

Process

Title:	ODHS OHA 090-003-013 Service Account Request Process
Related to:	ODHS OHA 090-003 Access Control
Effective date:	05/03/2021

Purpose

Service accounts are used for running application software or are used internally by the operating system. This process applies to the Oregon Department of Human Services (ODHS) 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 ODHS and OHA.

Applicability

This process applies to all ODHS|OHA staff including employees, volunteers, trainees, interns, as well as contractors and partners.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service. Contractors and partners may face termination of the working relationship as well as federal sanctions.

Process Steps

1. Service account requestors (ODHS|OHA staff, partners, and contractors) obtain approval from an ODHS|OHA manager and the information system owner or designee for service account creation.
2. The requestor submits an Office of Information Services (OIS) Service Desk ticket for service account creation with the approvals obtained in process step #1.
 - a. When technically feasible, account(s) will be restricted to systems identified in the request.
 - b. Requests should include if the password is standard, non-expiring, or is enabled for cloud sign in.
3. When a service account is requested for use by non-ODHS|OHA staff, the requestor provides the Access Agreement or contract number in the Service Desk ticket.
 - a. OIS Identity (ID) and Access verifies 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 refers the requestor to ODHS|OHA 090-003-08 for information on how to gain access.
4. OIS ID and Access validates the request and assign to the responsible OIS team for creation.
5. The OIS team sets up the requested service accounts.
6. Temporary credentials will be communicated to the requestor by OIS team from process step #5.
7. The OIS team closes the Service Desk ticket when the request has been fulfilled.

8. The requestor changes the temporary password upon initial login, within seven business days.
(Refer to ODHS|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 \(NIST\) Special Publication 800-53 Rev. 5](#)

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

[Statewide Information and Cyber Security Standards](#)

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

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

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

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

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

Forms referenced

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

Related policies

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

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

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

Contact

Office of Information Services

Service Desk: 503-945-5623

OIS.ServiceDesk@state.or.us

Process History

Version 1 DHS|OHA 090-003-013 established 11/05/2018

Version 2 ODHS|OHA 090-003-013 revised 05/03/2021

Keywords

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

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