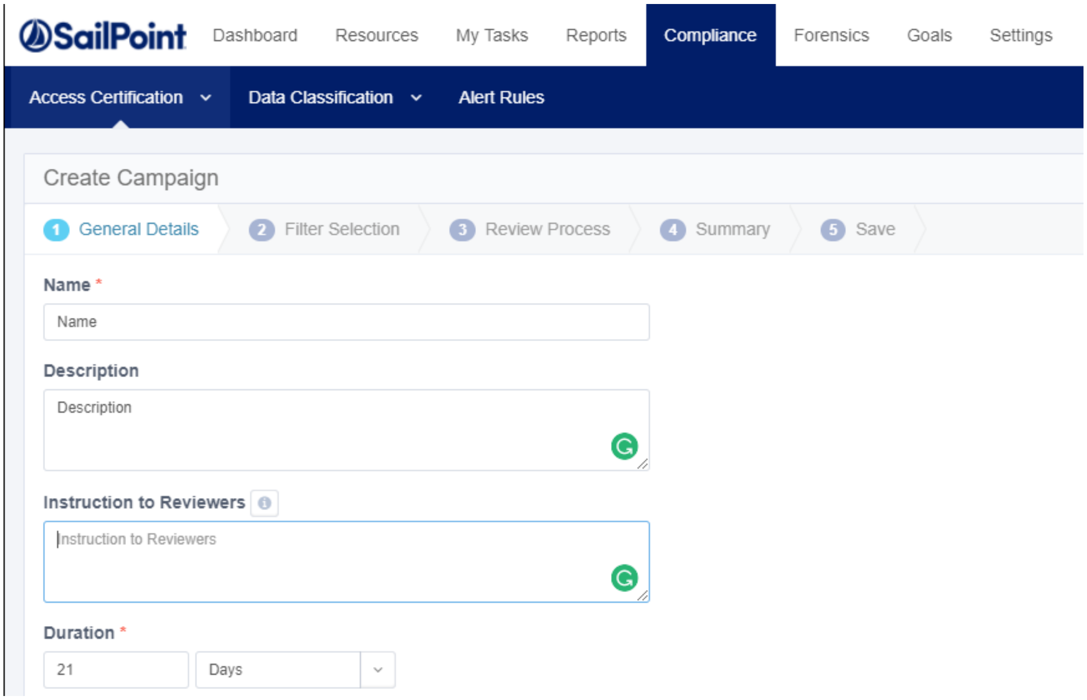
Instruction to Reviewers

This instruction text will display to the reviewer in the approval screen. It can also be used in the campaign mail templates.

Duration

Select **Days**, **Weeks**, or **Months** from the drop-down menu, and type in the relevant number of days, weeks, or months. This is a mandatory field.

The system sets the due date of a campaign, based upon the campaign duration. The due date is the recommended end date of a campaign, although the campaign does not end automatically on that date.



Click the information icon (letter “i” after the name of a field) under any of the Access Certification campaign steps listed above to view a more detailed explanation of that field.

Selecting Filters

1. Click **Next.**
2. The **Filter Selection** tab is highlighted and the tab fields display.
3. In **Filter Selection**, type or select the relevant data in the following fields:

Filter Type

Select a filter type (All, Permissions, or Identities) from the drop-down list.

You can update the filter selection in the Administrative Client (if you have permission to do so), and then click the Refresh button.

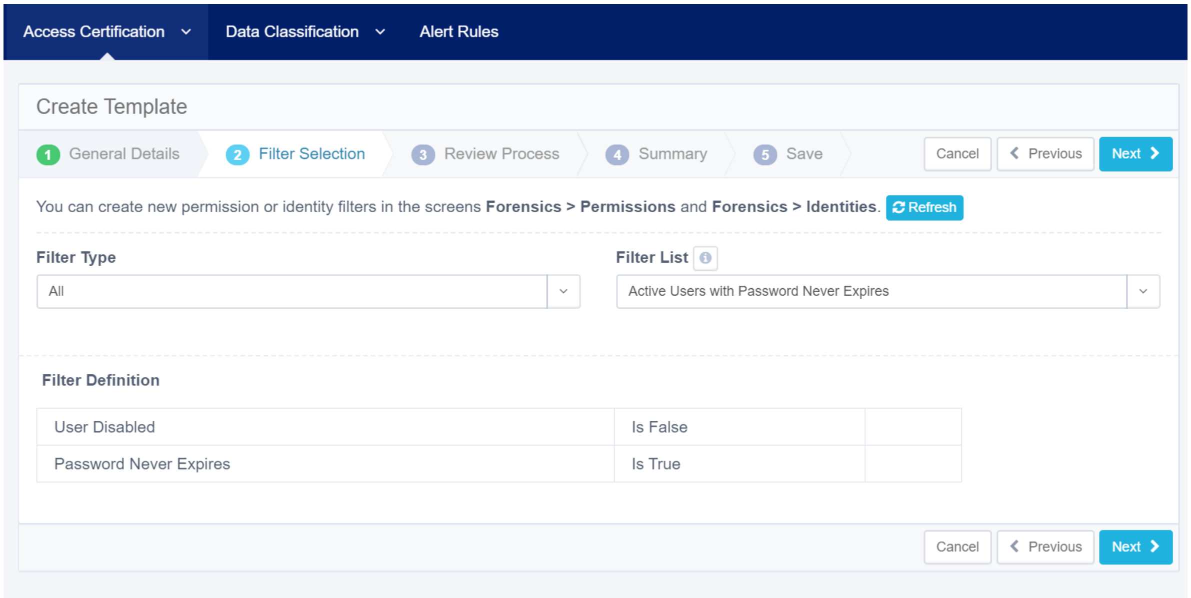
Filter List

Select a filter from the drop-down list.

Some of the filters are predefined, out-of-the-box Permissions and Identities filters.

Filter Definition

The displayed filter definition is based on the Administrative Client definitions.



If there are several items included in the definition, click the number of items to display the items.

Selecting the Review Process

1. Click **Next.**

   The **Review Process** tab is highlighted and the tab fields display.

   The predefined review process sources are “By Data Owner” or “By Selected Reviewer(s)”. If you select “By Data Owner”, the review process is only available for Permission type filters.

2. In **Review Process**, type or select the relevant data in the following fields:

   Source

Select a source (All, Predefined, or Custom) from the drop-down list.

Review Process

Select a review process from the drop-down list. (The processes available depend upon the Source you selected.)

You can update the review process list in the Administrative Client (if you have permission to do so), and then click the Refresh button.

Type of Account

Select either **User Account** or **Group Account** from the drop-down list.

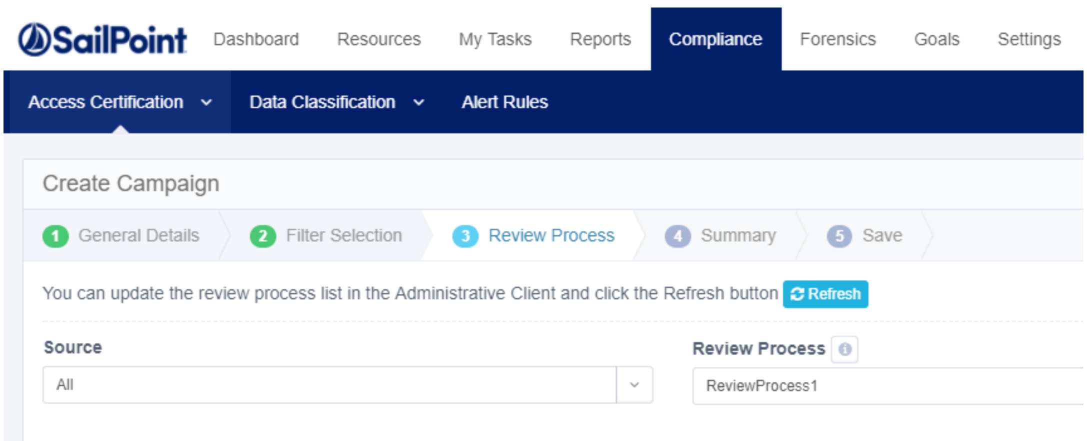
This option is only displayed if you chose the **By Data Owner** review process or the **By Selected Reviewer(s)** review process.

Default Reviewer(s)

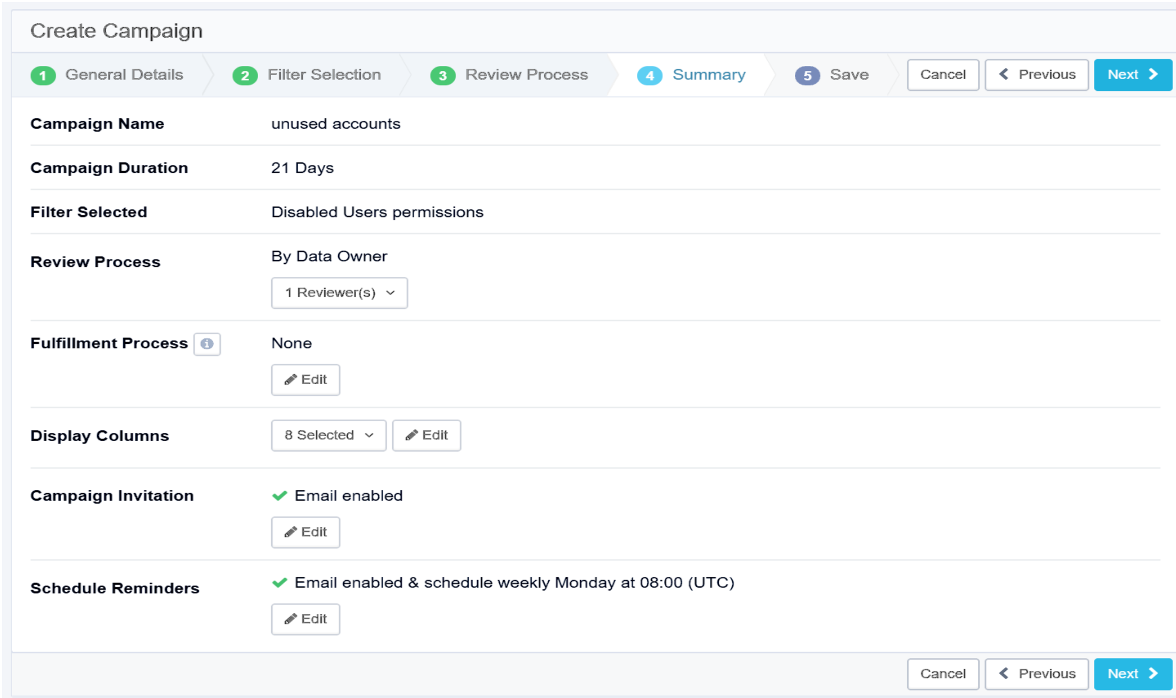
This option is only displayed for the **By Data Owner** predefined review process, since default reviewers are the reviewers when no data owner was found.
This is a mandatory field.

Selected Reviewer(s)

This option is only displayed for the **By Selected Reviewer(s)** predefined review process to set a static list of reviewers. You can choose multiple users or groups.
This is a mandatory field.



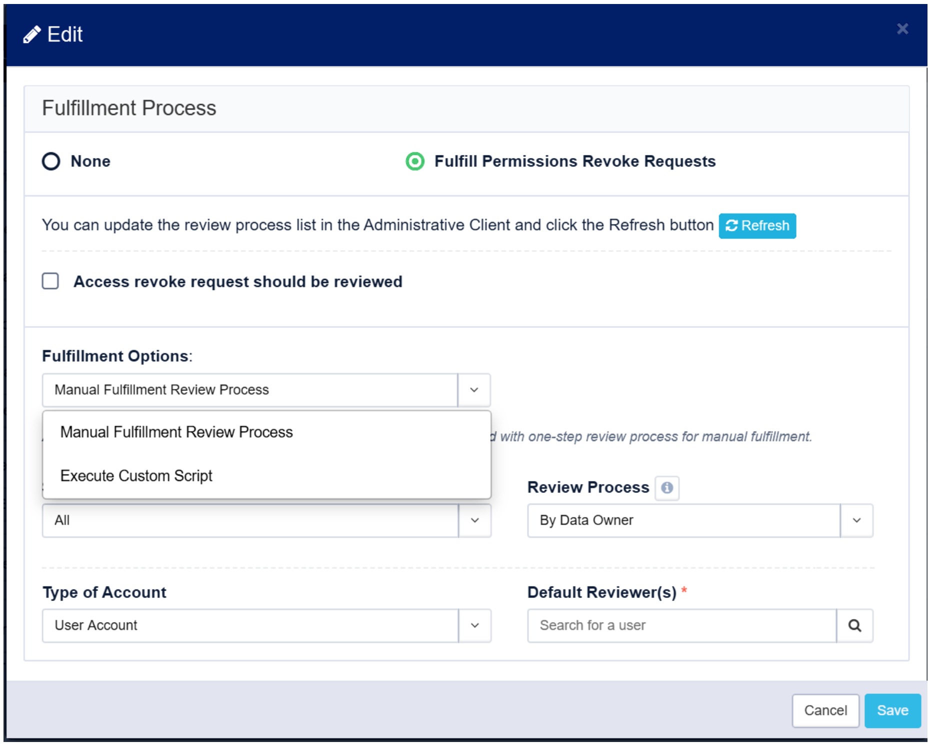
3. Click **Next**.
The **Summary** tab opens, showing a summary of the campaign. In this screen, you can view and edit the review parameters before saving and / or running the review.



Creating the Fulfillment Process

The following is available only for a predefined review process. Click the drop-down list to display the selected reviewer(s).

1. Click the **Edit** button to open the *Fulfillment Process* tab.



None

No fulfillment process

Fulfill Permissions Revoke Requests

Perform revoke requests that arise from this access campaign

Clicking this option will open the fulfillment option panel

Access revoke request should be viewed

To review the access revoke request, check the checkbox. An access revoke request is created at the end of the campaign if any records were rejected. This request contains all the permissions that the campaign reviewers revoked.

Fulfillment options

The fulfillment process could be either manual, where a user removes the users' access, or automaticaly, by a script provided by the users.

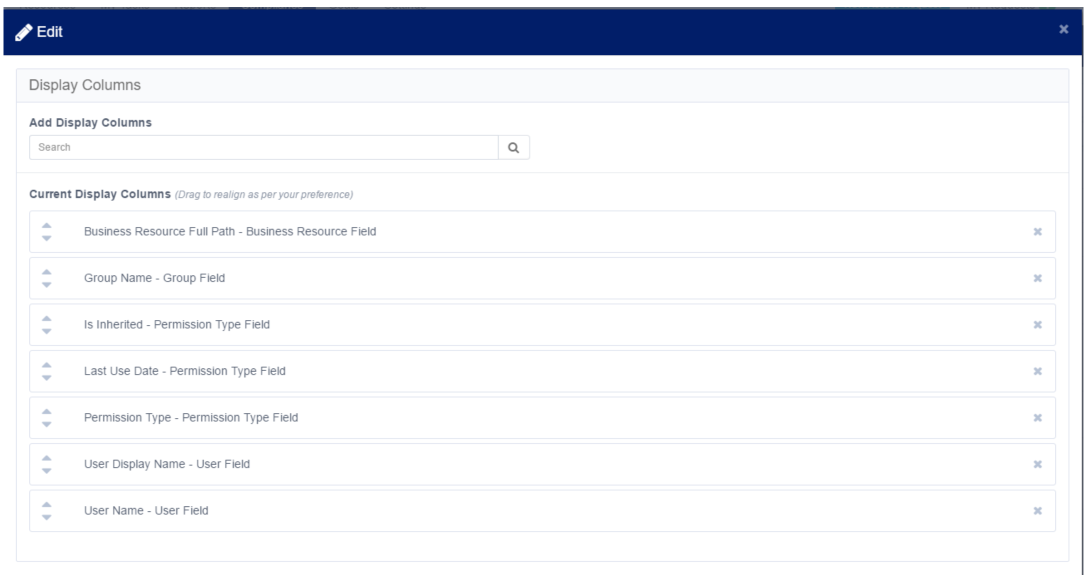
Manual Fulfillment Review Process – If an access request involves non-managed resources and identifies, a one-step review process is assigned to be fulfilled manually. The user responsible for the fulfillment will receive a fulfillment task.

Execute custom script - Automatic fulfillment using a customer supplied script from the Collector Synchronizer Service folder. The script handles the fulfillment of the revoke requests. This process works on unmanaged BRs only.

Edit the Display Columns

Click the drop-down list to display the selected columns. Click the **Edit** button to edit this selection. The columns available are based on the filter selected in Step 2. Therefore, if the filter has changed, the columns will also change accordingly.

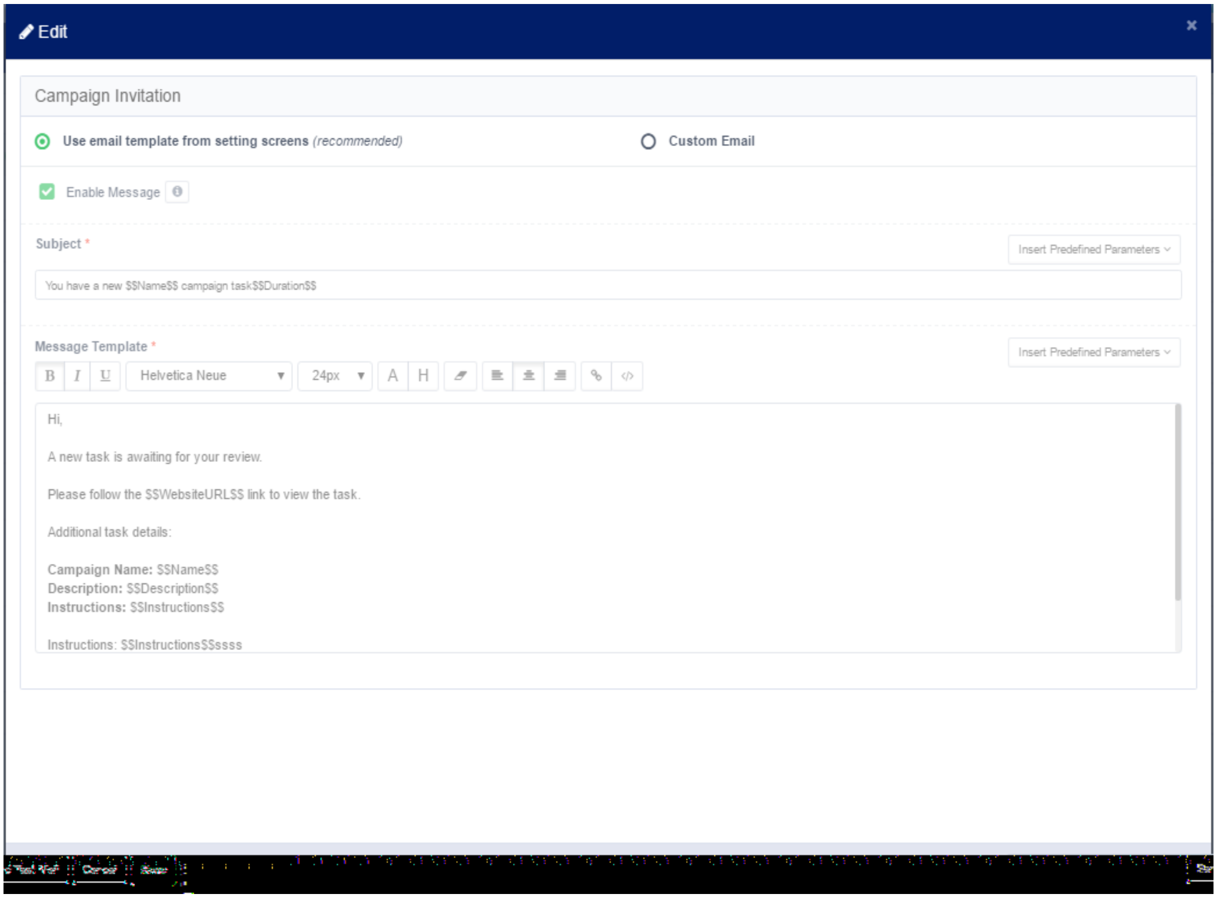
- To add columns in the Edit screen, type free text in the *Add Display Columns* field.
- To delete items in the Edit screen, click the “x” to the right of the name of a display column in the fields under *Current Display Columns*.
- To change the order of items in a column, drag and drop the items to the desired location in the column.



Sending a Campaign Invitation

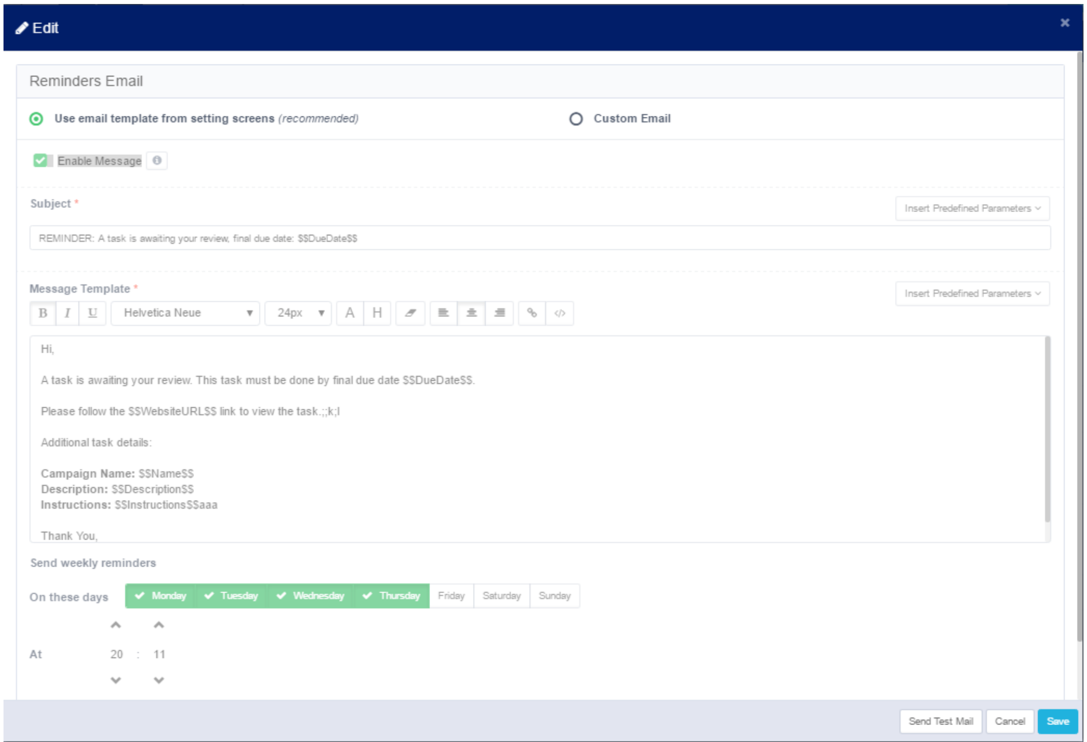
Click the **Edit** button to edit this selection.

In the Edit screen, click **Use email template from setting screens (recommended)** or **Custom Email** (to create an email that differs from the default email).

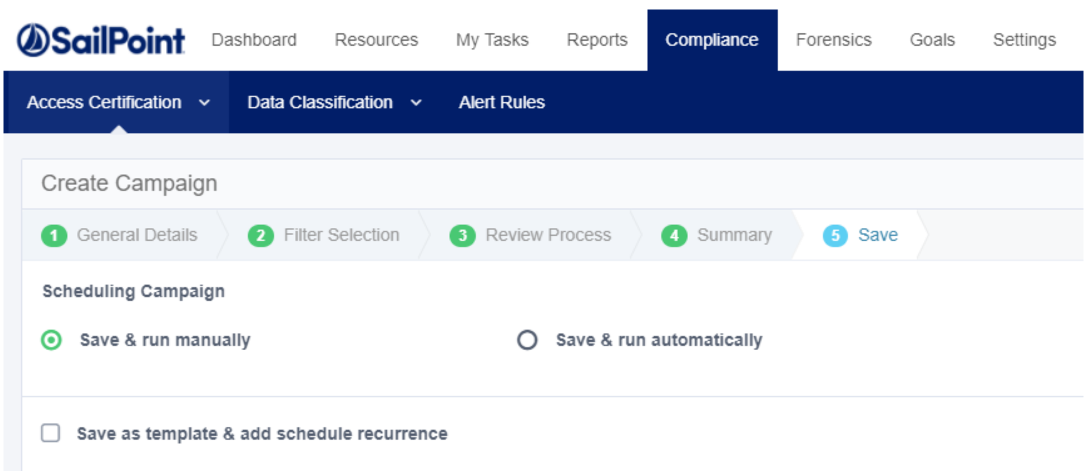


Sending Reminder Emails

1. Click the **Edit** button to edit this selection.
2. In the Edit screen, click **Use email template from setting screens (recommended)** or Custom Email (to create an email that differs from the default email).
3. You must select the days and the time of day to send weekly reminders.



4. **Save:**When you have completed all edits, click **Next**. The **Save** tab is highlighted and the tab fields display.



Saving a Certification Campaign

1. Click one of the following options under *Scheduling Campaign*:

   - **Save & run manually** to run the campaign when you choose after the campaign has been created and is ready to run, or

   - **Save & run automatically** to run the campaign after it has been created and is ready to run.

2. If desired, check the **Save as template & add schedule recurrence** checkbox.

> You may create a campaign template with or without a scheduler. Also, you may either run the template-created campaign automatically after creating the template, or you may run it manually in the future.

3. Click **Save**.
   *An Information pop-up window displays to indicate that the campaign has been saved successfully, and a task is created to create the campaign, itself. A **Campaign Management** link displays to redirect you to a screen to view the campaign. Alternatively, you can view the campaign by navigating to **Compliance > Access Certification > Campaign Management**.*
4. Click **Close**.

Campaign Reports

The Campaign Summary Report provides the user with an overview of the certification campaigns, its execution statistics, the review process that was performed to certify or reject each individual access right, and additional information provided by the reviewers. Campaign Summary Reports are used to share campaign results with stakeholders within the organization, in audit reviews, and often archived for record keeping and future audit and ensure continuous compliance.

The Campaign Summary Report can be generated using the Campaigns Summary report template, or by using the Generate Report action in the details section for each campaign, on the Campaign Management page.

The report will be generated as an Excel spreadsheet (.xlsx file) and will contain several tabs with detailed information about the campaign:

Reports Summary

Provides general information about the campaign, such as the time of its creation, the time it took to execute, the distribution of the results (records) included in the campaign, reviewers decisions and resolution.

Reviewer Progress

Provides an overview of the review process progress by each reviewer.

This tab will display that information as long as the campaign is in progress. Once the campaign is complete, no records will display in this section.

Raw Data

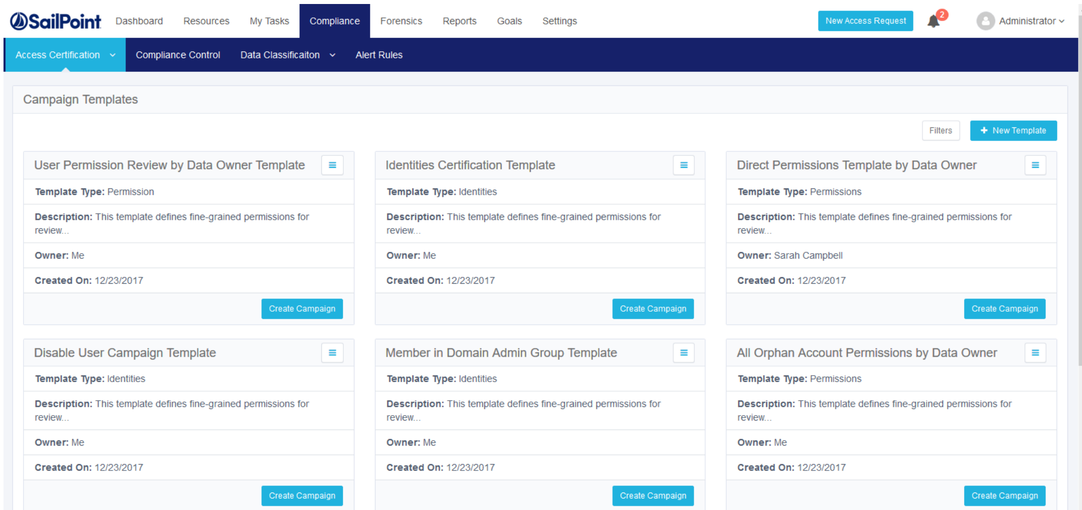
Lists all access rights records being certified in the campaign, and contains similar information to the All Records tab, under the Campaign Details page.

Rejects Tab

Provides information about access rights that were rejected during the certification campaign, and should be revoked.

Creating an Access Certification Campaign Template

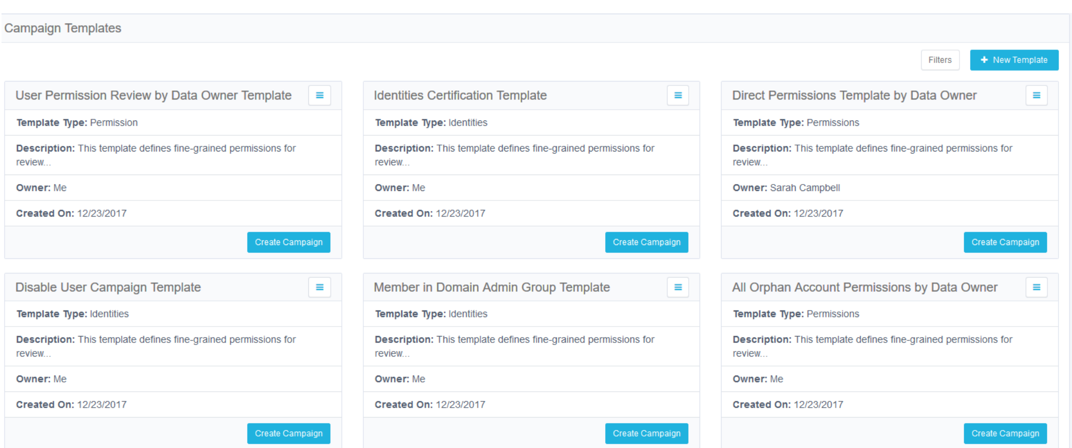
If you created campaigns using a template, and you want to delete that template, you can only do so after first deleting the campaigns from which it was created. If you attempt to delete the template, a notification will display the campaigns on which the template was based, and will request that you delete the campaigns before you delete the template.



Compliance managers and administrators can select one of the following actions to manage campaign templates:

- Create a new template
- Edit an existing template
- Duplicate an existing template
- Delete an existing template
- Create a campaign, based on an existing template

The templates display from left to right, row by row, sorted chronologically (by date of template creation).



You can filter the display of current templates to find the templates more quickly.

To filter the available campaign templates:

1. Click the **Filters** button.
2. Under **Filters**, type or select the relevant data in the following fields to narrow your search of campaign templates:

   Template Name

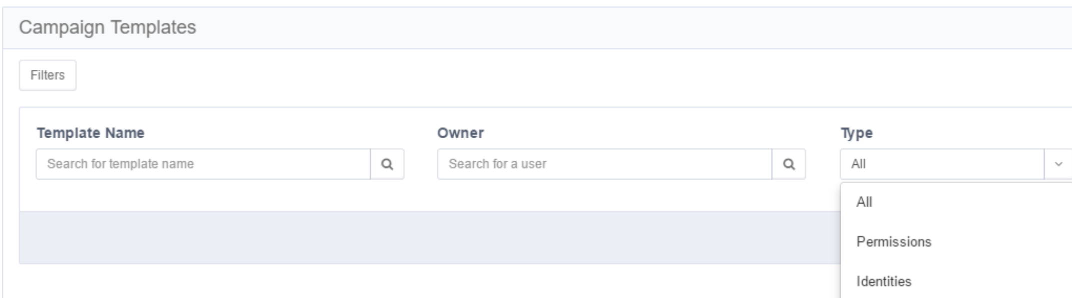
   Type the template name, or the first few characters of the template name, and then click the Search button next to that field.

   Owner

   Type the owner (user) name, or the first few characters of the name, and then click the Search button next to that field.

   Type

   Select **All**, **Permissions**, or **Identities** from the drop-down menu.



Create a New Template

1. Navigate to **Compliance > Access Certification > Campaign Templates**.
2. Click **+New Template**.
   The Create Template screen displays, and includes the same steps in the same order as the Create Campaign steps:
   a. General Details – This step has the same fields as the Create Campaign step, except that the name field is for a template (not a campaign), and the description field is for a template (not a campaign).
   b. Filter Selection – This step has the same fields as the Create Campaign step.
   c. Review Process – This step has the same fields as the Create Campaign step.
   d. Summary – This step has the same fields as the Create Campaign step.
   e. Save – The Save fields displayed in the “Create Template” process differ from the Save fields displayed in the “Create Campaign” process.
3. Follow the process steps described in creating a campaign, from **General Details** to **Save**.
4. When you reach the **Save** step, the **Save** tab is highlighted and the tab fields display.
5. You may save the template with or without a schedule.
6. Save the new template without a schedule by leaving the “Enable Schedule” checkbox unchecked, or

7. Save the new template with a schedule by checking the "Enable Schedule" checkbox, and then type or select the relevant data in the following fields:

   - Frequency Type – Select "Monthly" or "Yearly" from the drop-down menu.
   - Starts On – Click the calendar icon to the right of this field and select a start date from the calendar that displays.
   - Ends On – Click either the "Never" or the "On" radio button.
     To make the selection available indefinitely, click "Never", and the end date selection will not be enabled.
     To make the selection available for a set period, click "On", then click the calendar icon to the right of this field, and select an end date from the calendar that displays.
   - Interval Of – Type the number of months or years (depending upon the "Frequency Type" selection) to indicate how often to schedule the template.
   - The new campaign will be created from the "Starts on" date to the "Ends on" date, based on the selected frequency and interval in months or years.
   - Summary – This field summarizes the selections made in the previous fields (for example, "every 2 months on [start date] until [end date]).
   - Time – Use the up and down arrows to select a schedule time, based on the 24-hour clock (for example, 1:05 p.m. displays as 13:05).

8. Run the campaign manually (not on a set schedule) by leaving the "Campaign will run automatically on the set schedule" checkbox unchecked, or

9. Run the campaign automatically on the set schedule by checking the "Campaign will run automatically on the set schedule" checkbox.

   > All campaigns created from this template and set to run automatically will continue to run until they are reset manually.

10. Click **Save**.

    An Information pop-up window displays to indicate that the template has been saved successfully, and a task is created to create the template.
    A "Template Management" link displays to redirect you to the Campaign Templates screen to view the template.
    Alternatively, view the campaign by navigating to **Compliance > Access Certification > Campaign Management**.

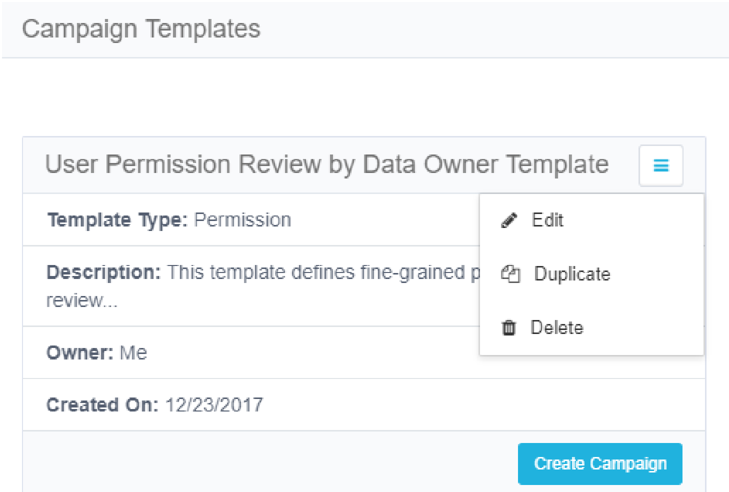
11. Edit the template to make changes to an existing template.

12. Duplicate the template to make a new template based on an existing template (with some changes, if needed).

Edit an Existing Template

1. Navigate to **Compliance > Access Certification > Campaign Templates**.
2. Select a template from the displayed templates.

3. Click the menu button on the top right of the selected template.
   *The **Edit**, **Duplicate**, and **Delete** options display*.



4. Click **Edit**.
   The Edit Template screen displays, and includes the same steps in the same order as in the Create Template screen:

   a. General Details
   1. Filter Selection
   2. Review Process
   3. Summary
   4. Save

5. Review each step and make any relevant changes.
6. Click Save to save the changes.
   An information pop-up window displays to indicate that the template has been saved successfully.
7. Click **Close**.

Duplicate Existing Template

1. Navigate to **Compliance > Access Certification > Campaign Templates**.
2. Select a template from the displayed templates.
3. Click the menu button on the top right of the selected template.
   The Edit, Duplicate, and Delete options display.
4. Click Duplicate.
   The Duplicate Template screen displays, and includes the same steps (in order) as the Edit Template screen.
5. Review each step and make any relevant changes.
6. Click **Next** to proceed to the next step.

7. Click **Previous** to return to the previous step.
   An Information pop-up window displays to indicate that the template has been saved successfully.

8. Click **Close**.

The duplicated template will be the newest template in the Campaign Templates display, and will have the same name as the original template, with *Copy of* before the name.

> If you no longer need a template, you can delete it, but it is not possible to recover a template that has been deleted.

Delete an Existing Template

1. Navigate to **Compliance > Access Certification > Campaign Templates**.

2. Select a template from the displayed templates.

3. Click the menu button on the top right of the selected template.
   The Edit, Duplicate, and Delete options display.

4. Click **Delete**.
   A question pop-up window displays, asking if you are sure you want to delete the template.

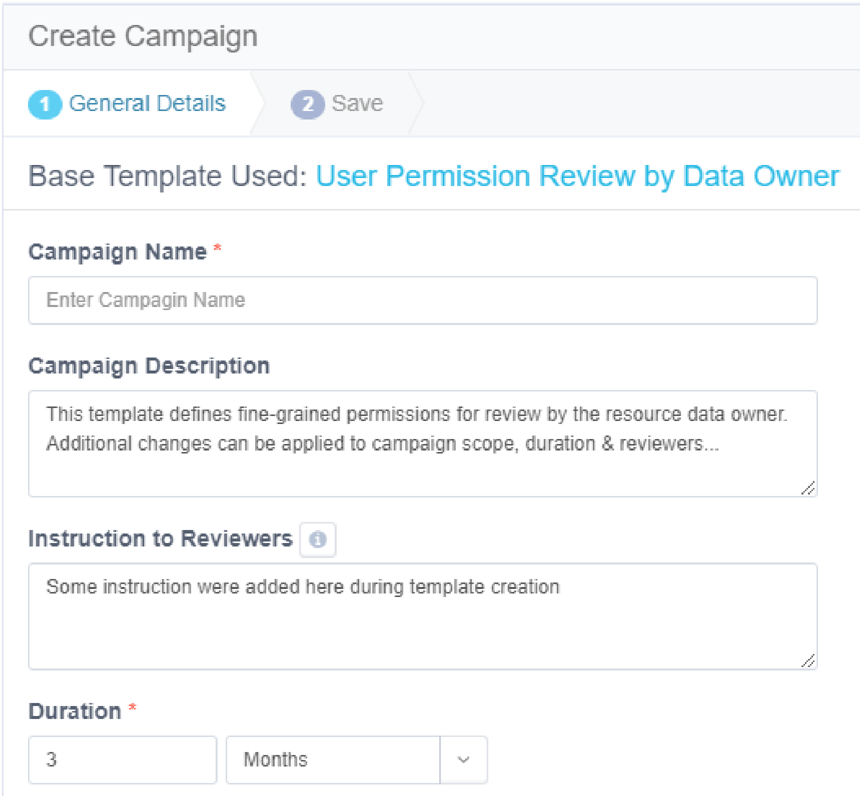
5. Click **Yes** to delete the template, or click **No** to retain the template.

Create a Template Based off Existing Template

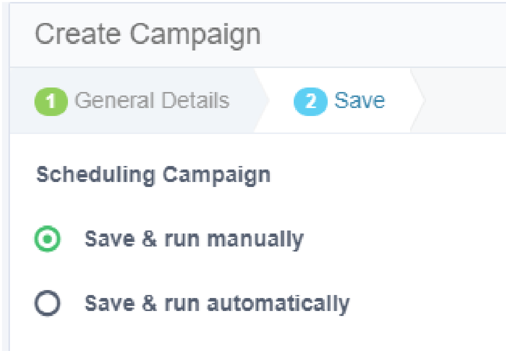
1. Navigate to **Compliance***Access Certification > Campaign Templates*.

2. Select a template from the displayed templates.

3. Click the Create Campaign button on the bottom left of the selected template.
   The Create Campaign screen displays, with the General Details step displayed automatically.



4. In the**General Details** tab, type or select the relevant data in the following fields:
   - Campaign Name – Enter the name of the campaign. This is a mandatory field.
   - Campaign Description – Enter a description of the campaign.
   - Instruction to Reviewers – This instruction text displays to the reviewer in the approval screen. It can also be used in the campaign mail templates.
   - Duration – Select “Days”, “Weeks”, or “Months” from the drop-down menu, and type in the relevant number of days, weeks, or months. This is a mandatory field.
     The system sets the due date of a campaign, based upon the campaign duration. The due date is the date on which it is recommended that a campaign should end, but the campaign does not end automatically on that date.
5. Click **Next**.
   *The **Save** step displays.*



6. Under Scheduling Campaign, select one of the following options:
    - Save & run manually – This option saves the campaign for you to run manually in the future.
    - Save & run automatically – This option saves the campaign, and runs it automatically when the template was set to run (in the Create Template or Edit Template steps).
7. Click **Save**.
   An Information pop-up window displays to indicate that the campaign has been saved successfully, and a task is created to create the campaign, itself. A "Campaign Management" link displays to redirect you to a screen to view the campaign. Alternatively, you can view the campaign by navigating to ***Compliance Access Certification Campaign Management***