

# Identity and Access Management - User Stories

These user stories represent a sample of the possibilities provided by a new IAM infrastructure.

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## ***I am a student looking for a course***

Who: I am a student enrolled at St. Cloud State.

Problem: I need to take a course, BIOL2221, only offered at the same time as my Chemistry Lab.

Solution: Check to see if an online course is available.

User Story:

1. Student logs on to St. Cloud State student portal using their HuskyNetID.
2. System recognizes HuskyNetID as StarAlias and links student to MinnesotaOnline, D2L, and other secure web applications.
3. Student searches for BIOL2221 using MinnesotaOnline and finds 2 courses available.  
(Current)
4. Student sees both courses and selects the course from Northwest Technical College (NTC) – Bemidji.
5. System recognizes student as enrolled in St. Cloud State and automatically accepts student for the online course selected at NTC – Bemidji.
6. Student registers for the course and adds course fees to their consolidated bill. System automatically routes payment to NTC – Bemidji.
7. System automatically displays required textbooks, availability and cost at the St. Cloud State Bookstore, NTC – Bemidji Bookstore as well Amazon.com and barnesandnoble.com.
8. St. Cloud State student portal automatically displays all courses the student is registered for this semester, including the online course at NTC – Bemidji.
9. Student selects the online course and the system automatically logs student into the NTC – Bemidji D2L site to view the course calendar and first assignment.

## ***I am a researcher***

I am a faculty member at Minnesota State University - Mankato researching biofuel with 2 colleagues in the Great Lakes Bioenergy Science Center (GLBRC) at the University of Wisconsin – Madison (UW Madison)

Problem: I need to collaborate on a grant with colleagues from the UW Madison.

Solution: Log into the research center site to review, edit and submit the current grant proposal.

User Story:

1. Faculty member logs onto Minnesota State University, Mankato faculty portal using their StarID.
2. System recognizes faculty member as the Authorized Organization Representative (AOR) for the Center for Biofuel Research at MSU, Mankato with authorized relationships to GLBRC and [www.grants.gov](http://www.grants.gov).
3. Faculty member clicks GLBRC icon and is automatically logged into the site via single sign-on.
4. Faculty member selects to make final edits to the grant application and saves the application on the GLBRC document repository.
5. Colleagues review and approve changes.
6. Faculty member clicks [www.grants.gov](http://www.grants.gov) icon from faculty portal and is automatically logged into the site via single sign-on.

7. Faculty member submits grant electronically after attaching the grant application from the GLBRC document repository.
8. Faculty member can track applicant status on [www.grants.gov](http://www.grants.gov) via the grants.gov and DOE tracking numbers.

### ***I am an adjunct faculty member***

Who: I am adjunct faculty member at both Minneapolis Community & Technical College (MCTC) and Metropolitan State University.

Problem: Faculty member needs to review student assignments submitted via email.

Solution: Log into a faculty home page to view multiple institutions email.

User Story:

1. Faculty member logs into faculty home page with StarID.
2. System recognizes faculty member as instructor at both campuses and displays icons for MCTC email, Metropolitan State email, and other online services
3. Faculty member selects Metro State email and is automatically logged into Metro State's local area network and email via single sign-on.
4. Faculty member opens Metro State student email, reviews assignment, and saves submitted assignments to the Metro State home directory, updates Metro State grade book and replies to student from the Metro State email system without additional logins.
5. Faculty member selects MCTC email and is automatically logged into MCTC's local area network and email via single sign-on.
6. Faculty member opens MCTC student email, reviews assignment, saves submitted assignments to the MCTC home directory, updates MCTC grade book and replies to student from the MCTC email system without additional logins.

### ***I am a staff member updating my payroll contributions***

I am a staff member employed by Rochester Community and Technical College (RCTC).

Problem: I need to change my 403B contributions for a single paycheck due to a lump sum payment.

Solution: Log into the RCTC employee portal.

User Story:

1. Staff member logs into RCTC employee portal using their StingerID.
2. System recognizes StingerID as StarAlias and identifies person as employee to State of Minnesota web applications.
3. Staff member clicks on the DOER Employee Self Service link and is automatically logged into State of MN Department of Employee Relations Site via single sign-on without having to enter their SEMA4 ID
4. Staff member selects Other Payroll Option, and proceeds normally.

### ***I am a student requesting privacy***

Who: I am a student at Winona State University living on campus in residential housing

Problem: I need to request my dormitory phone and personal cell phone numbers be kept private

Solution: Student logs into student portal to set privacy settings.

User Story:

1. Student logs into student portal using their WarriorID.
2. System recognizes WarriorID as StarAlias and authorizes student to e-Services.
3. Student selects My Profile and updates personal data to make dormitory phone and personal cell phone number private.
4. System updates ISRS Privacy Code. All applications which provide directory information are automatically updated based on use of ISRS Privacy Code. All applications which use the enterprise directory are automatically updated.

### ***I am a newly promoted staff member***

Who: I am a staff member just promoted to supervisor in my current accounts payable department at Normandale Community College (NCC).

Problem: I need new access rights and privileges based on my new role and signing authority.

Solution: My local Human Resources Department submits an access change request.

User Story:

1. My new supervisor at NCC logs into employee portal and selects employee access change request enters an effective date and selects employee job change as reason for change.
2. The request is automatically routed to an HR administrator at NCC, who enters the employee's new job code, verifies the effective date and approves the request.
3. My new supervisor gets an automated email stated that HR has approved the request.
4. The system automatically identifies applications with access rights that are restricted by job code.
5. The system automatically terminates the prior privileges and access rights granted under the old job code per the effective date and time while maintaining access rights and privileges not restricted by job code.
6. The system automatically generates a new provisioning request for the applications authorized by the new job code per the effective date and time.
7. If the application is provisioned by a third party, an access request is automatically emailed to the security authority for that application.
8. System logs access changes (additions/deletions) for each privilege and resource including requester, approver, workflow and date/time.
9. Each access change is reported on the Daily Security Change Notice Report on the effective date.
10. Security and Compliance Administrators may inquire on processed and pending access requests online or via standard reports.

### ***I am the supervisor of an employee who just gave notice***

Who: I am a facilities supervisor at Inver Hills Community College (IHCC)

Problem: An employee has given 2 weeks notice.

Solution: I will request computer access termination per effective date.

User Story:

1. IHCC supervisor logs into employee portal and selects employee access termination request
2. System display all access rights and privileges held by the employee by application and resource
3. Supervisor selects date and time each access right should be terminated based on institution HR policies and risk assessment.
4. Supervisor's manager approves request.
5. If approved, request is automatically scheduled per date and time.
6. System records access change notice for each privilege and resource including requester, approver and date/time.
7. Each access change is reported on the Daily Security Change Notice Report on the effective date.
8. Approved users may inquire on processed and pending access requests online.

### ***I am a CIO providing web accounts for new student prospects***

Who: I am a CIO at Minnesota West Community and Technical College (MnWest)

Problem: The Admissions Office just sent over a list of new student prospects from a college fair and wants me to create web portal accounts for everyone who signed the information sheet

Solution: Load file into user provisioning system

User Story:

1. MnWest LAN Administrator verifies file has mandatory fields entered for all prospects (legal name, address, etc) and saves excel spreadsheet as .csv
2. MnWest LAN Administrator logs into the identity manager application and selects create account using the "Student Prospect User Form", selects to load new users only, and selects .csv filename.
3. System automatically creates StarID's and enterprise directory entries for the prospect

4. System automatically provisions new accounts based on the rules established in the “Student Prospect User Form” with access to campus e-mail and appropriate on-line campus services (on-line application, advisor appointment scheduling, parking pass, etc).
5. Enterprise Directory synchronizes with ISRS based on institutions prospect management rules.
6. MnWest Admissions Office sends the prospect a letter using the ISRS Communications module including instructions on how to log into the campus portal and a Temporary Student Card with StarID printed on it.