

Process

Title:	DHS OHA 090-003-013 Service Account Request Process
Related to:	DHS OHA 090-003 Access Control
Effective date:	11/05/2018

Purpose

Service accounts are used for running application software or are used internally by the operating system. This process applies to the Department of Human Services (DHS) and Oregon Health Authority (OHA) staff, partners, and contractors. The purpose of this process is to outline the steps to obtain a service account for information technology (IT) system tasks for DHS and OHA.

Process Steps

1. Service account requestors (DHS|OHA staff, partners, and contractors) shall obtain approval from a DHS|OHA manager and the information system owner or designee for service account creation.
2. The requestor shall submit an Office of Information Services (OIS) Service Desk ticket for service account creation with the approvals obtained in process step #1.
3. When a service account is requested for use by non-DHS|OHA staff, the requestor shall provide the Access Agreement or contract number in the Service Desk ticket.
 - a. OIS Identity (ID) and Access shall verify the Access Agreement or contract number in the Service Desk ticket.
 - b. If there is not an Access Agreement or contract number, OIS ID and Access shall refer the requestor to DHS|OHA-090-003-08 for information on how to gain access.
4. OIS ID and Access shall validate the request and assign to the responsible OIS team for creation.
5. The OIS team shall set up the requested service accounts.
6. Temporary credentials shall be communicated to the requestor by OIS team from process step #5.
7. The OIS team shall close the Service Desk ticket when the request has been fulfilled.
8. The requestor shall change the temporary password upon initial login, within seven business days. (Refer to DHS|OHA-090-003-015.)

References

[MARS-E Document Suite, Version 2.0, Volume III: Catalog of Minimum Acceptable Risk Security and Privacy Controls for Exchanges](#)

[National Institute of Standards and Technology \(NIST\) Security and Privacy Controls for Federal Information Systems and Organizations SP-800-53 Revision 4](#)

[National Institute of Standards and Technology Internal Report \(NISTIR\) 7966](#)

[Statewide Information Security Standards March 2017](#)

[DHS|OHA 090-003-04 Managing Password Process](#)

[DHS|OHA 090-003-05 User Access Process - Employees](#)

[DHS|OHA 090-003-08 Third Party Entity Approval for System Access Process](#)

[DHS|OHA 090-003-014 Service Account Request Process Map](#)

[DHS|OHA 090-003-015 Service Account Password and Management Process](#)

Forms referenced

[MSC 0786 DHS|OHA Individual Access Request](#)

Related policies

[DAS-107-004-052 Information Security](#)

[DAS 107-004-110 Acceptable Use of State Information Assets](#)

[DHS|OHA 090-003 Access Control Policy](#)

Contact

Office of Information Services

Service Desk: 503-945-5623

OIS.ServiceDesk@state.or.us

Process History

Established as DHS|OHA process 11/05/2018

Keywords

Access, account, controls, password, requestor, service, service account

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