

Process for Security Requests when Security is Closed

If you have a call that requires security assistance outside of normal business hours, create the ServiceNow Incident and send it unassigned to the Access Management team. Note the ticket in your case and set up a callback with your user. The next day follow up on your incident, call security if you need to in order to complete. Then follow up with your user to close your case.

If you need to revoke an application you can send the ServiceNow Incident, then set up the new user in the reserve. Once you have confirmed the SL App is revoked, your user will be able to register.

There is never any reason to tell a user they will need to call us back. Our goal as a team is to provide the complete service experience, including offering to make an outbound call or conference in the PAA if that is who needs to request the change. Following up with web users, by phone or email, is part of providing perfect service. (Of course if the PAA is not able to join the call, they will need to call in at their earliest convenience.)