

**AMPS Procedures for Users and Administrators** 

Application URL: https://amps.dla.mil

Version 7.1.1 • 14 December 2023

AMPS Release 23.1.3 • 14 December 2023

## **Document Information**

The following sections furnish the identifying information and revision history of this document, and contributors' contact information.

## **Document Identification**

The following table provides identification information about this document:

Attribute	Details				
Document ID:	Working file: AMPS User Guide Ver 7.1.1.docx				
	Published file: AMPS User Guide Ver 7.1.1.pdf				
Document Title:	AMPS User Guide: AMPS Procedures for Users and Administrators				
Purpose:	This guide provides users and approvers with the procedures they need to submit, approve, and manage role requests and user profile information. Also included are adjunct procedures, such as removing a role, and sub-processes, such as altering organization or supervisor assignments.				

## **Revision History**

The following table outlines and describes successive versions of this document:

Version Number	Revision Date	Summary of Changes	Author
6.1.1	16 January 2019	Updated for Section 508 compliance.	Kurt Herbel
6.2.0	16 July 2019	Updated for changes in External-User Registration and recover User ID and Password processes.	Kurt Herbel
6.3.0	10 June 2020	Updated for CAC/PIV modernization and updated Enterprise Help Desk (EHD) to Enterprise Service Desk (ESD).	Kurt Herbel
6.4.0	29 January 2021	Updated IT assistance information to refer to Amelia first, rather than Enterprise Service Desk (ESD). Removed SAAR returns from AAR. Reduced the user response-period for AAR and Expiry SAARs to 20 days each.	
6.5.0	3 June 2021	Updated Role Expiry timing and end-date function, added note about sign out dialog box, and updated images for CUI messaging.	
6.5.1	17 November 2021	Updated for Release 21.0.3: Removed references to Amelia.	Kurt Herbel
6.6.0	12 January 2022	Updated for Release 21.0.4/22.0.1: Modified code and settings of External Approver Portal to address vulnerability findings.	Kurt Herbel
6.6.1	11 February 2022	Updated for Release 22.0.2: Moved Onboarding ITSM tickets from DLA Remedy to ServiceNow and IT support from DLA's ESD to DISA's Global Service Desk (GSD) and the DLA Service Portal.	Kurt Herbel
7.0.0	27 June 2023	Updated for Oracle Cloud Infrastructure.	Kurt Herbel
7.1.0	16 October 2023	Updated for Releases 23.1.0 (disabled SSN & DOB fields), 23.1.1 (removed browser alert), and new fonts/format for better accessibility.	Kurt Herbel
7.1.1	14 December 2023	Updated Appendix F for Release 23.1.3 changes. Also, made some minor updates and text corrections for clarity.	Kurt Herbel

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# **AMPS Overview**

AMPS is an account management and provisioning system that collects data about your identity, job, and location, and sets up your access to the computer application resources you need to complete your job tasks. AMPS either sets up this access automatically or provides information to a provisioner for manual setup.

AMPS supports the practice of Role Based Access Control (RBAC), which is a methodology for

controlling user access to computer applications, increasing security, and reducing costs. <sup>1</sup> Using this methodology, the AMPS team works with its customers to create collections of data based on users' access requirements and responsibilities. This data is assembled to create sets of permissions that are identified as "roles." Access to computer systems is controlled through the assignment of roles to users based on their job requirements and authorization.

As a user, your access to a computer system is based on the approval of your request for one or more application roles. Each role is a predefined set of permissions for an application. Application users, both internal (civilians, military, and contractors) and external (vendors, members of the public, and others), can have AMPS accounts that enable them to submit requests for these roles. When a user's role is approved and provisioned, the user has access to the application resource. AMPS automates the processes of requesting and approving roles, along with the automation of related processes, such as role removal, role expiration, and yearly account revalidation.

AMPS has been supporting a wide variety of applications in the Defense Logistics Agency (DLA) for the past several years. In early 2014, the AMPS team implemented support of AMPS for the Defense Finance and Accounting Service (DFAS) organization. Sample procedures and screen images may reflect either DLA or DFAS users. However, AMPS is a single product, and procedures are adaptable for any organization.

## **AMPS Documentation and Training**

The *AMPS User Guide* furnishes you with the procedures and instructions for completing AMPS tasks to get your access rights started:

- End users can find instructions for creating and submitting role requests, as well as removing roles and maintaining their user information.
- Approvers—including Segregation of Duties (SOD) Reviewers, Supervisors, Security Officers, Data Owners, and Information Assurance Officers—can find instructions for handling request approvals and other tasks.
- A short section on Total AMPS provisioning is also included.

The user guide also includes procedures for supporting tasks, such as changing one's Organization or Supervisor assignment, modifying the My Information data under My Profile, and checking the status of SAARs.

The AMPS team provides this user guide, along with other user documentation tools, to acquaint users with AMPS procedures. Additional references, called "Snapshots," provide

simplified guides to individual procedures. When a user wants to engage in self-training before using AMPS, the AMPS e-Learning modules for users and approvers furnish instruction and interactive Guided Practice to explain and simulate procedural actions, providing onscreen practice for users before they log in and attempt to request roles or approve role requests.

AMPS user documentation and training materials are updated with fresh screen images, new and revised procedures, and new functions periodically as AMPS is enhanced. Check the version number and date on any document's title page or footer to ensure you have the latest copy. The latest versions of the **User Guide** and other user documentation and training materials will be available through the AMPS Documentation screen.

### Note:

Sample images of emails and user interface screens are provided throughout this guide. The specific information presented in these samples represents exemplary data and formatting for reference only, and should not be interpreted as definitive of these user emails or screens.

## AMPS URL

Getting access to AMPS is easy. Open Edge, Firefox, or Chrome and navigate to this URL: https://amps.dla.mil. CAC-enabled, internal and external users can gain immediate access to AMPS after their Cyber Awareness Training requirement is met and recorded. Non-CAC-enabled users are redirected to a registration and login screen, enabling them to register for an account, manage their passwords, and log in with a user ID and current password. Please note that the system may require CAC-enabled users to select a CAC certificate more than once.

## AMPS Date/Time Stamps

Please note that AMPS specifies all date and time stamps on screens and in reports using **Eastern Time**: Eastern Standard Time or Eastern Daylight Time, depending on the time of year.

UTC: Coordinated Universal Time.

As of mid-January 2018, AMPS underwent software patches that changed the denotation of time throughout the application. User interface screens—including decision screens for approvers—as well as email notifications now express time as UTC times. Times in reports issued since the implementation date are also expressed as UTC times.

You can fine more information on converting UTC time to local time at the following URL:

http://earthsky.org/astronomy-essentials/universal-time

## IMPORTANT NOTES: About Oracle Identity Manager (OIM)

AMPS is a standalone application built on the framework of a Commercial Off-the-Shelf (COTS) application called *Oracle Identity Manager* (OIM). This application contains a number of features and functions that are not used by AMPS but that nevertheless may be displayed as part of AMPS. Check the *AMPS Inbox Guide* and the *AMPS User Guide* for instructions on how to complete tasks, rather than attempting to learn AMPS strictly from what you see on the screen. Although AMPS has been enhanced to offer many of these features, not all features have meaningful, corresponding actions in AMPS. These features and functions are labelled "Not used by AMPS" within this guide.

## About Web Browsers . . .

DLA has tested AMPS in current versions of Edge, Firefox, and Chrome browsers; users have the best viewing experience in one of these browsers. Use of Web browsers other than Edge, Firefox, or Chrome is not supported by DLA.

## Service Desk

DSN:

Users who need IT assistance with AMPS should contact the DISA Global Service Desk (GSD).

	Toll free:	(844) DISA-HLP (844-347-2457)	** Press 5, then speak or enter D-L-A
--	------------	-------------------------------	---------------------------------------

\*DSN prefix if needed

DISA GSD Email (non-urgent ticket request):

XX\* 850-0032

disa.global.servicedesk.mbx.dla-ticket-request@mail.mil

DLA Service Portal (.mil only):

https://dla.servicenowservices.mil/sp?id=index

# AMPS Help: Documentation and Training

After launching AMPS, all **users** have access to a link to an **AMPS Help** screen. The documentation on this screen takes the place of all past guides, job aids, and other documents. All documents listed on this screen are distributed in Adobe PDF format and require Acrobat Reader 9 or later to view.

See the section entitled **How to Launch AMPS** for instructions on starting the AMPS application.

For the e-Learning modules, the AMPS development team recommends you use headphones to hear the optional audio commentary. Always download the modules to a local or network drive to run them. Do not attempt to run the modules while in AMPS.

## How to Open the AMPS Help Screen

- 1. Click on your User ID to open the dropdown menu.
- 2. Click the **AMPS Help** command from the User ID dropdown.

AMPS displays the Help for AMPS Users screen (see Figure 2).

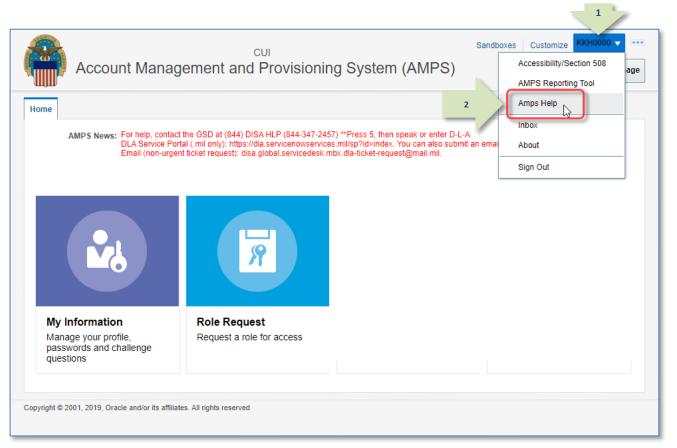


Figure 1: Sample Self Service Home Page - AMPS Documentation Link

3.	Review the <b>Training Library</b> tab page.	G2
	This tab page is displayed first when you open AMPS	Service for AMPS Users
	Help.	Training Library Tutorials se Training News and Info External Links Contact Us
	The page lists all of the available training materials and reference documents sorted into the following categories: • User Documentation	AMPS documentation includes user guides and quick references to help you understand AMPS processes and procedures. Please save each document file to your computer before you attempt to view it. You must have Adobe Reader 9 or later to view these documents. 1. Right-click any document title and select "Save target as." 2. In the "Save As" window, create or navigate to a storage folder and click Save.
	Login and Authentication	3. In the next window, click Open to view the document in Adobe Reader, or click Close to close the dialog and view the document later.
	<ul> <li>Account Maintenance</li> <li>Roles</li> <li>Primary Roles</li> <li>Role Request Approvals and Provisioning</li> <li>Role Expiry and Extension</li> </ul> See the category table below Figure 2 for brief descriptions of these categories.	User Documentation AMPS Cloud Post Migration FAQ Ver. 1.5 AMPS User Transition Guide, Ver. 1.0.2 Cloud Transition Quick Guide - Base User, Ver. 1.0 Cloud Transition Quick Guide - Admin User, Ver. 1.0 Cloud Transition Briefing AMPS User Guide, Ver. 6.6.1 AMPS User Handbook, Ver. 1.2.3 AMPS User Handbook, Ver. 1.0.7 Inbox User Guide, Ver. 1.0.7 How to Run Reports in BI Publisher - All Reports Users, Ver. 1.2.1
4.	To proceed to the next tab page, click the <b>Tutorials</b> tab.	AMPS Troubleshooting Guide, Ver. 3.6.4         AMPS User Job Aid: How to Clear the Cache in Internet Explorer 11, Ver. 1.1.6         External Approver Guide, Ver. 2.2.1         AMPS Cloud Post-Migration FAQ
	AMPS displays the <b>Tutorials</b> tab page (see Figure 3).	AMPS Cloud Post-Migration FAQ Ver. 1.2 AMPS User Transition Guide, Ver. 1.0.1 AMPS Cloud Post_Migration FAQ Ver. 1.3 Login and Authentication

### Figure 2: Training Library – Tab Page

This category	Has these document types
User Documentation	Procedures for basic skill training and troubleshooting.
Login and Authentication	Procedures for logging in to AMPS. Information about user authentication, passwords, and security.
Account Maintenance	Procedures for managing information in your AMPS account.
Roles	Procedures on requesting roles.
Primary Roles	Information about choosing and managing role selection and primary roles.
Role Request Approvals and Provisioning	Individual procedures for each approver type and Total AMPS provisioner.
Role Expiry and Extension	Procedures for handling a role expiration or extension notification.

#### 5. Review the *Tutorials* tab page.

This tab page lists the titles of AMPS e-Learning tutorials. These tutorials are contained in large PDF files that you must download to a local or network drive in order to run them.

# Do not run any AMPS tutorial in your browser.

Follow the instructions to download and run each PDF file in Adobe Reader.

### Note:

As of the current date, the tutorials are unavailable. They are undergoing an update process and, along with additional new tutorials, will be available at a later date.

6. To proceed to the next tab page, click the **Release Training** tab.

AMPS displays the **Release Training** tab page and its contents (see Figure 4).

rair 5	Tutorials Release Training News and Info External Links Contact Us
AMPS e-Le Instructions f	ing Modules are tutorials with screen-by-screen instruction created to help you review and master basic AMPS tasks. For their use are provided in the introductory section of each tutorial. The AMPS team recommends you use headphones udio commentary. Please save each e-Learning module to your computer before you attempt to view it. You must have r 9 or later to view these tutorials. Follow these steps to save and view each module:
ALERT! Do N	IOT run any tutorial in your browser. Please follow instructions to download and run each PDF file in Adobe Reader.
lease save ea	ch document file to your computer before you attempt to view it. You must have Adobe Reader 9 or later to view these documents.
2. In the "Sav	any document title and select "Save target as." re As" window, create or navigate to a storage folder and click Save. window, click Open to view the document in Adobe Reader, or click Close to close the dialog and view the document later.
-Learning Li	brary Docs
5	<b>brary Docs</b> mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes)
How to Sub	•
How to Sub	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes)
How to Sub AMPS SOD AMPS Supe	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minutes)
AMPS SOD AMPS Supe AMPS Secu	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minutes) rvisors Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes)
How to Sub AMPS SOD AMPS Supe AMPS Secu AMPS Data	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minutes) rvisors Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) rity Officers Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes)
How to Sub AMPS SOD AMPS Supe AMPS Secu AMPS Data	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minutes) rvisors Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) rity Officers Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) Owners Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes)
How to Sub AMPS SOD AMPS Supe AMPS Secu AMPS Data	mit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minutes) rvisors Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) rity Officers Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) Owners Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes)

Figure 3: Tutorials – Tab Page

7. Review the *Release Training* tab page.

This tab page lists the most recent release notes. Each release notes document contains information about the latest changes to the AMPS software implemented in the given release. The latest document represents the current version of the application.

8. To proceed to the next tab page, click the **News and Info** tab.

AMPS displays the **News and Info** tab and its contents (see Figure 5).

	Ê
Service for AMPS Upers	
Training Library 7 Release Training News and Info External Links Contact Us	
AMPS Release Notes provide information about the content of each new AMPS software release. Included is information about enhancements, features, fixes, and any other changes made to AMPS. The release notes provide you with the latest information about the current application version.	
Please save each document file to your computer before you attempt to view it. You must have Adobe Reader 9 or later to view these documents.	
<ol> <li>Right-click any document title and select "Save target as."</li> <li>In the "Save As" window, create or navigate to a storage folder and click Save.</li> <li>In the next window, click Open to view the document in Adobe Reader, or click Close to close the dialog and view the document later.</li> </ol>	
Release Notes	
DAMPS Release Notes-23.0.7	
AMPS Release Notes-23.0.6	
TAMPS Release Notes-23.0.5	
🔁 AMPS Release Notes-23.0.4	
TAMPS Release Notes-23.0.3	
AMPS Release Notes-23.0.2	
TAMPS Release Notes-23.0.1	
AMPS Release Notes-22.1.0	
TAMPS Release Notes-22.0.2	
AMPS Release Notes-22.0.1	
AMPS Release Notes-21.0.4	
AMPS Release Notes-21.0.3	
AMPS Release Notes-21.0.2	
AMPS Release Notes-21.0.1	
AMPS Release Notes-20.0.4	-

Figure 4: Release Training - Tab Page

9. Review the *News and Info* tab page.

The **News and Info** tab contains various types of documents that do not fit into other categories but that nevertheless contain important, time-sensitive information.

For example, the AMPS team may post an alert about an AMPS issue to be addressed in the next release.

Like the other documents listed in **AMPS Help**, these documents are posted in PDF format.

10. To proceed to the next tab page, click the **External** Links tab.

AMPS displays the **External Links** tab and its contents (see Figure 6).

rvice for AM	PS Users				10		
raining Library	Tutorials Relea	9	News and Info	External Lini	ks Contact Us		
AMPS News and	Info provide resourc	ces that	e to include articles	guides and time	sensitive documer	nts	
Please save each o	ocument file to your co	omputer bef	fore you attempt to vie	w it. You must ha	ve Adobe Reader 9 o	r later to view these	documents.
2. In the "Save A		avigate to a	arget as." storage folder and clie ment in Adobe Reader,		lose the dialog and v	iew the document la	ter.
News & Info							
<u> </u>	nce for Supervisors						
DoD CAC Mode	nization Notice						

Figure 5: News and Info - Tab Page

**11.** Review the *External Links* tab page.

The **External Links** tab contains hyperlinks to several sites that may be related to AMPS tasks.

12. To proceed to the next tab page, click the **Contact Us** tab.

AMPS displays the **Contact Us** tab and its contents (see Figure 7).

Service for AMPS Users	
Training Library Tutorials Release Training Ne 11 External Links Contact Us	- 1
The links below are for systems external to AMPS and are provided as a convenience. If there is a link you believe should be added to this page, please create a Request by clicking on the DLA Service Portal link below.	
DLA Service Portal External EBS Business Portal (EEBP) Home Page - The Job Aid link is at the bottom of the home page. Disposition Services Home Page - The Get Started link is on the right side of the home page. DLA Energy Home Page - The DLA Energy Portal link is on the left side of the home page. MEBS - Mapping Customer Operations (MCO) Home Page - The MEBS Application link is on the left side of the home page.	

Figure 6: External Links - Tab Page

**13.** Review the *Contact Us* tab page.

The **Contact Us** tab page contains methods to contact the Enterprise Service Desk.

Three tiers of Service Desk agents are available to assist users with questions and issues regarding AMPS capabilities and tasks:

- Tier 1: Service Desk agents are available to assist you with issues ranging from getting access to the application and resetting passwords to understanding AMPS performance.
- Tier 2: more advanced Service Desk agents can . assist you with issues such as understanding and resolving SAAR status questions and account status questions.
- Tier 3: the most advanced Service Desk support staff available. These staff members address issues and coordinate solutions regarding programming or network problems.

You can forward any question or issue to the Service Desk by phone. In addition, you can forward issues to the Service Desk through the DLA Service Portal (see page 9).

14. You can leave the **AMPS Documentation** tab.

Service for AMPS Users	Î
Training Library Tutorials Release Training News and Info 13 Contact Us	
DLA and the AMPS team are dedicated to serving you by constantly striving improve the services we provide. We realize that from time to time there may be functional or technical problems that affect the delivery of our service. We welcome all comments and suggestions for improvement, and strongly urge that you report any technical problems.	
If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?ld=index	
Web: DLA Service Portal	- 1
	- 1
	- 1
	- 1
	- 1
	-
Figure 7: Contact Us - Tab Page	

Figure 7: Contact Us - Tab Page

## How to View an AMPS Help Document

Click the AMPS Help command from the User ID dropdown menu.

AMPS displays the **Help for AMPS Users** screen (see Figure 2).



#### Figure 8: Sample Self Service Home Page - AMPS Documentation Link

- 2. Select a document title to choose a document for download and view by following these steps:
  - a. Right-click a document title to display a context menu.
  - b. Click Save link as.
  - c. Choose a destination folder.
  - d. Click Save.
  - e. Choose an option:
    - i. **Open file** to view the PDF now.
    - ii. **Close** to close the dialog and view the PDF later.

ervice for AMPS Users		
Training Library Tutorials Release	Training News and Info External	Links Contact Us
AMPS documentation includes user guide	es and quick references to help you und	erstand AMPS processes and procedures.
Please save each document file to your compu	uter before you attempt to view it. You must	have Adobe Reader 9 or later to view these documents.
<ol> <li>Right-click any document title and select '</li> <li>In the "Save As" window, create or naviga</li> <li>In the next window, click Open to view th</li> </ol>	te to a storage folder and click Save.	to close the dialog and view the document later.
User Documentation		
AMPS Cloud Post Migration FAQ Ver. 1.5		
🔁 AMPS User Transition Guide, Ver. 1.0.2	Open link in new tab	
Cloud Transition Quick Guide - Base U:	Open link in new window	
🔁 Cloud Transition Quick Guide - Admin	j open ink in new window	
🔁 Cloud Transition Briefing	ु Open link in InPrivate window	Ö
AMPS User Guide, Ver. 6		
AMPS User Handbook, V	Save link as	
🔁 How to Submit an Annual Revalid 🛛 n 😋	D Copy link	
🔁 Inbox User Guide, Ver. 1.0.7		_
🔁 How to Run Reports in BI Publisher - 🍋 🖻	Share Share	Ô
🔁 AMPS Troubleshooting Guide, Ver. 3.6.		× .
🔁 AMPS User Job Aid: How to Clear the	Adobe Acrobat: PDF edit, convert, sign tools	>
External Approver Guide, Ver. 2.2.1	Get image descriptions from Microsoft	>
AMPS Cloud Post-Migration FAQ		·
🔁 AMPS Cloud Post-Migration FAQ Ver. 1	Inspect	
AMPS User Transition Guide, Ver. 1.0.1		_
AMPS Cloud Post Migration FAO Ver. 1.3		

#### Figure 9: AMPS Training Library

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### Note:

Tutorials listed on Tutorials tab are undergoing revision and updates.

3. Click the AMPS Tutorials tab to view and download basic tutorials for users and approvers:

#### To save a PDF file in the file location of your choice, follow these steps:

- Right-click a tutorial title. a.
- b. Click Save link as.
- Choose a destination folder. c.
- Click Save. d.
- e. Choose an option:
  - i. **Open file** to view the PDF now. Use headphones for maximum sound clarity and availability.
  - ii. *Close* to close the dialog and view the PDF later.

### Tip!

For best results, always save a tutorial to a local drive for easy access and reliable performance.

### ଜ୍ୟ

### Service for AMPS Users

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AMPS e-Le ining Modules are tutorials with screen-by-screen instruction created to help you review and master basic AMPS tasks. Instructions for their use are provided in the introductory section of each tutorial. The AMPS team recommends you use headphones to hear the audio commentary. Please save each e-Learning module to your computer before you attempt to view it. You must have Adobe Reader 9 or later to view these tutorials. Follow these steps to save and view each module:

#### ALERT! Do NOT run any tutorial in your browser. Please follow instructions to download and run each PDF file in Adobe Reader.

Please save each document file to your computer before you attempt to view it. You must have Adobe Reader 9 or later to view these documents.

1. Right-click any document title and select "Save target as."

2. In the "Save As" window, create or navigate to a storage folder and click Save.

3. In the next window, click Open to view the document in Adobe Reader, or click Close to close the dialog and view the document later.

#### E-Learning Library Docs 📆 How to Submit a Role Request: An AMPS Tutorial for All Users Ver. 1.2 (approx. runtime 35 minutes) 🔁 AMPS SOD Reviewers Tutorial: How to Complete an SOD Review Ver. 1.2 (approx. runtime 15 minut 📆 AMPS Supervisors Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minutes) 🔂 AMPS Security Officers Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 minut 📆 AMPS Data Owners Tutorial: How to Approve a Role Request Ver. 1.2 (approx. runtime 20 mir 🔭) TAMPS Information Assurance Officers Tutorial: How to Approve a Role Request Ver. 1. 3b

Save link as ⊂∋ Copy link A Share Adobe Acrobat: PDF edit, convert, sign tools > Get image descriptions from Microsoft

□ Inspect

Open link in new tab

Open link in new window

C Open link in InPrivate window

#### Figure 10: AMPS e-Learning Module

## How to Use the AMPS User Guide

The AMPS User Guide provides a primary source for information about AMPS processes and procedures. The User Guide covers all of the processes you need to know about with regard to requesting access to the computer systems and resources that help you do your job.

Because you use AMPS only on an as-needed, periodic basis, you will have to refresh your knowledge of AMPS procedures, plus gain an understanding of any features and enhancements added to the system since your previous AMPS sessions. The AMPS User Guide provides the latest information you need to understand how to accomplish a particular task.

The following list outlines the main procedures you need to follow to fulfill your system access needs:

Users' Procedures	User Guide Sections
Request a new role for access to a	How to Request a Role: Internal User
computer system.	How to Request a Role: External User
Track a role request through the approval and provisioning processes.	How to Check Your Role Status
Cancel a role request.	How to Cancel a Request: End User
Remove a role.	How to Request Removal of a Role
Request an extension of a role assignment.	How to Submit a Role Extension Request
Confirm the expiration of a role.	How to Submit a Role Expiration Request
Update your profile.	How to View and Manage Your AMPS Information
Update your Organization assignment.	How to Update Organization Information
Update your Supervisor assignment.	How to Update Supervisor Information
Review current roles, pending requests, and SAAR history.	How to Check Your Role Status
Update additional attributes for a role.	How to Update Additional Attributes

### **AMPS Users and Approvers**

Everyone who has an AMPS account is an AMPS user. Some users have special responsibilities in AMPS with regard to overseeing how roles are assigned and who is qualified and eligible to receive role assignments. These users receive special roles in AMPS that grant them limited administrative privileges. These privileges, in turn, enable these users to approve end user role requests.

The following table lists some common procedures described in the AMPS User Guide and provides the sections in which the procedures are available.

Approvers' Procedures	User Guide Section
Obtain the AMPS Supervisor role	How to Request the AMPS Supervisor Role
Complete a Segregation of Duties review for a role request.	How to Approve a Role Request: Segregation of Duties Review
Complete an AMPS Supervisor-level approval of a role request.	Supervisor Approval: How to Approve a Role Request
	Procedure for Internal Supervisor Approvals
	Procedure for External Supervisor Approvals
Complete an AMPS Security Officer	How to Approve a Role Request:
approval of a role request.	Procedure for External Security Officer Approval
Complete an AMPS Data Owner approval of a role request.	How to Approve a Role Request: Data Owner Approval
Complete an AMPS Information	How to Approve a Role Request:
Assurance Officer (IAO) approval of a role request.	Information Assurance Officer Approval
Complete a Total AMPS provisioning ticket.	How to Provision a Role through Total AMPS
Respond to a request for a user's extension of a role assignment.	How to Approve a Role Extension Request

## How to Use the Troubleshooting Guide

The *AMPS Troubleshooting Guide*, available on the AMPS Documentation screen, provides topics, with questions and answers that cover common issues. Before you call the Service Desk, consult this guide for information and determine whether a simple solution is already available in the **Topics and Questions/Answers** section.

Figure 11 is intended to represent the general appearance of the Troubleshooting Guide but may vary from the latest version of that document.

Also available are brief descriptions of common processes and definitions of terms. This information helps you understand the purpose of AMPS, as well as your role as an AMPS user. If you need to call the Service Desk after consulting the available documentation, the section titled **"Have this information ready...**" helps you understand what types of information to gather before you make the call.

AMPS: Troubleshooting Guide				
Brief Guide to AMPS	Topics and Questions	Answers		
What AMPS is	Access to AMPS	AMPS stands for Account Management and Provisioning System. AMPS helps you set up accounts on the computer systems you will use in your job. (See What AMPS is at left.)		
AMPS is an account provisioning system that can set up	What is AMPS and how can I get access to it?	To launch AMPS, type the following URL into your Internet browser: https://amps.dla.mil		
your access to computer application resources or provide information to a provisioner for manual setup. Access is based on the approval of your request for one or more application roles (see AMPS Terms, page 2). Application users, both internal (civilians, military, and contractors) and external (vendors, public), can have AMPS accounts that enable them to submit requests for these roles. When a role is approved, the user has access to the application resource.	<ul> <li>Access to AMPS: Network or Browser Problems</li> <li>Help! I entered the correct URL but AMPS won't open!</li> <li>Follow these instructions:</li> </ul>	Are you seeing "This page can't be displayed" or another error in screen display? Intermittent DLA network issues can cause users to get this message when attempting to launch AMPS. To resolve the issue, try these actions: Press the FS button (on your keyboard) repeatedly to get the AMPS screen to load. Use this method any time AMPS stops responding. If it does not work, continue with the next steps. Close your browser and repeat your effort to open AMPS. If this message continues to appear, check the list of known issues on the DLA Service Portal. If AMPS is not on the outage list, try the following: Close your browser cache and SSL State in the browser Options. Close all instances of the browser, no matter what website you are on.		
What AMPS is NOT AMPS is NOT a portal to any application. Having an account in AMPS enables you to request an application role, submit and track the request, and receive a notification when the request is granted. Access to any requested application is provided through the application itself or through the portal provided by the sponsoring organization.	If you cannot resolve the issue, report the problem to the DISA Global Service Desk (GSD).	<ol> <li>Clobe all instances of the obviously, no inacer what we oblice you are on.</li> <li>Restart the browser and try AMPS again.</li> <li>If that fails, leave the browser window open and open a new session (option under File menu in Internet Explorer) and navigate to AMPS from the new window.</li> <li>If you are on VPN, disconnect from the current site and try another one (Ogden/Columbus in the USA or [other available location if in another part of the world]).</li> <li>If you are in VDN, you can try connecting through the VPN from your main desktop on the thin client (this has not been verified on zero dients):         <ul> <li>a) Exit VDI.</li> <li>b) Locate the Telework folder on your desktop.</li> <li>c) Double-click the Juniper or Pulse Secure icon.</li> <li>d) After connecting to a pue to the to the the leawork folder and dick the</li> </ul> </li> </ol>		
Getting help with AMPS		<ul> <li>a) After connecting to a new location, return to the relework forder and cick the Internal VDI RL.</li> <li>e) After you are logged in and back on VDI, try AMPS again.</li> </ul>		
For IT assistance, contact the DISA Global Service Desk.  Toll-free: (844) DISA-HLP (844-347-2457) DSN: XX* 850-032 Email: DISA GSD Email Service Portal (.mil only): DLA Service Portal  * (DSN prefix if needed)	<ul> <li>How to Delete Browser History in Internet Explorer</li> <li>Do you need to clear your browser cache?</li> <li>Follow these instructions:</li> <li>If you do not get the results you need, report the problem to the GSD.</li> </ul>	Follow these steps to delete the browsing history: 1. In Internet Explorer, click the Tools command on the main menu. 2. click the belete browsing history option in the Tools menu. 3. In the Delete Browsing History dialog, ensure that the following two options are checked: <ul> <li>Temporary Internet Files and website files</li> <li>Clock the Delete button.</li> <li>Click the Delete button.</li> <li>Click the Delete button.</li> <li>Click the Down the banner to dismiss the message.</li> <li>Click the prover and recopen it to continue work.</li> </ul>		
Have this information ready • What is your telephone number? • What is your email address? • When did the problem start?	<ul> <li>How to Refresh Stored Pages in Internet Explorer.</li> <li>Do you need to refresh all stored pages in Internet Explorer?</li> </ul>	Goods the of wave and recept it to continue work.     To instruct internet Explorer to refresh the stored pages each time you open them, follow these steps:     In Internet Explorer, click the Tools command on the main menu.     Click internet options allog, click the Settings button.     In the Website Data Settings dialog, click the radio button for this option: Every time I visit the webpage.     S. click the OK button.		
<ul> <li>Have you had this problem before?</li> <li>Is anyone around you having the same problem?</li> <li>Is this problem an application access-related issue?</li> <li>Is this problem related to a SAAR? If so, do you know the SAAR number?</li> </ul>	Either of the two instruction sets ensure that Internet Explorer refreshes the selected page each time you reopen it. At the end of the instructions, close	<ol> <li>Click the UK butch.</li> <li>In the Internet Options dialog, click OK to close the dialog.</li> <li>As an alternative method, follow these instructions:</li> <li>With Internet Explorer opened, click the gear icon in the upper right corner of the browser window.</li> <li>Click Internet Options in the drop-down menu.</li> <li>In the Internet Options dialog, locate the Browsing History section and click the Settings button.</li> <li>In the Internet Options dialog, dicate the Browsing History section and click the Settings button.</li> </ol>		
<ul> <li>Is this issue related to a role request or a role expiration or extension request?</li> </ul>	the browser and reopen it to continue work.	<ol> <li>Click the OK button.</li> <li>Click the Internet Options dialog, click OK to close the dialog.</li> </ol>		

#### Figure 11: AMPS Troubleshooting Guide

## How to Use the AMPS Snapshots

**AMPS Snapshot** documents are quick references that provide streamlined views of typical AMPS procedures. These quick references provide illustrated, step-by-step instructions for completing common AMPS tasks. The following table lists and briefly describes some of the current AMPS Snapshot documents available through the AMPS Documentation Library. Check the **AMPS Help** page for additional Snapshots.

AMPS Snapshots	Descriptions	
Multi-login for AMPS Users with Multiple Accounts	Users who have more than one AMPS account—for example, a user may have a military and a civilian account—AMPS will present an option to choose an account. This snapshot explains the simple procedure for selecting a logon account.	
Request the AMPS Supervisor Role	Before a Supervisor can approve a role request submitted by a person who reports to him or her, the Supervisor must request and be approved for the AMPS Supervisor role. This snapshot explains the procedure for submitting a request through AMPS for this role.	
Complete and Submit a Role Request - Internal User	Each user takes responsibility for requesting the roles that, when approved and provisioned, furnish the user with the permissions to access and work on computer applications. This snapshot provides stepwise instructions and screen illustrations for submitting a role request through AMPS.	
	To submit a role request, check with your Supervisor and obtain the full and correct name of the role you need to perform tasks related to your job.	
Complete and Submit a Role Request – External User	Various organizations, including DLA and DFAS, provide limited access to certain applications to users external to the organization. Like civilian, military, and contract employees, these users must apply for AMPS accounts and request the roles that permit them the access they need. This snapshot summarizes the procedure for an external user who wants to submit a role request.	
	External users are responsible for knowing the full and correct name of the roles they need, as well as their CAGE Code and DoDAAC account numbers for roles that require them.	
Completing an SOD Review - Segregation of Duties	Some organizations require an evaluation by a Segregation of Duties (SOD) Reviewer. If a selected role is set up for an SOD Review, the SOD	
Reviewer	Reviewer will be notified first of the request and will have first responsibility for assessing the user's request to ensure no conflicts exist.	
	This snapshot explains how an SOD Reviewer can log in to AMPS, after completing the review, and enter comments that describe the assessment. The SOD Reviewer can then forward the request to the user's Supervisor for action.	
Approving an AMPS Role Request – Supervisor	Each user's Supervisor must approve role requests submitted by their direct reports. If a Supervisor cannot approve a role request for some reason—the user has requested the wrong role, for example—the Supervisor can also reject the role request. This snapshot provides the instructions for approving a role request.	

AMPS Snapshots	Descriptions
Approving an AMPS Role Request - Security Officer (Internal)	Each organization has Security Officers who review each user's security credentials to obtain computer access to various resources. This snapshot provides the simple procedure followed by a Security Officer to approve a user's initial role request. Security Officers see only the user's first role request unless the user is flagged for continual review.
Approving an AMPS Role Request - Data Owner	Each application has one or more Data Owners assigned to resources. An application's Data Owner has responsibility for approving or rejecting each request for a role that gives access to the application. This snapshot provides the simple procedure followed by a Data Owner to approve a user's application role request.
Approving an AMPS Role Request – IAO	Some organizations, such as DFAS orgs, have Information Assurance Officers (IAOS) who review role requests to ensure a requesting user has recent Cyber Awareness Training as a qualification for obtaining any application role. This snapshot provides the simple procedure followed by an IAO to check the user's training date and approve a request. Note that no IAO review is required for DLA systems.
Change Supervisor Information - End User	If an AMPS user's Supervisor assignment changes, he or she can update the Supervisor's name in AMPS before submitting any action that requires a Supervisor's review and approval. Supervisors handle user role requests and role removals.
Change Organization Information - End User	If a user changes to a different Organization, he or she can update the Organization name in AMPS. Because role requests are submitted to Organizational Security Officers and, in some cases, to IAOs, each user who wants to submit a role request for approval must ensure that the Organization information on his or her account is accurate to ensure the request goes to the correct Security Officers and IAOs. This snapshot provides the procedure for updating Organization information in AMPS.
Change Organization Information - AMPS DFAS End User	This snapshot provides the Organization update procedure DFAS users are required to follow the first time they submit role requests.
How to Request a Role Extension	This snapshot provides steps all users will take to request the extension of a role. This type of SAAR is triggered by the system.
AMPS Transition Quick Guide – Base User	This snapshot provides information about using and navigating the Self Service Home page.
AMPS Transition Quick Guide – Admin User	This snapshot provides information about using and navigating the Self Service Home page and the Manage Home page.

## How to Use the AMPS Tutorials

### Note:

#### The AMPS e-Learning modules are currently undergoing revision and updates.

The **AMPS Tutorials** are self-instructional tutorials for learning and practicing the most widely used procedures in AMPS. Each module is interactive, enabling a user or approver to observe actual AMPS screens and practice the steps in a procedure before engaging in a live session of AMPS. The practice that these tutorials deliver helps each user walk through and understand the basic steps for requesting a role, and help each approver understand the procedure for approving a role request.

The following table lists the tutorials and their approximate runtimes. Each tutorial is available for download in Adobe PDF format:

e-Learning Tutorials	Approximate Runtime
How to Submit a Role Request: An AMPS Tutorial for All Users, Ver. 1.2	35 minutes
AMPS SOD Reviewers Tutorial: How to Complete an SOD Review, Ver. 1.2	15 minutes
AMPS Supervisors Tutorial: How to Approve a Role Request, Ver. 1.2	20 minutes
AMPS Security Officers Tutorial: How to Approve a Role Request, Ver. 1.2	20 minutes
AMPS Data Owners Tutorial: How to Approve a Role Request, Ver. 1.2	20 minutes
AMPS Information Assurance Officers Tutorial: How to Approve a Role Request, Ver. 1.2	20 minutes

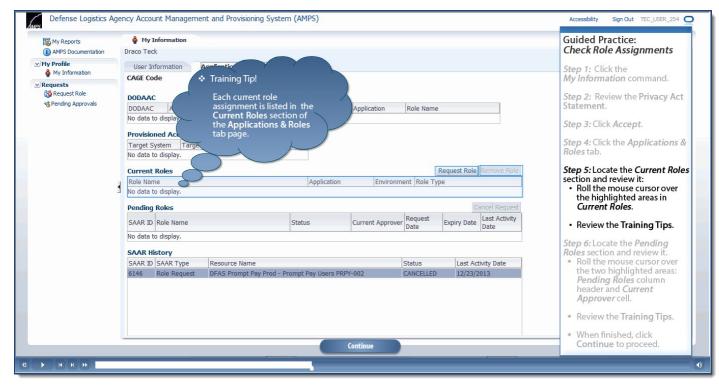


Figure 12: Sample Tutorial Screen

# How to Launch AMPS

	As a Web-based application, AMPS is available through a browser approved for use by DLA, such as the latest versions of Edge, Firefox, or Chrome. Getting access to AMPS is as simple as opening a browser instance and entering the AMPS URL.
What you can do:	<ul> <li>Internal users and external users with CAC authentication, or authentication through External Certificate Authority (ECA) or Federal Bridge Certificate Authority (FBCA): These users can gain access to their accounts using a CAC or other authentication card, such as a PIV or PIV-1 card. Internal users cannot employ user IDs and passwords to gain access to AMPS.</li> <li>External users (non-certificate users): User registration, user ID, and password are required for non-certificate-enabled external users.</li> <li>Internet Explorer 11 users: Users equipped with Internet Explorer 11 may be required to use IE11 in emulation mode. See Appendix B.</li> </ul>
where to start:	For instructions on downloading certificates other than CAC, see Appendix G. Start the latest version of Edge, Firefox, or Chrome.

## AMPS Gateway: Quick Tour

The **AMPS Gateway** screen provides access to AMPS for all users who have recognized authentication credentials. This screen is displayed after you enter the URL to launch AMPS. The following items describe the features available on this screen:

- A. **AMPS News:** Area containing announcements about AMPS changes, releases, or other information.
- B. Link for Access to AMPS: Link to AMPS for all users.
  - Users with government-issued certificates are authenticated and taken directly into AMPS.
  - Users bearing user ID and password credentials are taken to a login screen.
- C. **Downloadable User Guides and Job Aids:** List of AMPS documentation, especially relevant to external users.
- D. Accessibility Help and Information: Link that opens a separate screen providing information about Section 508 compliance and Accessibility information.

Crévnie Logistic Agency Account Management and Provisioning System (AMPS)	
Welcome to t	the AMPS Gateway
AMPS News: For help, contact the GSD at (844) DLA Service Pottal (.ml only): http:	I DISA HLP (644-347-2457) ***reas 3, then speak or enter D-LA x://dia.senvicemovances.mihighdrindex. Yau can also submt, an ent titlet request): disa.global.senvicedesk.mbx.dla-titlet-
B Click HERE for access to AMPS	User Guides and Job Aids
<ul> <li>This link provides access through CAC authentication for CAC-enabled users.</li> <li>Other users, vendors, and members of the public will be presented with a login screen.</li> </ul>	Right-click a title and click "Save Target As" to save the PDF file to a preferred location and open the document.
<ul> <li>Other aberus, removing and memories of the position million provinces many margin participation.</li> </ul>	SAMPS Cloud Post Migration FAQ Vec 1.5
·	AMPS User Transition Guide, Ver. 1.0.2
	5 Cloud Transition Quick Guide - Base User, Ver. 1.0
	🕵 Cloud Transition Quick Guide - Admin User, Ver. 1.0
	🕵 Cloud Transition Briefing
	1 DoD CAC Modernization Notice
C Solid Transition Quick Guide - Base User, Ver. 1.0 C Solid Transition Quick Guide - Admin User, Ver. 1.0 C DO CAC, Modernization Notice Solid Solid Could, Ver. 3.6.1 Solid Solid Solid Could, Ver. 3.6.1 Solid Solid Could Ver. 3.6.1 Solid Solid Solid Could Ver. 3.6.1 Solid Solid Solid Solid Could Ver. 3.6.1 Solid Solid	SAMPS Troubleshooting Guide, Ver. 3.6.4
	SAMPS User Guide, Ver. 6.6.1
	1 New SOD Guidance for Supervisors
	1.6.8 Templete and Submit a Role Request – External User, Ver. 1.6.8
	Sternal Approver Guide, Ver. 2.2.1
	Approving an AMPS Role Request - Supervisor (External), Ver. 2.0.6
	T Approving an AMPS Role Request - External Authorizing Official, Ver. 2.0.5
	T Inbox User Guide, Ver. 1.0.7
	St Approval Paths - External User, Ver. 2.0
	Approving an AMPS Role Request – Security Officer (External), Ver. 2.0.5
	5 How to Register for an AMPS Account - External Users Only, Ver. 1.4.3
	ain menu-for a complete list of user documentation, links, and tutorials. solbility/Section 568

#### After you click the **Accessibility/Section**

**508** link on the AMPS Gateway screen, AMPS opens a new browser instance and displays the Web site at the following URL: http://dodcio.defense.gov/DoDSection508/S td\_Stmt.aspx



Figure 14: DoD Section 508 - Accessibility Help and Information

### Recommended Web Browsers

The AMPS team recommends you use the latest version of Microsoft Edge, Mozilla Firefox, or Google Chrome.

Note that if you use a Web browser other than the latest version of Edge, Firefox, or Chrome, your experience may be less than optimal. If you continue to use AMPS in an alternate browser, some functions may not work or be displayed as expected.



Figure 15: Logos for Recommended Web Browsers

## How to Launch AMPS: Users with CAC or PIV Cards

- 1. Ensure the CAC or PIV is inserted in the card reader (not shown).
- 2. In the URL address field, enter the following URL:

#### https://amps.dla.mil/

Click the appropriate icon in the Web browser to launch the URL search, or press your keyboard's **Enter** key.

AMPS displays a Windows Security certificate request dialog (see Figure 17).

Select your Authentication certificate and click OK.
 AMPS displays the AMPS Gateway page (see Figure 18).

### Tip!

AMPS supports authentication with DOD, ECA, and FBCA Certificate Authorities.

The following procedure uses a CAC login procedure as an example.

Follow your certificate authority instructions for installing your authentication certificates.

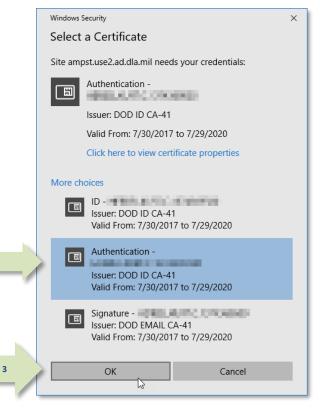
### Note:

CAC users must select the Authentication certificate during login.

If a CAC user selects the wrong certificate, AMPS displays an error message. To log in correctly, restart the launch process and choose the Authentication certificate.



Figure 16: Sample Web Browser Screen – AMPS URL



#### Figure 17: Security Dialog - Certificate Selection

4. Locate and click the command line that reads <u>Click HERE for access to AMPS</u>.

AMPS takes the following actions, depending on the user's authentication credentials:

- To CAC-enabled users and users of ECA or Federal Bridge certificates, AMPS displays the **Single Sign-on Authentication** page from which users can proceed to the AMPS Home page (see Figure 19).
- To External users who are not using a CAC or PIV card, to vendors, and to members of the Public, AMPS displays a login screen (see Figure 23).

Welcome	to the AMPS Gateway
AMPS Issue: His help, contact the (DD) CAS Service Field (Jail or	ar (344) (353 KL/ (344-347) <sup>or (3</sup> 7 <sup>or (3</sup> 7 m) 5, then speck or entry (5 4, d) (b) https://de-anexamourpersons.ettps/filmingles. Two car and explorit an com-unput (564) request/- disa global service/setter.ettp.
Click HERE for access to AMIS • The like produce access through CAC antihestication for CAC weaklest asses, • Other users, weeklers, and members of the public will be presented with a login access.	User Goldes and Job Adds           Right clost a title and clost "tisen Target Ar" to save the PDF file to a preferred location and open the discussed.           StateS Count Hust Migration FAQ Will 1.5           StateS tom: Therefore Guide, Vinc. 1.5.2           Closef Touristion Quide, Vinc. 1.5.3           Closef Touristion Quide, Caulor - Rame User, Vinc. 1.3           Closef Touristion for Ming           Closef Touristion for Ming           States           States
	APPS Class reactions, voc. 12.2      New SOD Conference for Supervision      Presenced Particles and Security Quantums - Endermal Usaes, Vec. 1.4.3      Computers and Security Quantums - Endermal Usaes, Vec. 1.4.8      Command Ageneties Vec. 12.2
	Schapproving an AMPS Rive Request - Supervisor (External), Ven. 3.5.6 Schapproving an AMPS Rive Request - External Authoriting Official, Vec 2.6.5 Scheme Law Code, Vec. 1.6.7
	Spagenovel Pathe - External User, Ver. 2.0 Spagenoveg an AMPS Hole Request - Security Officer (External), Ver. 2.0.5 Symon to Register for an AMPS Accuset - External Users Cong. Ver. 1.4.3

Figure 18: Welcome to the AMPS Gateway

 Read the Consent to Monitoring (CTM) screen for information system access and click **OK** to acknowledge your understanding and agreement.

AMPS opens the Self Service Home page (see Figure 20).

Tip!

For more information about the AMPS Home pages, check these resources from the AMPS Splash screen or Help page:

- AMPS User Transition Guide
- Cloud Transition Quick Guide Base User
- Cloud Transition Quick Guide Admin User

- Cloud Transition Briefing

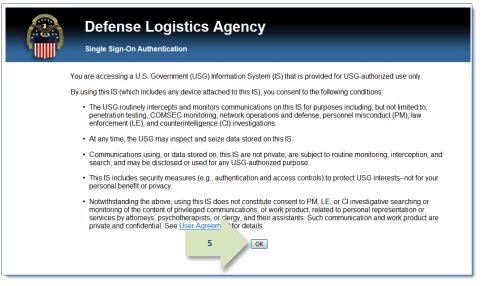


Figure 19: Single Sign-on Authentication - Acknowledgement Confirmation

### Note:

The sample shown here displays the commands and tiles available to any user from the Self Service Home page.

Certain AMPS administrative roles have additional commands and tiles, not shown here, that enable administrators to complete their tasks within AMPS.

	• • • • • • • • • • • • • • • • • • • •	gement and Provision			AMPS Reporting Tool
Home					Amps Help
	AMPS News: For help, contact the GSD at (844) DISA HLP (844-347-2457) **Press 5, then speak or enter D-L-A				Inbox
	DLA Service P	DLA Service Portal (mil only): https://dla.servicenowservices.mil/sp?id=index. You can also submit an en Email (non-urgent ticket request): disa.global.servicedesk.mbx.dla-ticket-request@mail.mil.		nit an ema	About
					Sign Out
Mai pas	r Information nage your profile, swords and challenge estions	Role Request Request a role for access			

#### Figure 20: AMPS Self Service Home Page - Sample User

## How to Launch AMPS: External Users

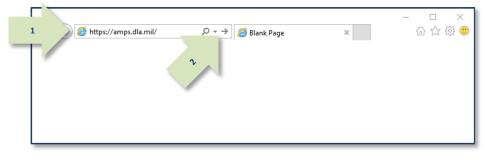
External Users who do not have a CAC or other smart card credential must log in with a user name and password.

- The user name is issued to the user during the registration procedure.
- The user creates a password during the registration procedure.
- 1. In the URL address field, enter the following URL:

#### https://amps.dla.mil/

2. Click the appropriate icon in the browser to launch the URL search, or press your keyboard's Enter key.

AMPS displays the splash screen: **Welcome to the AMPS Gateway** (see Figure 22).



#### Figure 21: Sample Browser Screen – AMPS URL

3. Locate and click the link that reads <u>Click</u> <u>HERE for access to AMPS</u>.

AMPS takes the following actions, depending on the user's authentication credentials:

- To CAC-enabled users and users of ECA or Federal Bridge certificates, AMPS displays a Single **Sign-on Authentication** page from which users can proceed to the AMPS Home page (see Figure 20).
- To External users, Vendors, and members of the Public, AMPS displays a login screen (see Figure 23).

Welcome	to the AMPS Gateway	
DLA Service Portal (.ml)	D al (844) DEA HJP (844-347.) <sup>24</sup> "Press 5, then speak or enter D-L-A orly): https://dis.arv/creacoustvces.ml/sptite-index. You can also submt an (rone-urgent Didet respect): disa.global.arvic/defsik.mbx.fd=Ecket	
Click HERE for access to AMPS	User Guides and Job Aids	
This link provides access through CAC authentication for CAC-enabled users.     Other users, vendors, and members of the public will be presented with a login screen.	Right-click a title and click "Save Target As" to save the PDF file to a preferred location and open the document.	
	AMPS Cloud Past Migration FAQ Vec 1.5	
<i>r</i>	2 AMPS User Transition Guide, Vec 1.0.2	
	5 Cloud Transition Quick Guide - Base User, Ver. 1.0	
	🔂 Claud Transition Quick Guide - Admin User, Ver. 1.0	
	TA Claud Transition Briefing	
	ToD CAC Modernization Notice	
	5 AMPS Troubleshooting Guide, Vec. 3.6.4	
	TAMPS User Guide, Ver. 6.6.1	
	D AMPS User Handbook, Ver. 1.2.3	
	The New SOD Guidance for Supervisors	
	2 Password Policies and Security Questions - External Users, Ver. 1.4.3	
	1 Complete and Submit a Role Request - External User, Ver. 1.6.8	
	External Approver Guide, Ver. 2.2.1	
	TA Approving an AMPS Role Request - Supervisor (External), Ver. 2.0.6	
	🔁 Approving an AMPS Role Request - External Authorizing Official, Ver. 2.0.5	
	Talinbox User Guide, Ver. 1.0.7	
	🔂 Approval Paths - External User, Ver. 2.0	
	2 Approving an AMPS Role Request – Security Officer (External), Ver. 2.0.5	
	B How to Register for an AMPS Account - External Users Only, Ver. 1.4.3	

#### Figure 22: Welcome to the AMPS Gateway

4. Choose the option you need to set up or log in to your external account:

To register for an account, choose this option...

#### First Time User?:

Click this link to register for a new account as an external user. Choose this option if you are not a DLA or DFAS employee, and you do not already have an AMPS account. See **How to Register for an AMPS Account** on page 31 for more information. No

To recover forgotten login credentials, choose one of these two options...

### Forgot your User ID?:

Click this link to retrieve a forgotten user ID for an existing external AMPS account.

AMPS sends an email message with the correct user ID to the address on file.

### Forgot your Password?

Click this link to reset your password if you have a valid external AMPS account and you have set up answers to your authentication questions.

You must submit answers to the authentication questions during this procedure. Otherwise, you must ask the Service Desk for a password reset.

Users who have registered for an account and do not use a CAC or PIV, choose this option...

**User ID and Password:** *Enter your AMPS credentials in these fields and click the* **Login** *button.* 

	Defense Logistics Agency Single Sign-On Authentication
	tected. If you have a valid DoD, Federal Bridge or ECA certificate and were not prompted to provide it, please rise Service Desk for further assistance. Otherwise, you may log in with your User ID and password below.
	First Time User? Click Here to Register
	Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS.
	Forgot your User ID? Click Here
	Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID.
	Forgot your Password? Click Here Use this option if you have registered with AMPS in the past but cannot remember
l	4 User ID Password Login
(844-347-24	IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP I57) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil ps://dla.servicenowservices.mil/sp?id=index
	Accessibility/Section 508

Figure 23: External User's Login Screen

# How to Register for an AMPS Account

## Non-Smart-Card Users' Login Options

External users are application users who are not employed by DLA or DFAS. External users vary among the following user types:

- Military
- Civilian
- Contractor
- Vendor
- Public

External users may be able to use a CAC or PIV for authentication purposes, while users who do not have smart card authentication credentials accepted by AMPS must create a user ID and password for authentication purposes. During the registration process, an external user fills in information about himself or herself as a user, sets up a password, and sets security questions and answers that enable the user to re-authenticate the account in the case of a forgotten password.

1

## How to Prepare for Registration

The following procedure helps you understand how to register for an account. Some differences in the information requested are noted in the procedure. For example, if you are a Vendor, AMPS requires you to enter a CAGE code, which is used during business transactions carried out with DLA or DFAS.

Also, persons who are members of the military, civilian employees of the USG, or USG contractors must supply the name and contact information for an External Security Officer (ESO), External Supervisor (ESU), and External Authorizing Official (EAO). The roles you request as one of these user types require a more stringent approval process of which these personnel are a part. The ESO, ESU, and EAO must be three different individuals with different email addresses.

The following section helps you prepare for registration before you begin.

 Set up a password according to the AMPS password rules.

### **Password Character Rules**

- The following list shows the characters acceptable in an AMPS password:
  - Minimum length of characters: 15 Characters.
  - Maximum length of characters: 32 Characters.
  - Minimum alphabetic characters: 4
  - Minimum numeric characters: 2
  - Minimum lowercase characters: 2
  - Minimum uppercase characters: 2
  - Minimum special characters: 2
  - Must begin with:
    - Can use the following characters: a-z A-Z 0-9 + ! # ^ : . ~ \_
  - Cannot use these characters: & " / ' ` \ [ ] ( ) % { } @ \$ ? < >

### **Password Exclusion Rules:**

- ✓ Must not use any of your previous 10 passwords.
- ✓ Must not contain your login name (User ID), first name, last name, or email address.

Alphabetic character.

2. Choose three of the four available security questions and set answers to them, according to the limitation rules.

AMPS requires you to choose three different questions and answers.

Note that questions having answers not recorded on an official document, such as a birth certificate, can make a more secure choice.

### **Security Question Limitation Rules:**

- ✓ Choose answers between 3 and 40 characters in length, including spaces and punctuation.
- $\checkmark$  Do not use a word that is contained in the question itself.

### Security Question Available Questions:

- What is the city of your birth?
- What is the name of your pet?
- What is your favorite color?

**External Security Officer Data:** 

• What is your mother's maiden name?

 If you intend to choose a Military, Civilian, or Contractor user type, provide contact information for an External Security Officer.

Entering the correct email address is especially important.

AMPS sends notifications for approval of role requests to the Security Officer whom you identify by email address during registration.

*This data is not requested of or required from Vendors or members of the Public.* 

4. If you intend to choose a **Military**, **Civilian**, or **Contractor** user type, provide contact information for an **External Supervisor**.

*Entering the correct email address is especially important.* 

AMPS sends notifications for approval of role requests to the Supervisor whom you identify by email address during registration.

*This data is not requested of or required from Vendors or members of the Public.* 

#### Email Address

**External Supervisor Data:** 

Email Address

 If you intend to choose a Military, Civilian, or Contractor user type, you also have the option to provide contact information for an External Authorizing Official.

*Entering the correct email address is especially important.* 

AMPS sends notifications for approval of role requests to the EAO whom you identify by email address during registration.

The EAO must be different and distinct from the ESO and the ESU.

*This data is not requested of or required from Vendors or members of the Public.* 

### Note:

The EAO email address is an optional field when you register for an AMPS account.

If you later request a role that requires an External Authorizing Official, the field becomes a required field.

6. Enter the required user information as shown in this list:

The fields listed are fields that require entries. AMPS includes several fields for optional contact information.

#### Note:

Your Cyber Awareness Training date must be within one year of the current date. AMPS displays an error message if the date is out of range, and the system will not allow you to proceed.

### External Authorizing Official Data:

Email Address

### **Required User Information:**

- First Name
- Last Name
- Email
- Title
- Cyber Awareness Training (for Military, Civilian Contractor user types only)
- User Type (automatically entered for Vendor or Public user types)
- Country of Citizenship
- Official Telephone
- Address

7

7. If you are a Vendor, have your **CAGE** code ready to enter.

CAGE Code (Commercial and Government Entity): Unique five-character identifier assigned to government suppliers.

## How to Register for an AMPS Account

AMPS displays the screen illustrated in Figure 24 to an external user when you start the application . . .

- If you are new to AMPS and do not have login credentials, and
- If you are new to AMPS and do not use a CAC or PIV smart card.

Follow the instructions in this section to set up an account, create a user ID, and create a password.

### CAC, PIV, and Other Smart Card Users...

If you intend to authenticate with a smart card—CAC, PIV, or other authorized smart card close all browser instances, insert the smart card in the card reader, and restart the registration process by launching AMPS.

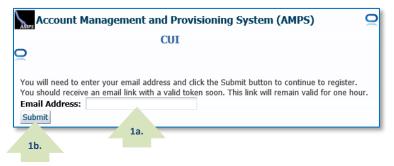
#### 1. To register for an AMPS account, click this link: <u>First-Time User? Click Here to Register</u>

Click this link if . . .

- You have never had a DLA or DFAS account, or
- You have access to an existing DLA or DFAS application but have not registered for an account in AMPS.

Before you can proceed with registration, you must verify your email address.

After you click the link in step 1, AMPS displays the first email-address verification screen (shown below).



- a. Enter a properly formatted email address in the text box.
- b. Click the **Submit** button.

AMPS displays the second email-address verification screen.

If you do not have a CAC or PIV smart card inserted in a card reader, you will see a message that states the following alert:

"No certificate was detected. If you have a valid DoD, Federal Bridge, or ECA certificate and were not prompted to provide it, please contact the DISA Global Service Desk for further assistance. Otherwise, you may log in with your user ID and password below."

Only users with CAC or PIV smart cards should heed this message and contact the Service Desk, if AMPS did not detect certificates from a card already inserted in a card reader.



Figure 24: Single Sign-on Authentication - First Time User? Click Here to Register

- c. Read the verification message and close your browser window.
- d. Open your email inbox and locate the AMPS notification.
- e. Open this email and click the tokenized link in the message.

#### Note:

You must click on the tokenized link in the email within one hour or it will expire and you will have to request a new link.

AMPS displays the User Registration screen (see Figure 25).

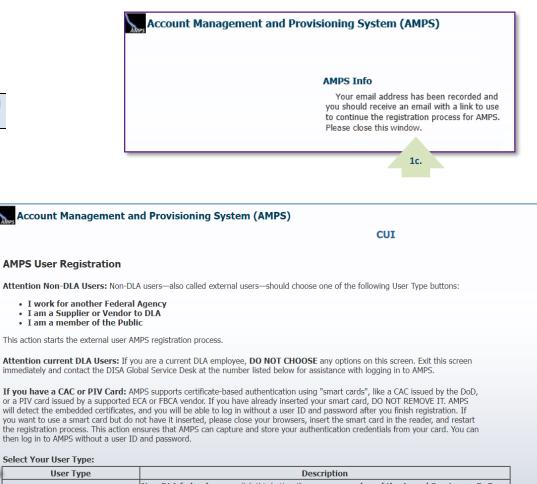
### AMPS User Registration: External Users

This screen contains some key information that directs you to the correct registration path.

The two important guidelines on this page are . . .

- DLA employees SHOULD NOT USE this screen to register for an account. If you are a DLA employee and you see this screen, close the browser and contact the Service Desk for assistance (see page 9).
- CAC, PIV, and other external users with smart cards should already have a card inserted in the card reader. If not, close all browser instances, insert the smart card in the card reader, and relaunch AMPS.
- 2. Select your **User Type** by clicking the button that corresponds to your type:
  - You work for a non-DLA Federal Agency:
    - Member of the Military
    - o Government Civilian
    - o Government Contractor
  - You are a supplier or vendor to DLA.
  - You are a member of the public.

AMPS displays the Privacy Act Statement (see Figure 26).

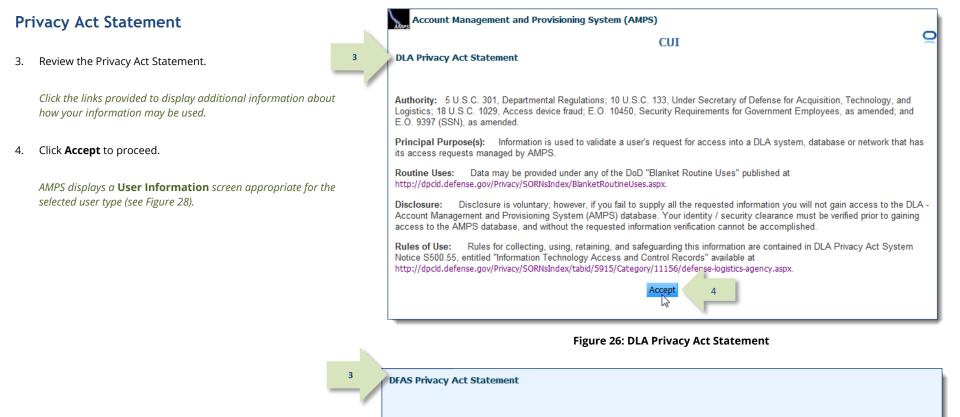


-	Lwork for another Federal Agency	Non-DLA federal users: click this button if you are a member of the Armed Services, a DoD civilian employee, a DoD contractor, or a member of a Federal Agency. You must provide information about yourself, along with the names and contact information of your Supervisor and local Security Officer as required by DLA form 2875.
	I am a Supplier or Vendor to DLA	Suppliers and Vendors: click this button if you are a Supplier/Vendor with a Commercial and Government Entity (CAGE) code. Supplier/Vendors work for a company or organization that supplies items or parts to DLA.
	I am a member of the Public	Public: click this button if you are a member of the public who wants access to DLA applications available to the general public. During registration, you will be required to provide a few facts about you and your organization to register and request access to publicly available DLA applications.

11 you need 11 assistance, please contact the DISA Global service Desk by calling toil free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Cancel

#### Figure 25: AMPS User Registration - Select a User Type



Authority: 5 U.S.C. 301, Departmental Regulations; 10 U.S.C. 133, Under Secretary of Defense for Acquisition, Technology, and Logistics; 18 U.S.C. 1029, Access device fraud; E.O. 10450, Security Requirements for Government Employees, as amended; and E.O. 9397 (SSN), as amended.

Principal Purpose(s): Information is used to validate a user's request for access into a DFAS system, database or network that has its access requests managed by AMPS.

Routine Uses: Data may be provided under any of the DoD "Blanket Routine Uses" published at http://dpcld.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx.

Disclosure: Disclosure is voluntary; however, if you fail to supply all the requested information you will not gain access to the DLA -Account Management and Provisioning System (AMPS) database. Your identity / security clearance must be verified prior to gaining access to the DFAS AMPS database, and without the requested information verification cannot be accomplished.

Rules of Use: Rules for collecting, using, retaining, and safeguarding this information are contained in DFAS Privacy Act System Notice T5210, entitled "Account Management Provisioning System (AMPS)" available at

http://dpcld.defense.gov/Privacy/SORNsIndex/tabid/5915/Category/11152/defense-finance-and-accounting-service.aspx.



#### Figure 27: DFAS Privacy Act Statement

# User Information: Federal Agency User or Contractor

5. Enter required **User Information** in the fields marked with an asterisk.

*Enter a middle name, as needed, to help ensure your name entry is unique.* 

- 6. In the **User Information** section, choose a specific User Type from the dropdown list and enter corresponding information (see sample screens in Figure 28):
  - a. Civilian
    - i. Select your employment **Grade** from the dropdown list.
  - b. Military
    - i. Select your **Branch** of the military from the dropdown list.
    - ii. Select your **Rank** from the dropdown list.
  - c. Contractor
    - i. Enter your Contract Number.
    - ii. Enter the name of the **Contract Company** that employs you.
    - iii. Enter or select the Contract Expiration Date.
    - iv. Fill in optional information, as needed or instructed.
- 7. Enter required **Contact** Information. *Enter optional information, as needed, to ensure completeness.*
- 8. Enter the email address of your **External Supervisor**. *Must not duplicate the External Security Officer or External Authorizing Official*.
- 9. Enter the email address of your external **Security Officer**. *Must not duplicate the External Supervisor or External Authorizing Official*.
- 10. Enter the email address of your External Authorizing Official.

Must not duplicate the External Supervisor or External Security Officer.

40000	rovisioning System	i (AMPS)	)				
		CUI					
AMPS User Registration - User I	nformation					13	ack N
Please fill out the information below to creat	e your account in AMPS.						
AMPS has not detected a user certificate for the DISA Global Service Desk for further ass is complete, regardless of whether you have	istance. All users will have						
Account Information							
* First Name	Malika	6	ia 🔰 (	Jser Type 🚺	lian 🗸		
Middle Name	Fedemp	_	- /	* Grade GS-	12	~	
* Last Name	Eteck		* C	tizenship US		<b>~</b>	
EDIPI/UPN							
* Email	malika.fedemp.eteck@en	nail.n					
* Title	Analyst						
Cyber Awareness Certification Date	04/01/2017	1					
r Contact Information							
* Official Telephone 888-555-121	2 Offi	ice/Cube					
Official Fax		* Street	123 Any Stree	ŧ			
DSN Phone		PO Box			-		
DSN Fax		* City	Richmond				
Mobile		* State	Virginia			~	
		* Postal	-		-		
		Code	20000				
	*	Country	UNITED STAT	ES		~	
External Supervisor     Email marge.super@ema 9	Email helen.soff@en			ternal Autho ail blake.eao@		cial	
							_
Figure 28: AMPS Us	er Registration –	Federa	l Agency/	Contracto	or User Ir	nformation	_
Figure 28: AMPS Us	er Registration - Required fields a				or User Ir	nformation	
Figure 28: AMPS Us	-				or User Ir	nformation	
	-		ed with a	n asterisk.			
Figure 28: AMPS Us  * User Type Military	-			n asterisk. * Us	er Type Co	ntractor 💌	
* User Type Military	-		ed with a	n asterisk. * Us * Contract	er Type Co Number DD	ntractor 💌	
	-		ed with a	n asterisk. * Us * Contract * Contract C	er Type Co Number DD ompany Co	ntractor  123456789CT ntracts R Us	161
* User Type Military * Branch USAR	-		ed with a	* Us * Contract * Contract C tract Expirati	er Type Co Number DD ompany Co on Date 1/:	ntractor  I23456789CT ntracts R Us 31/2017	
* User Type Military	-		6c Contr	* Us * Contract * Contract C tract Expirati act Officer Fir	er Type Co Number DD ompany Co on Date 1/: st Name Co	ntractor    ntracts R Us 31/2017 rinne	E.
* User Type Military * Branch USAR	-		6c Contr Contr	* Us * Contract * Contract C tract Expirati act Officer Fir act Officer La	er Type Co Number DD ompany Co on Date 1/: st Name Co st Name Co	ntractor	
* User Type Military * Branch USAR	Required fields a		6c Contr Contr	* Us * Contract * Contract C tract Expirati act Officer Fir act Officer La	er Type Co Number DC ompany Co on Date 1/: st Name Co st Name Co er Email Co	ntractor    123456789CT  ntracts R Us  31/2017  rinne  r  rinne.Cor@dla.mi	

Contractor User Type

0

### User Information: Vendor or Member of the Public

Public	CUI
	AMPS User Registration - User Information 13 ack Next
If you are a Supplier or Vendor	Please fill out the information below to create your account in AMPS.
11. AMPS displays a CAGE Code field if you chose the <b>Supplier/Vendor</b> user type:	AMPS has not detected a user certificate for you. If you have a certificate, and were not prompted to provide it when accessing AMPS, you may contact the DISA Global Service Desk for further assistance. All users will have the ability to log in using a username and password once the registration process is complete, regardless of whether you have a certificate or not.
Enter your five-digit CAGE code.	12 User Account Information
	* First Name Reggie User Type Vendor Middle Name Eteck 11 CAGE Code B2345
If you are a Supplier, Vendor, or Member of the Public	Middle Name     Eteck     11     CAGE Code     BZ345       * Last Name     Vendor     * Citizenship     US     ✓
	EDIPI/UPN
12. Enter User Account Information and User Contact	* Email igie.eteck.vendor@email.com
Information.	* Title Vendor
Only fields marked with an asterisk (star *) require entries.	
Information for the other fields is optional.	⊻ User Contact Information
	* Official Telephone 888-555-9876 Office/Cube
	Official Fax 888-555-9875 * Street 321 Some Street
	DSN Phone PO Box 42
	DSN Fax * City Richmond
	Mobile *State Virginia V
	* Postal 23000 Code
	* Country UNITED STATES

Account Management and Provisioning System (AMPS)

Figure 29: AMPS User Information - Vendor Information

All registrants, after completing the appropriate fields . . .

13. Click Next.

AMPS displays a **Security Information** screen (see Figure 31).

		CUI				
AMPS User Registratio	n - User Informatio	n			13	ack
Please fill out the information b	elow to create your accoun	it in AMPS.			_	
AMPS has not detected a user of the DISA Global Service Desk for is complete, regardless of whet	or further assistance. All us	ers will have the ability				
User Account Informati						
* First Name	Raquel		User Type			
Middle Name	Eteck		* Citizenship	US	~	
* Last Name	Public					
EDIPI/UPN						
	raquel.eteck.public					
* Title	Public user					
⊻ User Contact Information	DN					
* Official Telephone	888-555-4561	Office/Cube				
Official Fax	888-555-4562	* Street	456 Boulevard			
DSN Phone		PO Box				
DSN Fax		* City	Richmond			
Mobile		* State	Virginia		~	•
		* Postal Code	23000			

Figure 30: AMPS User Registration - Public User Information

### Account Management and Provisioning System (AMPS)

AMPS User Registration: Security Information for Authentication – All User Types

### Note:

The purpose of the security questions is to protect your account from unauthorized changes. If you have to reset a forgotten password, AMPS presents these questions to you for authentication. Ensure that only you have the correct answers.

- 14. After reviewing the security question rules, choose one security question from each dropdown list.
- 15. Enter an answer for each question.

Do not share these answers with anyone.

- 16. Set and confirm an AMPS password.
- 17. Click Next.

AMPS displays the **Summary** screen (see Figure 33).

		CUI
AMPS User Regi	stration - Security Information	Cancel Back N
Please enter your se	curity questions and a password which will be used to	access AMPS, following the guidelines listed below for each.
Set Security Qu	estions	
* Answer 1 * Question 2 * Answer 2 * Question 3	What is the name of your pet?	Please set your security questions, using the following rules: 1) You must choose 3 different questions 2) The answers to each question are not case senstive 3) Spaces and other punctuation are allowed 4) Each answer must be between atleast 3 and 40 characters long 5) Each answer cannot be a word contained in the question
Set Password	What is your avoite color? What is your sother's maiden name?	
Enter New F Confirm F		Please set your password, using the following rules: 1) Minimum length of 15 Characters 2) Maximum length of 15 Characters 3) Minimum of 4 Alphabetic Characters 4) Minimum of 2 Numeric Characters 5) Minimum of 2 Lopercase Characters 6) Minimum of 2 Uppercase Characters 7) Minimum of 2 Special Characters 8) Must begin with an Alphabetic Character 9) Must not use any of your previous 10 passwords 10) Valid Characters: az Az 0-9 +1 # ^:, ~ 1) 11) Must not contain your login name. first name. last

Figure 31: Security Information - Set Security Questions

Account Management and Provisioning S		ç
AMPS User Registration - Security Information	CUI on	17 Next
	ich will be used to access AMPS, following the guidelines list	ed below for e
Set Security Questions   Question 1 What is the city of your birth?  Answer 1 Richmond  Question 2 What is the name of your pet?  Answer 2 Kitty  Question 3 What is your favorite color?  Answer 3 Pink	<ul> <li>Please set your security questinules:</li> <li>1) You must choose 3 differer</li> <li>2) The answers to each quest</li> <li>3) Spaces and other punctuat</li> <li>4) Each answer must be between characters long</li> <li>5) Each answer cannot be a we question</li> </ul>	nt questions tion are not case senstive cion are allowed veen atleast 3 and 40
6 Set Password Enter New Password ••••••••••••••••••••••••••••••••••••	Please set your password, us 1) Minimum length of 15 Cha 2) Maximum length of 32 Ch 3) Minimum of 4 Alphabetic 4) Minimum of 2 Lowercase ( 6) Minimum of 2 Lowercase ( 7) Minimum of 2 Special Char 8) Must begin with an Alphal 9) Must not use any of your 10) Valid Characters: a-z A-Z 11) Must not contain your lo name or email address	aracters aracters Characters Characters Characters Characters betic Character previous 10 passwords 0-9 + 1 #

Figure 32: Security Information - Set Password

14

			CUI	
rn to previous			.01	
	AMPS User Registratio	n - Summary	19	Back Create Account
		elow and use the back button to mak hed, use the Create Account button to		3
	User Account Information	n		
	Firs	t Name Malika	User Type Civilian	
	Middl	e Name Fedemp	Grade GS-12	
aining your naw	<sup>18</sup> Las	t Name Eteck	Citizenship US	
aining your new	EDI	PI/UPN		
ee Figure 34).		Email malika.fedemp.eteck@emai	.mil	
		Title Analyst		
	Cyber Awareness Certification	on Date 04/01/2017		
	User Contact Information	1		
	Official Telephone 8	88-555-1212	Office/Cube	
	Official Fax		Street 123 Any Street	
	DSN Phone		PO Box	
	DSN Fax		City Richmond	
	Mobile		State Virginia	
			Postal Code 23000	
			Country UNITED STATES	
	External Supervisor	External Security Officer	External Authorizing Official	
	Email marge.super@email.mil	Email helen.soff@email.mil	Email blake.eao@email.mil	
	Security Information			
	Question 1 What is t Answer 1 *******		Password ******	
	Question 2 What is t Answer 2 ******	he name of your pet?		
	Question 3 What is y Answer 3 *******			

Figure 33: AMPS User Registration - Summary

18. Review entries.

### 19. Click Create Account.

AMPS performs the following tasks:

- Starts creating your account and
- Displays a **Confirmation** screen containing your new AMPS ID, also called a "login name" (see Figure 34).

20. Make a note of your login name, which is also called a "user ID."

*If you lose or forget your user ID, open the external user's login screen (see Figure 35) and click the following link:* 

Forgot your User ID? Click Here

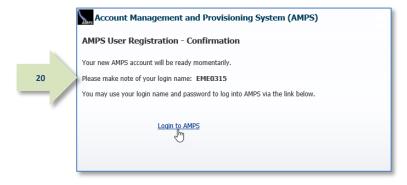


Figure 34: AMPS User Registration Confirmation - User ID

- 21. To log in to AMPS, enter your AMPS user ID and password.
- 22. Click Login.

The system displays the **AMPS Home** page (see Figure 20).

	Defense Logistics Agency				
	Single Sign-On Authentication				
	atected. If you have a valid DoD, Federal Bridge or ECA certificate and were not prompted to provide it, please contact the DISA Blobal Service Desk for further assistance. Otherwise, you may log in with your User ID and password below.				
	First Time User? Click Here to Register				
	Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS.				
	Forgot your User ID? Click Here Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID.				
	Forgot your Password? Click Here				
	Use this option if you have registered with AMPS in the past but cannot remember your password.				
	21 User ID EME0135 Password ••••••				
	Login R				
If you need IT assistance, please contact the D'22 Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then appendix to the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=usec					
	Accessibility/Section 508				

Figure 35: Single Sign-on Authentication - External User Login Screen

23. After you log in to AMPS, the system displays the main screen open to the **Home** tab. This tab page area is the work area of the screen.

Clicking on the Home tab displays the Home tab screen when you have two or more tabs open. Unlike other tabs, the Home tab cannot be closed.

The User ID is always displayed in the top right area of the AMPS baner, found at the top of the screen.

Click on the User ID to open the User ID dropdown menu or click elsewhere on the screen to collapse the menu (see Figure 36). To reopen the menu, click the User ID again.

#### The following list outlines the menu options:

Accessibility/Section 508: opens a DoD accessibility Web site.

**AMPS Reporting Tool:** opens BI Publisher in a separate window. You must have one or more BI Publisher roles to use this application.

**AMPS Help:** displays the AMPS Help screen, which lists training materials and references that explain AMPS processes and procedures.

**Inbox:** displays the AMPS Inbox and lists any tasks assigned to your account.

**Sign Out:** clicking the Sign Out link will close your current session and log you out of AMPS.

# The following list outlines the clickable tiles available to all users:

**My Information:** displays the My Information tab, which enables you to update some items in your profile, such as contact information and Cyber Awareness Training Date.

**Role Request:** starts the Role Request process, enabling you to submit requests for roles you need to gain access to software applications.

cui r	ККН0000 🗸 🚥
Account Management and Provisioning System (AMPS)	Accessibility/Section 508 age
	AMPS Reporting Tool
Home 23	Amps Help
AMP News: For help, contact the GSD at (844) DISA HLP (844-347-2457) **Press 5, then speak or enter D-L-A	Inbox
DLA Service Portal (mil only): https://dla.servicenowservices.mil/sp?id=index. You can also submit an em Email (non-urgent ticket reguest): disa.global.servicedesk.mbx.dla-ticket-reguest@mail.mil.	About
	Sign Out
My Information Role Request	
Manage your profile, passwords and challenge questions	access
Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reserved	

#### Figure 36: AMPS Self Service Home Page – User ID dropdown menu

# How to Retrieve Your User ID: External User Login Option

AMPS generates a user ID for each non-CAC-enabled external user at the end of the registration process.

If you forget your user ID, click the link on the login page to retrieve the ID securely: Forgot Your User ID? Click Here

AMPS sends an email message with the correct user ID to the address on file.

1.	In the Single Sign-on Authentication screen, click this link:		Forgot your User ID? Click,Here
	Forgot your User ID? Click Here	1	Use this option if you have registered with AMPS in the past but cannot remember
	AMPS opens the <b>Retrieve User ID</b> screen.	_/	your DLA assigned User ID.

2. Enter the email address stored in AMPS for your account.

The AMPS email address forms a part of your credentials. AMPS displays an error message if you enter an improperly formatted email address.

3. Click the **Continue** button.

AMPS opens the **Send User ID** screen (see Figure 39).

Account Management an	nd Provisioning System (AMPS)
Retrieve User ID	
Enter Email Send User ID 2 * Enter Email malika.fe Address:	demp.eteck@ema ×

Figure 37: Forgot Your User ID? Click Here

Figure 38: Retrieve User ID

4. Review the **Send User ID** message and close the browser.

If you have entered the correct email address, AMPS locates your account, finds the correct user ID, and sends the ID to the email address you entered (see Figure 40).



### Figure 39: Send User ID

5. Check your email inbox for an AMPS email message. The user ID is included in the message.

You can now reopen the login screen, enter the correct credentials, and log in to AMPS.

🖂   🛃	U 🔺 🕈 🕯	🛱 👫   🖛	AMPS User	ID - Message (HTML)	
File	Message	Developer	McAfee E-mail Scan	Adobe PDF	∞ 🕜
From: To:	AMPS@dla.m	nil np.eteck@email	mil		
Subject: Signed By:	AMPS User	ID			æ
4	1 * * * 1 * *	· · · · · 2			 · · · · · 7 🛆 🐻
5 Your	AMPS User	ID is: EME	0315		
					V

Figure 40: Sample ID Recovery Email Message

# How to Reset a Forgotten Password: External User Login Option

During the registration process, each external user sets up an AMPS password. AMPS adheres to a number of password policies and rules to ensure that each user defines a safe, secure password. The user is responsible for memorizing the password, but those who do not use the password feature often may forget this important credential.

If you forget your password, click this link to reset the password securely: <u>Forgot Your</u> <u>Password? Click Here</u>. AMPS sends an email message with a link that starts the **Reset Password** process.

You will need the answers to your AMPS Security Questions to proceed. You defined these question-and-answer selections during the registration process.

### 1. In the login screen, click this link: Forgot Your Password? Click Here

AMPS opens the **Forgot Password** screen (see Figure 42).

## Forgot your Password? Click Here

Use this option if you have registered with AMPS in the past but cannot remember your password.

### Figure 41: Forgot Your Password? Click Here

#### 2. Enter your AMPS user ID.

The AMPS User ID forms a part of your credentials. Be sure to enter the correct user ID. AMPS will not generate an error message should you enter an improper user ID.

3. Click the **Go** button.

AMPS opens the **Send Email** screen (see Figure 43).

	Account Management and Provisioning System (AMPS)
	Forgot Password
	Enter Username Send Email
2	Enter User ID: EME0315 Go 3

Figure 42: Forgot Password – Enter User ID

4. Review the **Send Email** message and close the browser.

If you have entered the correct User ID for your AMPS account, AMPS locates the account and sends an email message to the associated address (see Figure 44).



#### Figure 43: Forgot Password - Send Email

 Check your email Inbox for an AMPS email message. A link that starts the **Reset Password** process is included.

> The email Inbox you choose should be that associated with the email address defined for your AMPS account.

You can now follow these steps:

- Reopen the browser,
- Copy and paste the link into your browser's URL address field, and
- Start resetting your password.

	Wed 9/6/2017 2:36 PM AMPS_TEST_OIM@dla.mil Reset Your Password	
То		▲ ▼
Signed By	amps.user@dla.mil	۶ ^
to reset https://a token&a	requested to reset your password. Please click the link, or copy the the URL below into your browse your password. <u>mpst.use2.ad.dla.mil//SelfService/faces/adf.task-flow?adf.tfld=reset-password-</u> <u>df.tfDoc=/WEB-INF/reset-password-</u> will expire on 09/07/2017 02:36 PM EDT	r
		•

Figure 44: Sample ID Recovery Email Message

5

6. Enter the correct answer for each security question you set up during the registration process.

Note that answers to all three questions are required.

7. Click the **Next** button.

AMPS displays a **Reset Password** screen (see Figure 46).

8. Using the current AMPS password policies and rules listed, define a new password and type it into the **Enter New Password** field.

Refer to **Appendix C: Password Rules** in this User Guide for a complete list of AMPS password policies and rules.

Refer to the AMPS Snapshot called Password Policies and Security Questions for a thorough reference to defining security questions and answers, and resetting AMPS passwords that are compliant with AMPS policy. AMPS Snapshots are available on the AMPS Documentation screen.

- 9. Retype the same password in the **Confirm Password** field.
- 10. Click the **Reset Password** button.

AMPS displays a message confirming the password has been reset.

*If your new password is compliant with the rules, AMPS resets your password and stores it with your account.* 

Account Management and	d Provisioning	J System (AMPS)
Answer your Security Questions		
Enter you security questions below. Yo spaces and punctuation must be enter your security questions.		
* What is your favorite color?	Mauve	
* What is the city of your birth?	Richmond	
* What is the name of your pet?	Kitty	
Cancel Next		
Figure	45: Answer Se	curity Questions

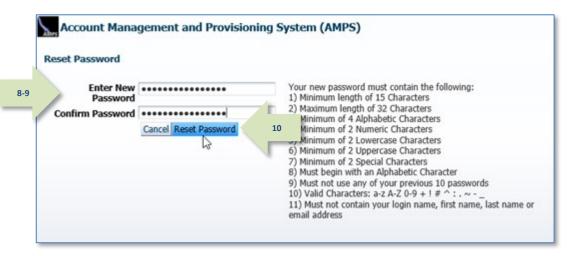


Figure 46: Define a New Password

6

 If you enter a password with one or more incorrect characters, AMPS displays an error message and identifies the invalid characters.

Type in a correctly configured password and click the **Reset Password** button again.

AMPS displays a confirmation message indicating the password has been reset (see Figure 48).

Reset Password		
	an invalid special character: \$	
1.5 100 100 100 100 100 100 100 100 100 10	************	Your new password must contain the following: 1) Minimum length of 15 Characters
Confirm Password	Cancel Reset Password	<ol> <li>2) Maximum length of 32 Characters nimum of 4 Alphabetic Characters</li> <li>nimum of 2 Numeric Characters</li> <li>nimum of 2 Lowercase Characters</li> <li>6) Minimum of 2 Uppercase Characters</li> <li>7) Minimum of 2 Special Characters</li> <li>8) Must begin with an Alphabetic Character</li> <li>9) Must not use any of your previous 10 passwords</li> <li>10) Valid Characters: a-z A-Z 0-9 + 1 # ^ : . ~</li> <li>11) Must not contain your login name, first name, last name or email address</li> </ol>

Figure 47: Password Reset - Error Message

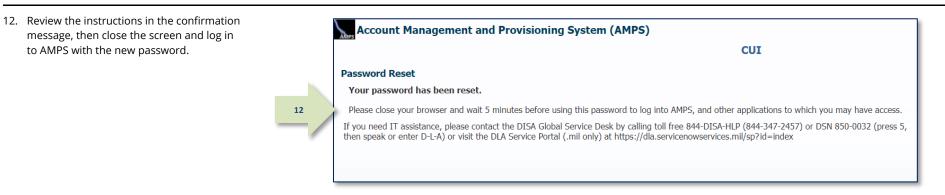


Figure 48: Password Reset Confirmation

13. For security purposes, AMPS sends you an email notification indicating that your password has been reset.

If you did not reset your password but receive a password-reset notification, notify the Service Desk immediately (see page 9).

	/our Password Has Been Reset		Keply All	$\rightarrow$ Forward	•••
	To Called a Collamit			Fri 1/28/2022	9:36 AN
	We removed extra line breaks from this message.				
Yo	our password has been reset. If you did not reset your password, pl	ease notify the DISA (	Global Service Des	k immediately.	

Figure 49: Password Reset Email Notification

# **AMPS Screen: Quick Tour**

- A. **User ID:** clicking your User ID opens a drop-down menu with links to many common AMPS tasks (see Figure 51).
- B. Tabbed screens provide parallel access to multiple task types.

For example, you can open your **My Information** screen, update attributes in your profile, and then start the role request process without having to close the **My Information** tab first.

- C. **Navigation buttons** provide the method for proceeding forward and backward through a series of task screens on a tab.
- D. **Close button** closes any tab without completing the task on that screen. You can also close multiple tabs.
- E. **Required fields** are fields that require you to enter information before you proceed and are marked with an asterisk  $(_{\star})$ .
- F. **"Train" screen navigation tool:** some tasks, such as **Role Request**, furnish a connected series of screen names; this series is informally called a "train." If you are familiar with the Web page "breadcrumb trail" as a navigation tool in Web sites, you will find that the AMPS "train" works in a similar way. As you proceed through the series of screens in a task process, AMPS turns each screen name in the train into a link you can click to reopen the corresponding screen. If you need to display a previously viewed screen, click any active screen name in the train to jump backward or forward.

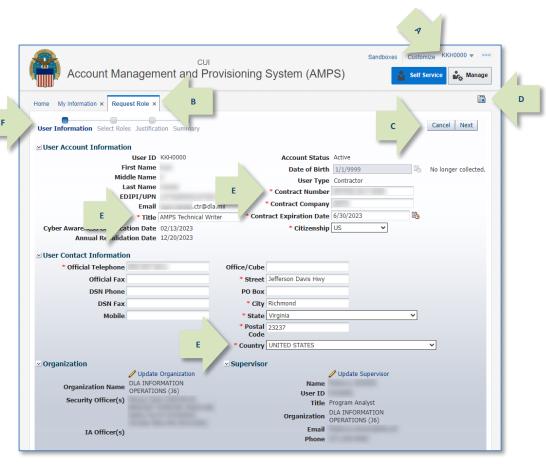
Using the train links as a screen navigation tool, you can skip multiple screens in the sequence.

For example, when you reach the **Summary** screen in **Role Request**, you can jump back to **User Information** without having to navigate backward through every screen in sequence.

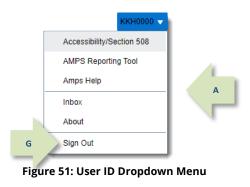
The "train" is a timesaving way to help you view and change any screen before you complete a process such as requesting a role.

G. **Sign Out** command: **Sign Out** provides a method for exiting AMPS. The User ID displayed shows the identity of the currently logged in user.

*Note:* AMPS displays a confirmation screen when you log out, you can close the browser or click the link to log back in.



### Figure 50: Sample Screen with Tabs



# **AMPS Inbox**

The change from **Pending Approvals** to the **Inbox** as a repository for storing pending tasks was introduced in AMPS version 16.2.0.

# Who Uses the Inbox Feature?

All users have access to an **Inbox** that contains any SAARs assigned to them for action.

If you use AMPS to view and open SAARs assigned to your account for action, you should read this guide and become familiar with these procedures. This guide is prepared mainly for the following user groups:

- All users who have been assigned a SAAR for a new user confirmation, a role expiration request, or a role extension request.
- All approvers who need to locate and open online SAAR approval forms that have been assigned to them for action.
- Provisioners who have the task of provisioning or deprovisioning roles and closing each Total AMPS ticket after role provisioning is completed.

Items not covered in this guide are actions that a system administrator can perform. For more information on these actions, please call the Service Desk (see page 9).

# Why Was Inbox Added to AMPS?

AMPS is built on the framework provided in a Commercial Off-the-Shelf (COTS) application called **Oracle Identity Manager** (OIM). Oracle provides a range of features, most of which AMPS employs in its own implementation. OIM does not contain many DLA-specific features, such as a built-in workflow for the approval process with decision screens that accommodate the business processes adopted by the Defense Logistics Agency (DLA) and the Defense Finance and Accounting Service (DFAS). To customize the OIM COTS application for AMPS, the DLA sponsors a sustainment team whose members add programming changes to OIM to meet the requirements provided by customers for reviewing and approving requests, among many other requirements. Other custom software supports key features, such as the role request processes. The sustainment team must integrate custom features and functions with the OIM framework, even though many OIM features are not used.

When OIM updates its framework, AMPS must adapt to changes in the software. The update, implemented on 31 October 2016, called Patch Set 2 (PS2), formed part of the 16.2.0 release. The PS2 update provided a set of changes in the AMPS user interface. These changes streamlined and expanded the features supporting the **My Tasks** list and the AMPS approval screens. One of the most comprehensive changes was the new **Inbox** feature.

# How Do I Learn to Use the Inbox?

The *AMPS User Guide* provides you with basic instructions in how to use the **Inbox** and **My Tasks** view features. This section of the *User Guide* gives you a quick start so that learning new features does not interfere with your AMPS work. You can also consult the *AMPS Inbox Guide*, which is available for download on the AMPS Help>Documentation Library screen.

You should be able to read through this section or the **AMPS Inbox Guide** to prepare yourself for navigating the AMPS user interface. The assistance provided in this section gives you an overview of basic knowledge and instructions. Detailed instructions for opening specific SAAR types are provided in the applicable procedural sections, such as "Role Request Approval Process," "Provisioning Process: Total AMPS," and "Role Expiration and Extension."

# What is the My Tasks View?

The **My Tasks** view is the table of SAAR tasks that are assigned to you. The **My Tasks** view is available to all users through the AMPS **Inbox**. This is the default view.

On this screen, AMPS lists the SAAR or SAARs that require action from you as a user or an approver. You also have the option to view completed SAARs by changing the **My Tasks State** search criterion from "Assigned" to "Completed." Refer to subsections in this area of the guide to understand where to find search criteria and how to change them.

While displaying the **My Tasks** view is the primary function of the Inbox, it can also display certain predefined views that you can use. You also have the capability to modify the default list of tasks to display the data you want to see in a view.

The next section explains the concept and use of Views.

## What is a View?

A "view" in the **Inbox** is the display of a list of SAARs in AMPS. The view is set up according to a predefined set of criteria that governs which data are displayed related to a SAAR.

For example, if you want to find a specific SAAR by number, look in the Title column of

the **My Tasks** list. The display of the **Title** column is part of the current view's defined display criteria. A view is a named set of these criteria. In AMPS 16.2.0 or later, you can find a specific view name in the **Views** menu to filter SAARs, or modify your **My Tasks** view to get better control over the display of SAARs.

Previous versions of AMPS included only one preset collection of data represented by the column headings in the **My Tasks** list. See the following sections for more information.

# AMPS Inbox: Quick Tour

The following list provides you with a quick map of features available through the **Inbox** feature. The subsections that follow explain these features in more detail.

- Inbox command: this command is always available from the User ID dropdown menu. Click the User ID, then click this command to display the Inbox and view your tasks (see Figure 51).
- 2. **Views panel:** this panel identifies the list of views available to the user.
- 3. **Task column headers:** these headers identify the type of data specified for each SAAR. Different views can have different column headers.
- 4. **Refresh button:** click this button to refresh the task list in the current view.

When you complete a task—such as an extension request or SAAR approval—and close the task screen, AMPS does not automatically refresh the inbox screen. Click the refresh button to see the latest task list.

- 5. **Current View:** the currently selected view is indicated by a vertical bar to the left of the view name. The My Tasks view is selected in the example.
- Search field: search criteria are entered here. To search for a specific SAAR or range of SAARs, enter a SAAR number or partial number in this field and click the search button (
- User category: by default, this item is set as Me & My Group. System administrators, such as Service Desk agents, can make selections to view SAARs assigned to other users.
- 8. **Status:** identifies the status of each SAAR in the current list. In the example, all SAARs listed are Assigned (Status) to the currently logged in user (Me & My Group).

Acco	unt Man	دیں agement and Provisioning Syst	em (AMPS)	Self Service	KKH0000 👻 🚥	
Home b Inbox ×		6	7 8	P		
/iews +	Actions 💌		Me & My Group 🖌 Assigned	▶ 🖻 🖹 ד		69
3	Status 🖻	Title		Number Creator	Assigned	Priority
ibox	Ê	SAAR #5759000 - Annual Account Revalidation for	(DLA INFORMATION OPERAT	1979980	May 30, 2023 5:32	3 🗸
My Tasks (20)	Ê	SAAR #5758055 - Annual Account Revalidation for	(DLA INFORMATION OPERA	1976513	May 30, 2023 1:22	3
iews	Ê	SAAR #5757011 - Expire or Extend Access for	(DLA INSTALLATION MAN/	1973275	May 30, 2023 1:22	3
lews	Ê	SAAR #5755528 - Annual Account Revalidation for	(DLA Disposition Service	1970292	May 30, 2023 1:33	3
Due Soon	Ê	SAAR #5751239 - Expire or Extend Access for	(DLA Distribution Oklahoma (	1961828	May 26, 2023 2:42	3
High Priority	Ê	SAAR #5744845 - Annual Account Revalidation for	(DLA Distribution San Joaquin	1942876	May 30, 2023 1:38	3
MANUAL_PROVISIONING_VIEW	Ê	SAAR #5739291 - Request User Access for	(DLA Distribution Susquehanna	1938125	May 30, 2023 12:3	3
Past Day	Ê	SAAR #5741024 - New User Request for	(DLA) 05/19/2023 18:51:34 GMT	1930930	May 26, 2023 3:07	3
Past Week	Ê	SAAR #5740604 - Annual Account Revalidation for	(DLA Aviation) 05/19/2	1929377	May 30, 2023 1:22	3
	Ê	SAAR #5738858 - New User Request for	(DLA) 05/18/2023 18:33:21 GMT	1924057	May 22, 2023 6:40	3
Past Month	Ê	SAAR #5734894 - Annual Account Revalidation for	(DLA Distribution Puget \$	1913960	May 30, 2023 12:4	3
Past Quarter	Ê	SAAR #5733871 - Annual Account Revalidation for	(Defense Logistics Agency Hea	1911606	May 17, 2023 5:00	3
New Tasks	Ê	SAAR #5731364 - Annual Account Revalidation for	(DLA) 05/16/2023 18:17:12	1905592	May 30, 2023 1:27	3
PENDING_APPROVALS_VIEW	Ê	SAAR #5729739 - Annual Account Revalidation for	(DLA Land and Maritime) (	1899881	May 30, 2023 12:3	3
SOD View	Ê	SAAR #5727073 - Annual Account Revalidation for	(DLA) 05/14/2023 17:13:1	1891027	May 18, 2023 12:2	3
hared Views	Ê	SAAR #5727002 - Annual Account Revalidation for	(DLA Distribution Okla	1890974	May 26, 2023 12:5	3
	Ê	SAAR #5726804 - Annual Account Revalidation for	(DLA Distribution San Jo;	1890674	May 31, 2023 12:5	3
Search Other User's Views	Ê	SAAR #5725854 - Annual Account Revalidation for	(DLA) 05/12/2023 18:51:	1888895	May 12, 2023 7:37	3
Q	Ê	SAAR #5722625 - New User Request for	(DLA) 05/11/2023 15:54:13 GMT	1879911	May 19, 2023 6:30	3
No Data to display	Ê	SAAR #5720393 - New User Request for	(DLA) 05/10/2023 18:47:25 GMT	1879485	May 12, 2023 12:1	3

Figure 52: Map of Inbox Functions on the AMPS Screen

# How to Work with Inbox Functions

**Inbox** functions are available through unlabeled icons and fields on the **Inbox** menu bar. These functions enable you to perform tasks to list specific SAARs and change the current **Inbox** task list. For example, if you want to search for a specific SAAR, you can enter the SAAR number in the **Search** field and click the **Search** icon. AMPS clears the full list of SAARs and displays a record for the matching SAARs in the **My Tasks** list. The **Inbox** functions provide various ways to filter the **Inbox** list temporarily in order to locate a specific SAAR or set of SAARs that require your action. You can also edit the default **My Tasks** list to display more data or different data in the list of SAARs.

To perform this task	Follow these steps	For this result	See these sample icons and fields
Identify the current view. <i>Example:</i> I want to know which view is currently defining what I see in the Inbox.	Locate the Views panel. Look for the vertical bar next to a view name.	Read the name of the view you have activated.	This sample field contains the view named "My Tasks." My Tasks (18) The numeral in parentheses indicates how many tasks are displayed in the current view.
Edit the Inbox display settings. Example: I want to add a column to the My Tasks view.	<ul> <li>Select the My Tasks view. AMPS automatically opens this view when you click the Inbox command to display tasks.</li> <li>Click the <i>Edit</i> icon.</li> </ul>	Open the Edit Inbox Settings dialog.	Views +
Search for a specific SAAR by number or other search criterion, using a free- text search. <i>Example:</i> I want to find a SAAR assigned to me that is labeled with the number 102162.	<ul> <li>Enter a search criterion in the Search field.</li> <li>Click the Search icon.</li> </ul>	Filter the <i>My Tasks</i> list to show only the SAAR or SAARs that match the search criterion. You can enter a partial SAAR number to display a range of SAARs, but the partial number must be the first one to five numbers of the SAARs you want to list, and the numbers must be in order.	Search
Change the Assignee designation. Example: I need to see all the SAARs assigned only to "Me."	<ul> <li>Click the drop-down box.</li> <li>Choose a different assignee.</li> </ul>	Filter the SAARs to list only those assigned to the designated user and/or group. Lists of SAARs assigned to multiple assignees are limited to administrators.	Me & My Group
Change the State search criterion. Example: I want to see all SAARs of a specific State, such as Assigned or Completed.	<ul> <li>Click the <i>State</i> drop-down box.</li> <li>Select a <i>State</i> assigned to the SAARs you want to review.</li> </ul>	Display all matching SAARs assigned to the currently logged in user, if the Assignee is either Me or Me & My Group. Lists of SAARs assigned to multiple assignees are limited to administrators.	Assigned
Display a bar graph showing SAAR counts. Example: I want a visual comparison of assigned SAARs in all available Status types.	Click the bar graph icon.	Display a bar graph for a pictorial comparison of SAAR counts in different statuses. You can edit the displayed data by status.	
Refresh the list of tasks after completing a task. Example: I have just completed a SAAR action and want to refresh the current list of SAARs so that it reflects the result.	> Click the <i>Refresh</i> icon.	Fetch and display an updated list of SAARs, assigned to the current user from the database.	

# **Views Panel**

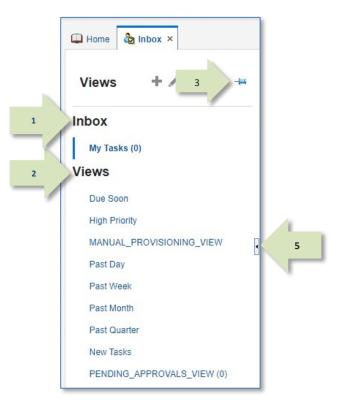
- 1. **Inbox:** this heading identifies the out-of-the box default view.
- 2. Views: this heading identifies the list of alternate views available in this panel.
- 3. **Pin icon:** clicking this icon closes the Views panel to allow more space in the main task area. After you close the panel, a small window appears on the far left of the column header row, which displays the name of the current view; clicking the window opens a dropdown menu of the views. Another pin icon appears in the dropdown menu; clicking that pin reopens the Views panel.
- 4. **Refresh button** (not shown): click this button to refresh the list of views after creating a new view. Creating new views is limited to system administrators.

If you want to request a different view after trying the available views, please contact the Service Desk (see page 9).

5. **Collapse Pane:** clicking this icon collapses the Views Panel to the left. The Restore Pane icon appears next to the left of the header column row when you collapse the Views Panel.

In the **Views** list, AMPS includes a set of predefined, nonmodifiable views. These views enable you to display a subset of SAARs according to either priority, date, or role:

- a. **My Tasks:** The default list contains all tasks that match the current **Status** criterion. The numeral in parentheses indicates the current number of tasks in the list.
- b. **Due Soon:** SAARs assigned and due for approval within the next two days.
- c. High Priority: Tasks assigned a priority of 1 or 2 by the user.
- d. **MANUAL\_PROVISIONING\_VIEW:** Total AMPS provisioning tasks assigned to the current user.
- e. **Past Day:** SAARs updated within the past day.
- f. **Past Week:** SAARs updated within the previous seven days.
- g. Past Month: SAARs updated within the previous 30 days.
- h. **Past Quarter:** SAARS updated within the previous 90 days.
- i. **New Tasks:** SAARs assigned that were created within one day of the current date.
- j. **PENDING\_APPROVALS\_VIEW:** SAARs assigned to the current user. This view shows more extensive data than the **My Tasks** view. After you select and open a view, AMPS displays the number of tasks included in that view. In the example shown, both the My Tasks view and the Pending Approvals view have been opened; the My Tasks view and the Pending Approvals view indicate zero tasks for both.



### Note:

The views listed in the Views panel are subject to change without notice.

If you have questions about a view or need help with a custom view, contact the Service Desk (see page 9).

### **Contrasting Views**

Views differ in the types of data they display, as well as in the various time period filters they apply to the SAARs displayed. The My Tasks view is the default, but you can switch to the Pending Approvals view whenever you need to see more data about SAARs in your task list.

### My Tasks View

The **My Tasks** view displays the following data:

**Title:** SAAR number, the request type, the user's name, ID, and organization, and the date and time the SAAR was created.

**Number:** Transaction number generated by OIM. (Not used by AMPS.)

**Creator:** Name of the user who created the transaction. (Not used by AMPS.)

**Assigned:** Date and time the SAAR was assigned to the logged-in user.

**Priority:** Default priority setting of **3**. This list displays the most recent SAAR first in the list.

### Pending Approvals View

The **Pending Approvals** view displays the following data for each SAAR:

**Title:** SAAR number, the request type, the user's name, ID, and organization, and the date and time the SAAR was created.

**Assignees:** The name of the approver to whom the SAAR is assigned.

**Assigned:** Date the SAAR was assigned to the approver.

**Created:** Date the SAAR was created.

**Expires:** Date the SAAR expires due to inaction by an approver.

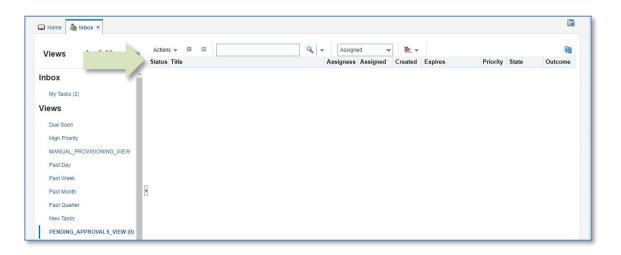
**Priority:** Default priority setting of **3**.

State: Current state of the SAAR.

**Outcome:** Most recent state of the SAAR.

This list displays the most recent SAAR last in the list.

Views	Actions 🔻				₽ ,	Me & My Group	<ul> <li>Assigned</li> </ul>		-	<b>E</b> •	(
	Status 🗈	Title						Number	Creator	Assigned	Priority
box	Ê	SAAR #57	70181 - New User R	equest for		(DLA) 06/05/20	23 00:01:37 G	2011521		Jun 5, 2023 4:24 PM	1 3 🗸
My Tasks (2)	<u>i</u>	SAAR #57	69441 - Annual Acco	ount Revalidation fo	r		(DLA Dispo:	2010252		Jun 5, 2023 4:23 PM	1 3
iews											
Due Soon											
High Priority											
MANUAL_PROVISIONING_VIEW											
Past Day											
Past Week	2.										
Past Month	•										
Past Quarter											



## How to Work with Standard Views

The list of views presented in the **Views** section of the Inbox is a list of standard views installed with OIM and are not modifiable by a user.

However, if you want a quick view of a task lists organized and filtered through preset criteria, you can choose these standard views. Refer to the table under **Standard Views: Summary of Users and Criteria** for directions on which view to select.

Each of these views displays data in the following columns:

Column	Description
Title	SAAR number, request type, name of request user, ID of user, user's Organization, SAAR creation date and time. <b>Serves as a link to opening the SAAR</b> .
Assignees	Name of the approver responsible for a current action on the SAAR.
Assigned	Date the SAAR was given to the Assignee.
Created	Date the SAAR was created originally.
Expires	Date the SAAR expires due to inaction from the current Assignee.
Priority	Level of urgency. The default Priority assignment is <b>3</b> .
State	Condition of the task. The State is assigned by the system based on approver actions.
Outcome	The final <b>State</b> assigned to the task.

### Standard Views: Summary of Uses and Criteria

Click this view name	If you want to see	Assignee	Criteria	Sort Criteria
Due soon	A list of SAARs due for approval within the next two days.	Me & My Group	SAAR expires in next two days. State: Assigned	Sort: <b>Expires</b> date in ascending order.
High Priority	A list of SAARs that you have assigned a priority of 1 or 2.	Me & My Group	Priority "Highest" (1) Priority "High" (2)	Sort: <b>Expires</b> date in ascending order.
Past Day	SAARs assigned to you and updated in the past day.	Me & My Group	Updated Date in the last <b>1</b> day.	Sort: Created date in ascending order.
Past Week	SAARs assigned to you and updated in the past 7 days.	Me & My Group	Updated Date in the last <b>7</b> days.	Sort: Created date in ascending order.
Past Month	SAARs assigned to you and updated in the past 30 days.	Me & My Group	Updated Date in the last <b>30</b> days.	Sort: Created date in ascending order.
Past Quarter	SAARs assigned to you and updated in the past three months.	Me & My Group	Updated in the last <b>90</b> days.	Sort: Created date in ascending order.
Manual Provisioning	Provisioning tasks assigned to the currently logged-in user, if the user is a provisioner.	Me & My Group	Task Type: AMPS Ticket State: Assigned	Sort: Created date in ascending order.
My Staff Tasks	SAARs assigned to approvers who are the Direct Reports of one or more users who report to the logged-in user.	(direct reports)	Open SAARs State: Assigned	
New Tasks	All SAARs assigned to you and created during the previous one- day period.	Me & My Group	Last <b>n</b> days – 1 State: Assigned	Sort: Created date in ascending order.
Pending Approvals	All SAARs assigned to you.	Me & My Group	State: Assigned	Sort: Created date in ascending order.

### Sample View: High Priority

AMPS has a Priority criterion that is automatically assigned to every SAAR created. The default value is **3**, which is a medium priority. You can assign a 2 or 1 as high priority settings to the SAARs assigned to you and then view the resulting list using the **High Priority** view. Follow the steps in this procedure to change the priority of a SAAR and then view the High Priority SAARs in a separately chosen view.

### Set a Goal, Set the Criteria, and Display the Results

1. Set a goal: I need to assign Priority numbers to the SAARs in the My Tasks list and view the high priority items only.

The default view shows all SAARs assigned to the current user have the default setting of **3**. This user wants to change the priority numbers to the following settings:

- Highest priority for SAARs assigned for user DCS9808.
- High priority for SAARs assigned for user DDT0020.
- Low priority to a SAAR assigned for user DBD0014.
- Lowest priority to a SAAR assigned for user DBD0014.

### 2. Click the **Priority** drop-down arrow (see Figure 53).

AMPS displays the menu of **Priority** numbers 1 through 5 in the drop-down box.

3. Use the mouse cursor to click a **Priority** number on the list.

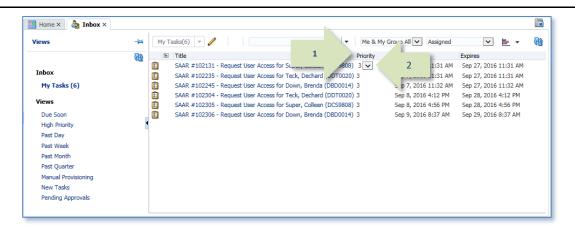
AMPS displays a drop-down list of numerals from 1 to 5, each representing a priority level.

The numerals 1 and 2 represent the "highest" and "high" priorities respectively, and the numeral 5 represents the lowest priority.

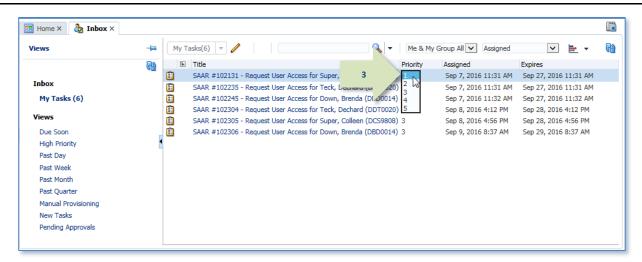
In this example, the user has identified her top priorities as the SAARs that await approval for a supervisor who reports to her.



If your active view is a group view that displays tasks assigned to a group of approvers, changing an approval task's priority will assign that task to you and keep other approvers from taking action on the task. Use with caution.







#### Figure 54: My Tasks - Priority Drop-down List

4. Repeat Step 3 as needed to change the **Priority** number for other SAARs.

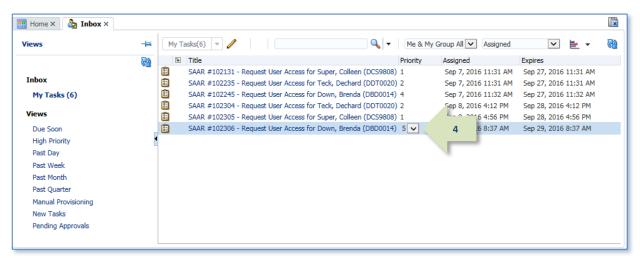


Figure 55: My Tasks - Priority List Changes Completed.

5. Click the High Priority View link.

*The* **High Priority** *view is listed in the standard* **Views** *menu.* 

AMPS filters the current **My Tasks** list and applies the priority criteria established in the **High Priority** view.

AMPS also expands the number of columns to match those columns defined for this view.

See the resulting list in Figure 57.

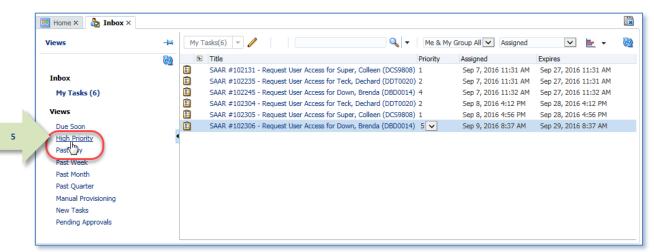


Figure 56: Select the High Priority View

#### 6. Review the list of *High Priority* SAARs.

The resulting list displayed from selecting a different view also displays the columnar data defined for the selected view.

### Note:

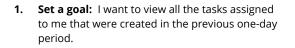
To return to the default view, click My Tasks under the Inbox heading on the left.

liews	-1=	High Priority(4)			0	🖌 🔻 🛛 Assign	ed 🕚	/ 🛓 🔻					_
	69	Title				Assignees	Assigned	Created	Expires	Priority	State	Outcome	
		💼 SAAR #102131 -	Request User Acc	ess for Super, Collee	en (DCS9808)	Marjorie Super	Sep 7, 201	Sep 7, 201	Sep 27, 2016	1 🗸	Assigned	Assigned	
Inbox 6	N N	SAAR #102235 -	Request User Acc	ess for Teck, Decha	rd (DDT0020)	Marjorie Super	Sep 7, 201	Sep 7, 201	Sep 27, 2016	2	Assigned	Assigned	
My Tasks (6)		SAAR #102304 -	Request User Acc	ess for Teck, Decha	rd (DDT0020)	Marjorie Super	Sep 8, 201	Sep 8, 201	Sep 28, 2016	2	Assigned	Assigned	
Views		SAAR #102305 -	Request User Acce	ess for Super, Collee	en (DCS9808)	Marjorie Super	Sep 8, 201	Sep 8, 201	Sep 28, 2016	1	Assigned	Assigned	
													_
Due Soon	_												
High Priority (4)	•												
Past Day (0)													
Past Week (6)													
Past Month													
Past Quarter													
Manual Provisioning													
New Tasks (0)													
Pending Approvals (6)													

#### Figure 57: High Priority View

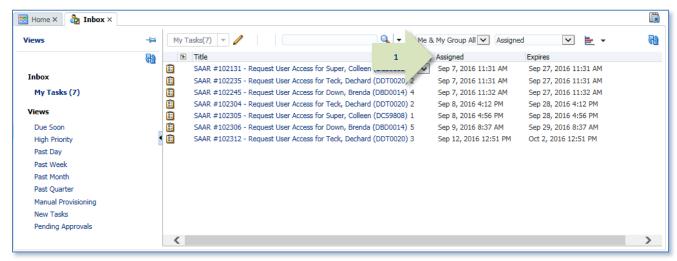
### Sample New Tasks View: Set a Goal and Display the Results

The New Tasks view displays all SAARs assigned to the current user and created within the previous day.



**My Tasks**, the default view, shows all the SAARs assigned to the current user.

In contrast, the **New Tasks** view shows the user only the most recently created SAARs assigned to the current user.



#### Figure 58: Inbox - My Tasks List - All SAARs Assigned to the Current User

#### 2. Click **New Tasks** in the **Views** menu.

This action applies a filter to the **New Tasks** list, in which SAARs created before the previous one-day period will not be displayed (see Figure 60).

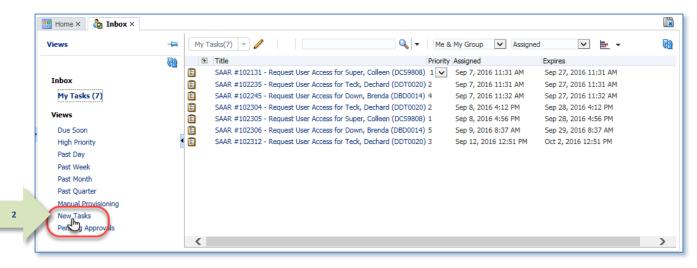


Figure 59: Inbox - Views Menu - New Tasks

3. Review the list of SAARs created during the previous one-day period.

The **New Tasks** list displays tasks created during the previous one-day period.

In this example, the **New Tasks** view was applied on September 12, 2016, and captured one task created that day. All other tasks exceed the defined time period of one day.

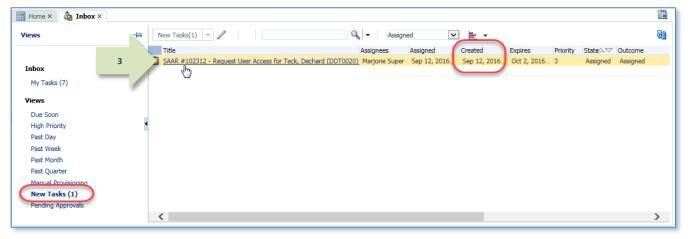


Figure 60: Inbox - New Tasks List

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## How to Edit the Inbox My Tasks View

The **My Tasks** view is the default view for the **Inbox**. The **Inbox** settings for this view display columns for Title, Number, Creator, Assigned, and Priority fields. However, you can edit this view with modifications to suit your preferences for a general view that fits your needs.

### Process for Customizing the Inbox My Tasks View

Start customizing the **Inbox**'s default **My Tasks** view by following these steps:

## Set a Goal and Customize the Inbox

1. Set a goal for the view you want to create:

For example: I want the default My Tasks view to show me the following information:

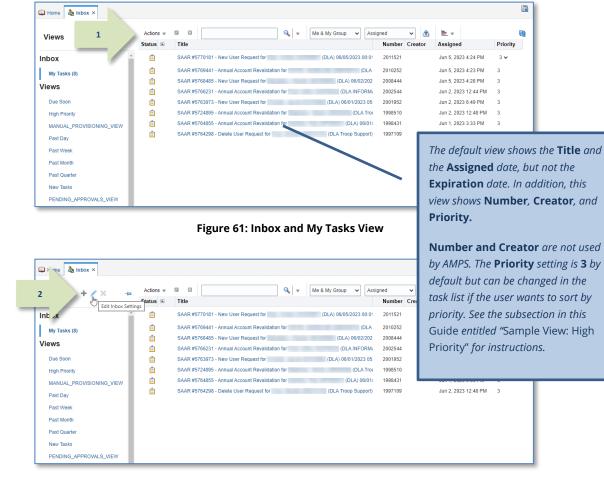
- All SAARs currently assigned to me.
- The **Title** data for each SAAR.
- The date each SAAR was assigned to me.
- The date each SAAR expires. .
- Sort the tasks so that the tasks that expire first are displayed at the top of the list.

The default view shows all SAARs assigned to the current user and her group. "Group" means anyone holding the same role as the user.

In the **Inbox** menu bar, click the **Edit** icon (🖉 ). 2.

AMPS displays the Edit Inbox Settings dialog (see Figure 63).

- **Determine what your goal is:** in this example, the Supervisor knows that the 1. default Assignee is herself. She wants to know ONLY the information in the SAAR Title, the SAAR Assignment date, and the SAAR expiration date.
- 2. Next, launch AMPS.
- 3. Display the Inbox. The default view is the My Tasks view.



#### Figure 62: Inbox Menu Bar - Edit Inbox Settings Icon

3. The **Edit Inbox Settings** dialog contains several options for changing the display of the currently selected view.

For this example, you will use the following options:

- a. Show Columns
- b. Sort options
- c. Sort Order
- 4. You can change the number of SAARs displayed at one time by increasing or decreasing the **Number of tasks per fetch**.

A "fetch" represents the act of pulling a set number of SAARs from the database. In this case. The higher the number of SAARs, the longer AMPS must take to display the records. You can reduce the number of records by reducing the **Number of tasks per fetch**.

Otherwise, with the default setting of **20**, AMPS displays 20 tasks. As you scroll down the list, AMPS fetches another 20 until all tasks that match the view criteria are displayed.

Edit Inbox	Settings		×
3a * Show Co	lumns vailable Columns	Selected Columns	
	Application Context Assignees Category Custom Date 1 Custom Date 2 Custom Number 1 Custom Number 2	<ul> <li>Title</li> <li>Number</li> <li>Creator</li> <li>Assigned</li> <li>Priority</li> </ul>	
3b	Custom String 1 Custom String 2 Due Date Tdantifiar Title will always appear as first colur Sort by Created Then by Number Then by Number Then by Title Then by Priority Sort Order Descending	mn irrespective of its position chosen abo	AMPS determines the left-to- right column order in the task display by the way the columns are listed from top to bottom in the <b>Selected Columns</b> list. In this sample, the <b>Title</b> column will be the left-most column, followed to the right by the other columns in the list.
Hide T Displ	of tasks per fetch 20 🔽 ask Details Panel 🗌 ay task details in 💿 External Window 🔵 guage settings of 🔵 Browser 💽 Identity Default View Inbox 💟	Provider	OK Cancel

Figure 63: Edit Inbox Settings

- 5. Starting at the **Selected Columns** text list, select the column you want to remove by clicking the column name.
- 6. Click the remove icon ( ) to move the column name to the **Available Columns** list.

Repeat Steps 5 and 6 to remove one column at a time.

*These actions remove the selected column from the view.* 

Edit Inbox Settings	×
* Show Columns Available Columns Selected Columns	
Application Context Title	
Assignees 5 Number	
Category Creator Custom Date 1 Assigned	<b>Z</b>
Custom Date 1 Priority	
Custom Number 1	
Custom Number 2 6	<b>▼</b>
Custom String 1	
Custom String 2 Remove selected item	s from list
Due Date	
Tidentifier Title will always appear as first column irrespective of its position chosen ab	01/0
The will always appear as tirst column thespective of its position chosen ap	ove
Sort by Created 🔽 🔽	
Then by Number 🗸 🗸	
Then by Title 🗸 🗸	
Then by Priority	
Sort Order Descending	
Number of tasks per fetch 20	
Hide Task Details Panel	
Display task details in . External Window Same Window	
Use language settings of $\bigcirc$ Browser $\textcircled{lacet}$ Identity Provider	
Default View Inbox	
	OK Cancel

Figure 64: Select and Remove Columns

- To add a column, select a column name from the Available Columns text list by clicking the column name.
- 8. Click the add icon ( **≥** ) to move the column name to the **Selected Columns** list.

*This action adds the selected column to the view.* 

*In this example, the user has selected the third of the three columns to be displayed.* 

Edit Inbox Settings		×	
* Show Columns Available Columns Composite Distinguished Name Composite Version 8 Start Date Acquired By Approvers Created End Date Expires From User Display Name From User	3	A A A	
Title will always appear as first column irres		ove	
Sort by Created		You can c	lick a double angle
Then by Number	▼ ▼ △	bracket to	o move all columns
Then by Title	✓ ▼△	from one	e list to the other.
Then by Priority			
Sort Order Descending			
Number of tasks per fetch 20			
Hide Task Details Panel			
Display task details in 💿 External Window 🔵 Same W	indow		
Use language settings of $\bigcirc$ Browser $\textcircled{O}$ Identity Provider			
Default View Inbox			
		OK Cancel	

Figure 65: Edit Inbox Settings - Select and Add New Columns

### 9. Change the **Sort** selections.

*In this example, you want to sort by the expiration date only.* 

You can create a hierarchical sort order by selecting additional sort criteria in the **Sort** section.

### 10. Change the **Sort Order**: click the **Sort Order** dropdown box and click **Ascending**.

In this example, you want to see the tasks that expire first at the top of the task list. Sorting the **Expires** date column in **Ascending** order provides the result you want.

Edit Inbox Settings					×
* Show Columns Available	Columns			Selected Columns	
Application	Context			Title	
Assignees			$\gg$	Assigned	
Category			4	Expires	
Creator Custom Da			$\gg$		
Custom Da Custom Da					
Custom Nu			8		$\overline{\nabla}$
Custom Nu			÷		$\overline{\mathbf{A}}$
Custom Str					
Custom Str	-	$\sim$			
Due Date	-				
Title will alwa	ays appear as first colu	umn i	rrespect	tive of its position chosen a	above
9 Sort by	Expires			▼ ▼△	
Then by	None			V VA	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Hone				
Then by	None			▼ ▼△	
Then by	None			V	
			_		
10 Sort Order	Ascending				
	Descending V			)	
Number of tasks per fetch	20				
Hide Task Details Panel					
Display task details in (	External Window	) Sam	ne Wind	ow	
Use language settings of (					
		_			
Default View	Inbox	-			
					OK Cancel

Figure 66: Edit Inbox Settings - Change Sort Criteria and Sort Order

11. After you have selected all the display criteria needed to help you develop the default view you want, click the **OK** button.

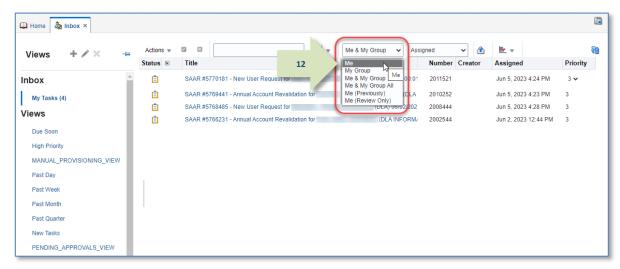
AMPS closes the **Edit Inbox Settings** dialog and returns to the **My Tasks** list on the **Inbox** screen.

Edit Inbox Setting	5						×	
* Show Columns Av	vailable (	olumns			Selected Columns			
Α α α α α α α α α α α	pplication ssignees ategory reator ustom Da ustom Da ustom Nu ustom Str ustom Str	te 1 te 2 mber 1 mber 2 ing 1 ing 2	<b>^</b>	> >> & &	Title Assigned Expires		N 4 P N	
Title	e will alwa	ys appear as first co	olumn ir	respect	tive of its position chose			
	Sort by	Expires			▼ ▼△			view, you must select
т	Then by	None			▼ ▼ △	on	le or more	columns.
т	Then by	None			▼ ▼△	Ift	the <i>Selecte</i>	ed Columns list does
т	Then by	None			✓ △ ▲	no	t have at	east one column
		Ascending 🗸		-			,	5 displays an error ck the <i>OK</i> button.
Number of tasks pe	er fetch	20 🗸						
Hide Task Detail	ls Panel [							
Display task de	etails in 🌘	External Window	🔵 Sam	e Wind	ow			
Use language set	tings of (	Browser 🖲 Ident	ity Prov	ider				
Defau	ult View	inbox	~					
					11		Carcel	

Figure 67: Edit Inbox Settings - Complete the View Changes

12. On the **Inbox** screen, click the **Assignee** dropdown list and click **Me** from the selections.

To ensure that the tasks listed in this view are assigned only to you, select **Me**.



### Figure 68: My Tasks List - Change the Assignee

Home Inbox × Q -Me Assigned × 🔒 E -6 Actions -Views Status Title Assigne Expires Ê SAAR #5770181 - New User Request for (DLA) 06/05/2023 00:01:37 GMT Jun 5, 2023 4:24 PM Jun 30, 2023 12:05 Inbox Ê SAAR #5769441 - Annual Account Revalidation for (DLA Disposition Service: Jun 5, 2023 4:23 PM Jun 23, 2023 12:22... 13 My Tasks (4) Ê (DLA) 06/02/2023 17:37:22 GMT Jun 5, 2023 4:28 PM Jun 27, 2023 5:45 ... SAAR #5768485 - New User Request for Views Ê SAAR #5766231 - Annual Account Revalidation for (DLA INFORMATION OPERATION Jun 2, 2023 12:44 ... Jun 21, 2023 8:22 . Due Soon High Priority MANUAL\_PROVISIONING\_VIEW Past Day Past Week Past Month Past Quarter New Tasks PENDING\_APPROVALS\_VIEW

#### Figure 69: New View for the My Tasks List

13. AMPS has changed the columnar data and the sort order to match the criteria you have set.

# My Profile: AMPS Information

The clickable tile labeled My Information enables you to view and manage information about yourself, your roles, and your accounts.

What you can do:	If you need to	Navigate this path to this specific screen
	Identify the roles assigned to you through AMPS, or, as a Supervisor, check the current roles assigned to a direct report. (See below for Direct Reports.)	Self Service (Home page) > My Information > Application & Roles tab > <b>Current Roles</b>
	Check the status of a pending role request.	Self Service (Home page) > My Information > Application & Roles tab > <b>Pending Requests</b>
	Review or modify basic information or contact data.	Self Service (Home page) > My Information > User Information > User Information
		Self Service (Home page) > My Information > User Information > Contact Information
	Manage your password or challenge questions (external users only).	Self Service (Home page) > My Information > User Information > Change Password
		Self Service (Home page) > My Information > User Information > Set Security Questions
	Update your Organization (internal users only).	Self Service (Home page) > My Information > User Information > <b>Organization</b>
	Change your Supervisor.	Self Service (Home page) > My Information > User Information > <b>Supervisor</b>
	View your Direct Reports (Supervisors only).	Self Service (Home page) > My Information > <b>Direct Reports</b>

**Where to start:** Launch AMPS to start these procedures on the AMPS Home page.

# How to View and Manage Your AMPS Information

What you can do:	The section labeled <b>User Information</b> on the <b>My Information</b> screen contains identifying personal, location, and job-related data.
	Some of the data is displayed during the role request process and may affect the types of roles you can request. For example, if the <b>User Type</b> is <b>Civilian</b> , <b>Military</b> , or <b>Contractor</b> , AMPS displays only roles that provide access to systems those three user types require during the role request process. Similarly, if the <b>User Type</b> is <b>Vendor</b> or <b>Public</b> , AMPS displays roles available to these two types of users only during a role request (vendors have access to vendor and public roles).
	Much of this information is maintained in an Active Directory account for internal users who have such accounts, and it is updated in AMPS periodically. However, you can update data that appears in modifiable fields on the <b>My Information</b> screen, as needed.
-	The user's Date of Birth (DOB) and Social Security Number (SSN) are no longer required entries for a role request. <b>AMPS no longer collects this information.</b>
	Neither of these values are stored with a user's profile in the system. AMPS does not provide the means to enter and store these values anywhere. Where these fields are present, they will be "grayed out" and display non-editable faux data.
Where to start:	Start by clicking the My Information tile on the Self Service Home page. The screen displays the User Information screen by default.

### View the User Information Screen through My Information

1. Log in to AMPS.

AMPS displays the **Self Service Home** page. Your ID is displayed in the banner to indicate you are the logged-in user.

2. On the **Self Service Home** page, click the **My Information** tile.

> AMPS displays the **My** Information screen.

Account Management ar	CUI d Provisioning System (AMPS)	age
DLA Service Portal (.mil only): http	DISA HLP (844-347-2457) **Press 5, then speak or enter D-L-A ://dia.servicenowservices.mil/sp?id=index. You can also submit an email to DISA GSD isa.global.servicedesk.mbx.dia-ticket-request@mail.mil.	

Figure 70: AMPS Self Service Home Page - My Information Tile

### Internal User: User Information

3. Enter changes or new entries in the modifiable data fields.

3a. Fields marked with an asterisk (\*) are required entries.

3b. Any of the bordered fields in **User** Information and Contact Information are modifiable. These vary depending on your account type. To modify data in non-modifiable fields, contact the Service Desk (see page 9).

3c. Optional: Click the **Update** Organization command above the Organization Name field to update your Organization (internal users only). The IA Officers and Security Officers listed correspond to the selected Organization. These persons are approvers in the AMPS role request process.

3d. Optional: Click the **Update Supervisor** command above the **Name** field to update your AMPS Supervisor name and information.

The **Direct Reports** tab (not pictured) is for AMPS Supervisors who have staff members reporting directly to them. An AMPS Supervisor handles all approval requests and other changes to AMPS records for staff members listed under **Direct Reports**.

#### 4. Click **Save** to save your changes.

AMPS displays a confirmation message indicating your changes are saved (not shown). Click the **OK** button in the message box to close the message

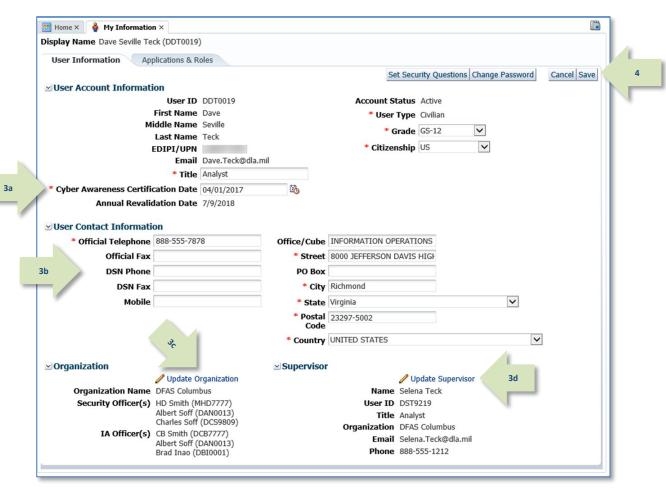


Figure 71 : Internal User's User Information Screen

### How to Update User Information: Internal Users

Enter changes or new entries in the modifiable data fields. Fields marked with an asterisk (\*) are required entries.

 Modify the following fields in the User Account Information section, as needed:

**1a. Title:** Enter your job title. This data item appears as part of the identifying information to your Supervisor in the **Direct Reports** screen, as well as to all approvers in the role request approval workflow. An approver handling your role request may require this data.

**1b. Cyber Awareness Training Date**: your last certification date.

**DFAS users (& External users):** If this field does not display the correct date, update it. AMPS saves the date in its database.

**DLA users:** This date field is readonly.

**1c. User Type**: The values available for external users are **Civilian**, **Military**, and **Contractor**.

**DLA users:** This field is read-only.

(**External users**: If this field does not display the correct user type, update it.)

**1d. Citizenship:** Select your citizenship type from the drop-down list.

2. Click **Save** to save your changes.

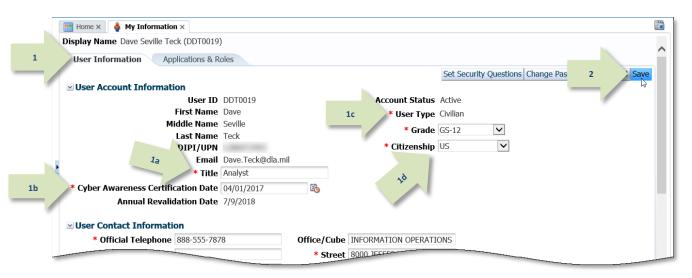


Figure 72 : User Information Section—Internal Users

**User Type:** Available values for internal users are Civilian, Military, and Contractor. User Type information appears as part of your identifying information in the role request approval workflow. The following list describes the additional User Type fields available under each of these user types:

- **Civilian** User Type fields: **Grade** (required) select your grade from the drop-down list AMPS displays for this user type.
- Military: Branch (required) and Rank (required) select a branch and rank from the drop-down lists AMPS displays for this user type.
- **Contractor: Contract Number** (required), **Contract Company** (required), **Contract Expiration Date** (required) enter this data in the text fields AMPS displays for this user type.

### Note:

If you need to change a field that is not modifiable, please contact the DISA Global Service Desk.

### How to Update Contact Information: Internal Users

1

- 1. Enter changes or new entries in the modifiable data fields.
- 2. Modify the fields, as needed:

Note:

valid entries.

- Most fields are modifiable text fields.
- The **State** and **Country** fields are modifiable drop-down lists of predefined entries.

All fields marked with an asterisk (\*) require entries. AMPS displays an

error if you attempt to leave the User Information screen without ensuring that all required fields have

#### Cyber Awareness Certification Date Annual Revalidation Date 7/9/2018 User Contact Information \* Official Telephone 888-555-7878 Office/Cube INFORMATION OPERATIONS Official Fax \* Street 8000 JEFFERSON DAVIS HIGH DSN Phone PO Box \* City Richmond DSN Fax Mobile \* State Virginia $\boldsymbol{\checkmark}$ \* Postal 23297-5002 Code $\sim$ \* Country UNITED STATES Organization Supervisor Indate Organization



- Field Descriptions:
- **Official Telephone:** (*Required*) Displayed on role request approval screen and stored for information purposes.
- Official Fax: Stored for information purposes.
- **DSN Phone:** Stored for information purposes.
- **DSN Fax:** Stored for information purposes.
- Mobile: Stored for information purposes.
- Office/Cube: Stored for information purposes.

- Street: (Required) Stored for information purposes.
- PO Box: Stored for information purposes.
- **City:** (*Required*) Stored for information purposes.
- **State:** (*Required*) Stored for information purposes.
- Zip: (Required) Stored for information purposes.
- **Country:** (*Required*) Stored for information purposes.

#### 3. Click **Save** to save your changes.

(See step 2 of Figure 72 to see the location of the **Save** button. It is located at the top right area of the screen beside the **Cancel** button.)

### How to Update the Organization: Internal Users Only

An Organization name is a required field on the *My Information* screen and on the *User Information* screen in the *Role Request* sequence.

An **Organization** is assigned to an internal user during account setup. If the Organization information requires a change, the following procedure enables you to make the change on

 Click the Update Organization command above the Organization Name field. the **My Information** screen, and the new Organization assignment then appears on the **User Information** screen in the **Role Request** sequence.

Please note that if you are an external user, you cannot change your organization.



### Figure 74: Organization Information

2. Enter part or all of an organization name in the *Organization Name* field.

### 3. Click Search.

AMPS displays search results in the **Organization** table.

- 4. In the *Organization* results list, click a new organization name to select it.
- 5. Click **OK**.

AMPS closes the Find an Organization dialog and enters the new selection in the Organization Name field (see Figure 76).

### 6. Click **Save** (not shown).

See step 2 of Figure 72 to see the location of the **Save** button on the **My Information** tab.

		* Title   Security Officer	
	* C1	Find an Organization	$\mathbf{X}$
		Select your organization below.	
2		Organization Name DFAS	
-	JS	Search 3	
	1	Organization	
		DFAS Alexandria (Mark Center)	
		DFAS Cleveland	
		DFAS Columbus	
		DFAS Europe	
4		DFAS Indianapolis	
_		DFAS Japan	
	-	DFAS Limestone	
		DFAS Rome	
		DFAS Texarkana	
	v Or		
		5 OK Cance	
	<	S CALCE	

### Figure 75: Search and Select Organization Name Dialog



#### Figure 76: Organization Name Change Result

### How to Update the Supervisor: Internal Users Only

Supervisor Name is a required field on the My Information screen and on the User Information screen in the Role Request sequence. An AMPS Supervisor is assigned to an internal user during account setup. In addition, the information for each user assigned to an AMPS Supervisor is displayed in that AMPS Supervisor's **Direct Reports** tab.

If your AMPS Supervisor or Supervisor's status changes, the following procedure enables you to enter a corrected Supervisor name on the **My Information** screen, and the new Supervisor assignment then appears on the **User Information** screen in the **Role Request** sequence.

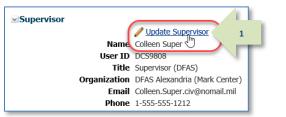
Note that the Supervisor selected must maintain an active account. The screens in the following list prompt the user to select a new supervisor if the current one is disabled or deleted:

1. Click the **Update Supervisor** command above the Supervisor Name field.

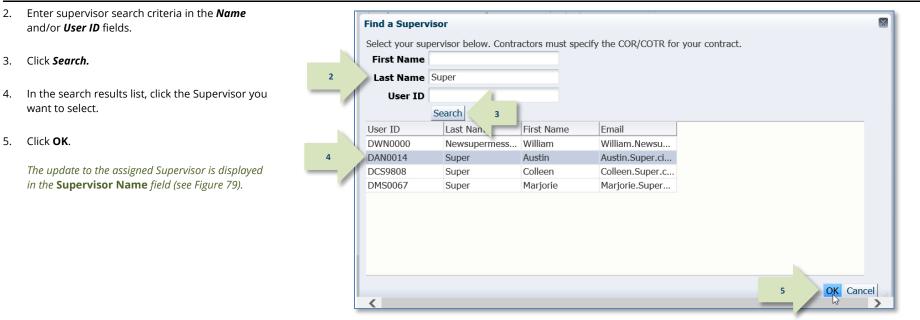
- **Role Request**
- My Information
- User Approval

Note, also, that if you must change your Supervisor's name after submitting role requests, and the role requests are still not approved by the former Supervisor, AMPS performs the following tasks:

- Notifies the new Supervisor of the SAAR or SAARs that require action. This notification occurs automatically.
- Replaces the former Supervisor's information with the new Supervisor's name on the SAAR itself.



#### **Figure 77: Supervisor Information**



#### Figure 78: Search and Select Supervisor Name Dialog

3.

4.

5.

6. Click the **Save** button in the **My Information** screen (not shown).

(See step 2 of Figure 72 for the location of the **Save** button. It is located at the top right area of the screen, next to the **Cancel** button.)

After you click the Save button, AMPS saves the new Supervisor's information to your profile and notifies the new Supervisor of all your "in-flight" SAARs that require his or her approval.

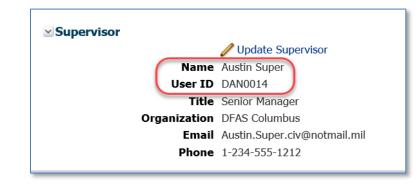


Figure 79: Supervisor Name Change Result

# Internal Supervisor: Direct Reports

1. Log in to AMPS.

*If you have the* **AMPS Supervisor** *role, the system displays a Direct Reports subtab on your* **My Information** *tab.* 

This tab automatically lists all the users who have selected you as their AMPS Supervisor.

The following information is available for each entry in the **Direct Reports** table.

- User ID
- Last Name
- First Name
- Middle Name
- Email
- Title
- Street
- City
- State
- Zip Code
- Phone
- Fax
- DSN Phone
- DSN Fax
- Status (status of the user account)
- 2. Click the user's ID to open the direct report's details screen.

	4	My Information								[
Z	User Informa	tion Applicat	tions & Roles	Direct Reports						
	Direct Rep	orts for Collee	n Super							
-	UserID	Last Name	First Name	Middle Name	Email	Title	Street	City	State	Zip Code
	DAN0013	Soff	Albert		Albert.Soff.civ@notmail.mil	Security Officer	100 Main Street	Miami	FL	99999-9999
	DANOO14	Super	Austin		Austin.Super.civ@notmail.mil	Senior Manager	Route 62	Fort Camp	VA	99999-9999
2	DRT0021	Teck	Rupert		Rupert.Teck@dla.mil	Financial Analyst	401 North Yearling Roa	Columbus	OH	43218
										>

Figure 80: Internal Supervisor – Direct Reports Tab

3. In the **User Information** tab, AMPS displays a view of the user's account information, contact information, organization, and supervisor in read-only format.

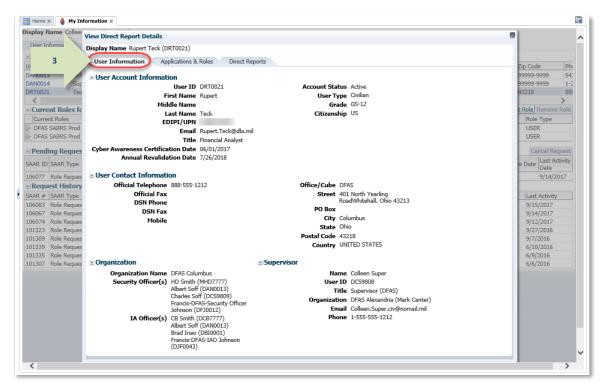


Figure 81: Direct Report Details - User Information

4. Click the Applications & Roles tab.

Click the **Direct Reports** tab.

If the user has the AMPS Supervisor

role, the system displays a list of any

direct reports assigned to the user.

If the user has no direct reports, the

Click the close icon in the upper right

"User has no direct reports at this

corner to close the Details screen.

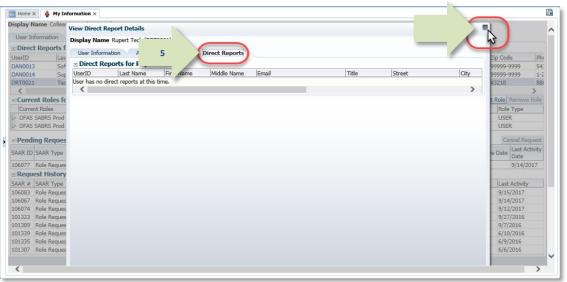
system displays the following message:

5.

AMPS displays a read-only view of the direct report's role status.

× 📑 Home 🗙 🛛 🍓 My Information 🗙 Display Name Collee View Direct Veport Details × User Information pert Teck (DRT0021) Direct Reports f 4 Applications & Roles Direct Reports UserID o Code La 999-9999 54: DAN0013 So Role Type Current F Application Environment DAN0014 DRT0021 DFAS SABRS Prod - DFAS Security-Tables SABRS-018 DFAS SABRS PROD USER Te 88 < DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 DFAS SABRS PROD USER > Role Re Current Roles f Additional Role Attributes Current Roles Role Type DFAS SABRS Prod Role Name Attribute Value > DFAS SABRS Prod DFAS SABRS Prod - DFAS Security-Tables SABRS-018 SABRS ACID (UserID) 87654 DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 Pending Reque Date Last Activity Date Provisioned Accounts SAAR ID SAAR Type System Type System Name Provisioned Access 106077 Role Reques 9/14/2017 DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS SABRS-018 TKA#SAB1, TKA#SAB3, M\$USR160, USER\$ Request History DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS SABRS-020 TKA#SAB1, TKA#SAB3, TSO\$, ROSCOE\$, USER\$, TKA\$SA DLA OID DRT0021 SAAR # SAAR Type OID Last Activity 106083 Role Reque 9/15/2017 Pending Requests 106067 Role Reque 9/14/2017 Expire Date Last Activity Request Date 106074 Role Reques SAAR ID SAAR Type Resource(s) Status Current Approver 9/12/2017 101323 Role Reques 9/27/2016 106077 Role Request DSS Distribution Prod - NON DLA - INQUIRY ONLY D... TICKETED 9/14/2017 9/14/2017 Provisioner 101309 Role Reques 9/7/2016 101339 Role Reques 6/10/2016 Request History 101335 Role Reques 6/9/2016 SAAR # SAAR Type Resource(s) Status Last Activity 101307 Role Reques 6/6/2016 106083 Role Request DFAS Prod - BI Publisher Developer DFAS-801 REJECTED 9/15/2017 106067 Role Request DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 COMPLETED 9/14/2017 106074 Role Request DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 CANCELLED 9/12/2017 101323 Role Request DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 REJECTED 9/27/2016 101309 Role Request DFAS SABRS Prod - DFAS Schedulers SABRS-019 REJECTED 9/7/2016 101339 Role Request DFAS MOCAS Prod - Prompt Pay Account Tech MOCAS-010 CANCELLED 6/10/2016 101335 Role Request DFAS SABRS Prod - Update Additional Attributes SABRS-999 PROCESSED 6/9/2016 DFAS SABRS Prod - DFAS Security-Tables SABRS-018 COMPLETED 6/6/2016 101307 Role Request <

#### Figure 82: Direct Report Details - Applications & Roles



### Figure 83: Direct Report Details - Direct Reports

time."

# External User: User Information

1. Enter changes or new entries in the modifiable data fields.

1a. Fields marked with an asterisk (\*) are required entries.

1b. Any of the <u>bordered</u> fields in **User Information** and **Contact Information** are modifiable. To modify data in nonmodifiable fields, contact the Service Desk (see page 9).

1c. Required: Enter email addresses for each of the following external approvers:

- External Supervisor
- External Security Officer
- External Authorizing Official

# Note:

These external approvers must be three distinct and separate individuals with different email addresses.

### 2. Click **Save** to save your changes.

AMPS displays a confirmation message indicating your changes are saved (not shown).

*Click the* **OK** *button in the confirmation message box to close the message.* 

B Home × 🍦 My Information × Display Name Zorba Fitzgerald (EZF0023)					
User Information Applications & R	oles				
Applications & R	5165		Set Securi	ty Questions Change Pass	2 al Si
✓ User Account Information			occoccan	ci questions entinge i do	
User ID	EZF0023		Account Status	Active	
* First Name	Zorba		* User Type	Civilian 🔽	
Middle Name			* Grade	GS-12 🗸	
1a 🔷 * Last Name	Fitzgerald		* Citizenship	US 🗸	
EDIPI/UPN					
* Email	zfitz@mail.com				
* Title	Analyst				
* Cyber Awareness Certification Date	04/01/2017	100			
Official Telephone 888-555-121     Official Fax	2		8/8/1980 789 Forlorn Street		
1b DSN Phone		PO Box			
DSN Fax		* City	Richmond		
Mobile		* State	Virginia		~
		* Postal	23200		
		Code			
		<ul> <li>Country</li> </ul>	UNITED STATES		$\checkmark$
✓ External Supervisor	Sector External Sector	curity Officer	✓ External A	Authorizing Official	
* Email zardoz.super@email.com	* Email zorro	.soff@email.com	* Email zen	da.eao@email.com	1
F					

#### Figure 84: External User's User Information Screen

### How to Update the User Information Section: External Users

Enter changes or new entries in the modifiable data fields. Fields marked with an asterisk (\*) are required entries.

1. Modify the following fields as needed:

**1a. Title:** Enter your job title. This data item appears as part of the identifying information to your Supervisor in the **Direct Reports** screen, as well as to all approvers in the role request approval workflow. An approver handling your role request may require this data.

#### 1b. Cyber Awareness Training Date:

If this field does not display the correct date, update it. AMPS saves the date in its database and displays this date to the IAO who may review your role requests if you are part of an organization that requires IAO review. The IAO can update this field, as needed, when you submit a role request.

# Note that no IAO review is required for DLA systems.

**1c. User Type**: Available choices for external users are Civilian, Military, and Contractor.

*1d. Citizenship:* Select your citizenship type from the drop-down list.

2. Click **Save** to save your changes.



Figure 85 : User Information Section—Internal Users

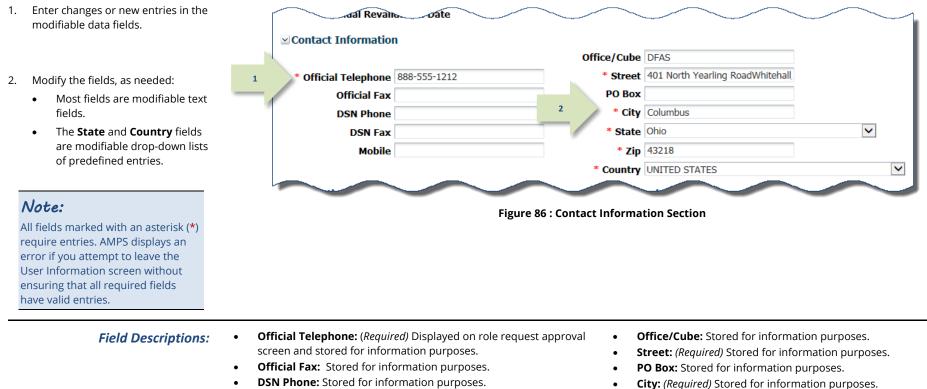
**User Type:** Available choices are Civilian, Military, and Contractor. User Type information appears as part of your identifying information in the role request approval workflow. The following list describes the additional User Type fields available under each of these user types:

- Civilian User Type fields: Grade (required) select your grade from the drop-down list AMPS displays for this user type.
- Military: Branch (required) and Rank (required) select a branch and rank from the drop-down lists AMPS displays for this user type.
- Contractor: Contract Number (required), Contract Company (required), Contract Expiration Date (required) enter this data in the text fields AMPS displays for this user type.

### Note:

If you need to change a field that is not modifiable, please contact the DISA Global Service Desk.

### How to Update Contact Information: External Users



- **DSN Fax:** Stored for information purposes.
- **Mobile:** Stored for information purposes.

- State: (*Required*) Stored for information purposes.
  Zip: (*Required*) Stored for information purposes.
- **Country:** (*Required*) Stored for information purposes.

### 3. Click Save to save your changes.

(See step 2 of Figure 85 for the location of the Save button. It is located at the top right area of the screen beside the Cancel button.)

### How to Update the Supervisor: External Users Only

**External Supervisor** is a required field on the **My Information** screen and on the **User Information** screen in the role request and role attribute update procedures. You, as an external user, can identify an AMPS External Supervisor first during the user registration by entering an email address in the External Supervisor field.

### Supervisor Email Address Changes

You can change your Supervisor's email address, or identify a different External Supervisor with a new email address, after submitting role requests or attribute change requests. If requests are not yet approved by the previous Supervisor, AMPS performs the following tasks:

- Redirects the SAAR or SAARs from the prior Supervisor's approval work queue to the new Supervisor's work queue.
- Notifies the new Supervisor of the SAAR or SAARs that require action. AMPS delivers this notification by email automatically.

• Replaces the former Supervisor email address with the new Supervisor's address on the SAAR.

### Supervisor Contact Information: Name and Telephone Number

The Supervisor's contact information makes up a part of the External Approvers' Portal (EAP). The first time a Supervisor receives an approval request for a SAAR, the EAP presents fields that require the Supervisor to verify the email address and fill in the Supervisor's first name, last name, and phone number. The Supervisor can correct this information when he or she receives an approval request.

If your Supervisor changes or if your current Supervisor's email address changes, the following procedure enables you to enter the correct Supervisor email address on the **My Information** screen, and AMPS then displays the new email address in the **User Information** screen of the role request and attribute change procedures.

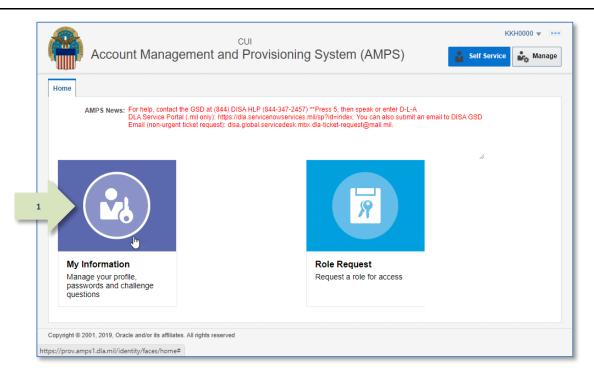


Figure 87: Self Service Home Page – My Information Tile

 After you log in to AMPS, click the My Information tile on the Self Service Home page.

AMPS opens the My Information screen (see Figure 88).

2. Locate the **External Supervisor** section in the **User Information** subtab.

	n×					
Display Name Dez Eteck (EDE	0254)					
User Information Apr	olications & R	oles				
				Set Security Ques	tions Change Password	Cancel Sav
<b>⊻</b> User Account Informati	ion					
	User ID	EDE0254		Account Status	Active	
*	First Name	Dez		* User Type	Civilian 🗸	
Mi	iddle Name			* Grade	GS-12 🗸	
*	Last Name	Eteck		* Citizenship	US 🗸	
I	EDIPI/UPN					
	* Email	clark.eteck@gm	ail.com			
	* Title	External User fo	or Testing			
* Cyber Awareness Certific	cation Date	04/01/2017				
<b>User Contact Informati</b> * Official Telephone		2	Office/Cube			
		2		123 Any Street		
* Official Telephone		2	* Street PO Box			
* Official Telephone Official Fax		2	* Street PO Box	123 Any Street Richmond		
* Official Telephone Official Fax DSN Phone		2	* Street PO Box	Richmond		]
* Official Telephone Official Fax DSN Phone DSN Fax		2	* Street PO Box * City	Richmond Virginia		3
* Official Telephone Official Fax DSN Phone DSN Fax		2	* Street PO Box * City * State * Postal Code	Richmond Virginia		
* Official Telephone Official Fax DSN Phone DSN Fax			* Street PO Box * City * State * Postal Code	Richmond Virginia 23000 UNITED STATES	Authorizing Official	J 
* Official Telephone Official Fax DSN Phone DSN Fax Mobile	888-555-121	⊻ External 9	* Street PO Box * City * State * Postal Code * Country	Richmond Virginia 23000 UNITED STATES		J

Figure 88: My Information – Supervisor Section

3.	In the <b>Supervisor</b> section, enter	📑 Home × 💧 My Info	rmation ×				
	the Supervisor's correct email	Display Name Dez Etec	k (EDE0254)				
	address.	User Information	Application	ns & Roles			
						Set Security Questions	Change 4 Save
		⊻ User Account Info	rmation				
	The email address must be accurate.			er ID EDE0254		Account Status Activ	
	AMPS sends all notifications resulting			lame Dez		* User Type Civilia	
	from your requests to this email		Middle N			* Grade GS-12	2 🗸
	address.			lame Eteck		* Citizenship US	$\checkmark$
			EDIPI/				
				mail clark.eteck@gmai			
				Title External User for	Testing		
		* Cyber Awareness (	Certification	Date 04/01/2017			
4.	Click the <b>Save</b> button.	⊻ User Contact Info	mation				
		* Official Telep		5 1010	Office/Cube		
	If all required fields on the <b>User</b>	Officia		JJ-1212		123 Any Street	
		DSN P			PO Box	125 Any Succe	
	Information tab page have					Disharanad	
	appropriate entries, AMPS displays a		N Fax			Richmond	
	confirmation message	M	obile		* State	°	▼
	(see Figure 90).				* Postal Code	23000	
					* Country	UNITED STATES	~
					-		_
		🖌 🗹 External Supervi	sor	≚ External Se	curity Officer	External Author	rizing Official
	3	* Email colleen.supe	er@email.com	* Email ext.s	o@email.com	* Email ext.ao@e	mail.com
			Eigu	ro 90. Extorna	I Suparvic	or Namo Chango I	Docult

### 5. Click the **OK** button to close the Information message.

AMPS saves the new Supervisor's email to your profile, reassigns your SAARs awaiting Supervisor approval to the new Supervisor's Work Queue, and notifies the new Supervisor of all your "in-flight" SAARs that require his or her approval.

Figure 89: External Supervisor Name Change Result

🔡 Home × 🛛 🍦 My Information ×		×
Display Name Dez Eteck (EDE0254)		
User Information Applications &	Roles	
	Set Security Questions Cha	nge Password Cancel Save
User Account Information		
User ID	EDE0254 Account Status Active	
First Name	Dez (i) Information rtype Civilian	
Middle Name	Your changes have been Grade GS-12	
Last Name		
EDIPI/UPN	OK 5	
	clark.eteck@g.	
	External User for Testing	
Cyber Awareness Certification Date	04/01/2017	
✓ User Contact Information		
Official Telephone 888-555-1	0ffice/Cube	
Official Fax	Street 123 Any Street	
DSN Phone	PO Box	
DSN Fax	City Richmond	
Mobile	State Virginia	
	Postal Code 23000	
	Country UNITED STATES	
Sector External Supervisor	External Security Officer 🛛 🗠 External Authorizing Official	
	mail ext.so@email.com Email ext.ao@email.com	

#### Figure 90: Change Confirmation Message

### How to Update the Security Officer: External Users Only

**External Security Officer** is a required field on the **My Information** screen and on the **User Information** screen in role request and role attribute update procedures. You, as an external user, can identify an AMPS External Security Officer first during user registration by entering an email address in the External Security Officer field.

### Security Officer Email Address Changes

You can change your Security Officer's email address, or identify a different External Security Officer with a new email address, after submitting role requests or attribute change requests. If requests are not yet approved by the previous Security Officer, AMPS performs the following tasks:

- Redirects the SAAR or SAARs from the prior Security Officer's approval work queue to the new Security Officer's work queue.
- Notifies the new Security Officer of the SAAR or SAARs that require action. AMPS delivers this notification by email automatically.

• Replaces the former Security Officer email address with the new address on the SAAR.

#### Security Officer Contact Information: Name and Telephone Number

The Security Officer's contact information makes up a part of the External Approvers' Portal (EAP). The first time a Security Officer receives an approval request for a SAAR, the EAP presents fields that require the Security Officer to verify the email address and fill in the Security Officer's first name, last name, and phone number. The Security Officer can correct this information when he or she receives an approval request.

If your Security Officer changes or if your current Security Officer's email address changes, the following procedure enables you to enter the correct Security Officer email address on the **My Information** screen, and AMPS then displays the new email address in the **User Information** screen of the role request and role attribute change procedures.

	DLA Service Portal (.mil only): http	) DISA HLP (844-347-2457) **Press 5, then speak or enter D-L-A s://dla.servicenowservices.mil/sp?id=index. You can also submit an email to DISA GSD disa.global.servicedesk.mbx.dla-ticket-request@mail.mil.	
1			
	My Information Manage your profile, passwords and challenge questions	Role Request Request a role for access	

Figure 91: Self Service Home Page – My Information Tile

 After you log in to AMPS, click the My Information tile on the Self Service Home page.

AMPS opens the **My Information** screen (see Figure 92).

2. Locate the External Security Officer section in the My Information screen.

🔡 Home × 🛛 🍦 My Information ×							
Display Name Dez Eteck (EDE025	54)						
User Information Applica	ations & Ro	oles					
				5	Set Security Questions Chang	e Password	Cancel Save
User Account Information	1			_			
	User ID	EDE0254		Α	ccount Status Active		
* Fir	st Name	Dez			* User Type Civilian	<b>~</b>	
Midd	le Name				* Grade GS-12	$\sim$	
* La	st Name	Eteck			* Citizenship	$\checkmark$	
ED	IPI/UPN						
	* Email	clark.eteck@gmail.	com				
	* Title	External User for T	esting				
* Cyber Awareness Certificat	ion Date	04/01/2017					
User Contact Information * Official Telephone		2	Office/Cube				
Official Fax			* Street	123 Any	Street		
DSN Phone			PO Box				
DSN Fax			* City	Richmon	d		
Mobile			* State	Virginia		~	
			* Postal				
			Code	20000			
			* Country	UNITED	STATES		$\checkmark$
External Supervisor  Email colleen.super@email.	2	✓ External Sec * Email ext.so	-		External Authorizing Kenail ext.ao@email.co		
coneen.super@email.	com	Email ext.so	wemail.com		email ext.ao@email.co	111	

Figure 92: My Information – External Security Officer Section

- In the External Security Officer field, enter an updated email address.
- 4. Click the **Save** button.

If all required fields on the **User Information** tab page have appropriate entries, AMPS displays a confirmation message (see Figure 94).

User Information Applic	cations & Ro	alas				
Oser Information Applic	JUUIIS & KI	bies		Set Security Questions C	hang 4	al Sa
User Account Information	n			Set Security Questions C	<u>nany</u> 4	
oser Account Information	User ID	EDE0254		Account Status Active	_	
* Fir	rst Name	Dez		* User Type Civilian	$\checkmark$	
Midd	dle Name			* Grade GS-12	~	
*1a	ast Name	Eteck		* Citizenship US	~	
	DIPI/UPN			• Citizenship 05	v	
	* Email	clark.eteck@gma	ail.com			
	* Title	External User for	r Testing			
Cyber Awareness Certificat User Contact Information	ı					
-	ı		Office/Cube * Street	123 Any Street		
User Contact Information * Official Telephone	ı		-	123 Any Street		
User Contact Information * Official Telephone 88 Official Fax	ı		* Street PO Box	123 Any Street		
User Contact Information * Official Telephone 86 Official Fax DSN Phone	ı		* Street PO Box	123 Any Street Richmond		
User Contact Information  * Official Telephone 8 Official Fax DSN Phone DSN Fax	ı		* Street PO Box * City	123 Any Street Richmond Virginia 23000		V
User Contact Information  * Official Telephone 8 Official Fax DSN Phone DSN Fax	ı		* Street PO Box * City * State * Postal Code	123 Any Street Richmond Virginia 23000		>
User Contact Information * Official Telephone 8 Official Fax DSN Phone DSN Fax Mobile	ı	2	* Street PO Box * City * State * Postal Code * Country	123 Any Street Richmond Virginia 23000 UNITED STATES		
Vser Contact Information	ı	2 v External S	* Street PO Box * City * State * Postal Code	123 Any Street Richmond Virginia 23000 UNITED STATES	-	

Figure 93: External Security Officer Name Change Result

× 😁 Home × 🛛 🆓 My Information × Display Name Dez Eteck (EDE0254) User Information Applications & Roles Set Security Questions Change Password Cancel Save User Account Information User ID EDE0254 Status Active (i) Information r Type Civilian First Name Dez Your changes have been Grar' : GS-12 Middle Name saved. Last Name Eteck EDIPI/UPN 5 Email clark.eteck@gmail.com Title External User for Testing Cyber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Office/Cube Official Fax Street 123 Any Street DSN Phone PO Box DSN Fax City Richmond State Virginia Mobile Postal Code 23000 Country UNITED STATES External Supervisor External Security Officer External Authorizing Official Email colleen.super@email.com Email callista.soff@email.com Email ext.ao@email.com

### Figure 94: Change Confirmation Message

5. Click the **OK** button to close the **Information** message.

### How to Update the External Authorizing Official: External Users Only

**External Authorizing Official** is a required field on the **My Information** screen and on the User Information screen in role request and role attribute update procedures. You, as an external user, can identify an AMPS **External Authorizing Official** first during user registration by entering an email address in the **External Authorizing Official** field.

The **External Authorizing Official** field is required for roles that require an EAO approval. If you do not have an EAO email address entered through the **User Information** interface, AMPS requires you to enter this information in the role request's **User Information** screen while you are creating certain role requests or attribute change requests.

#### External Authorizing Official: Change in Orientation

With the release of AMPS 17.2.0, the External Authorizing Official (EAO) is no longer an additional role attribute. EAOs are now a required part of an external user's profile, and external users manage their EAOs through the **User Information** screen.

#### EAO Email Address Changes

You can change your EAO's email address, or identify a different EAO with a new email address, after submitting role requests or attribute change requests. If requests are not yet approved by the previous EAO, AMPS performs the following tasks:

• Redirects the SAAR or SAARs from the prior EAO's approval work queue to the new EAO's work queue.

- Notifies the new EAO of the SAAR or SAARs that require action. AMPS delivers this notification by email automatically.
- Replaces the former EAO email address with the new address on the SAAR.

#### EAO Contact Information: Name and Telephone Number

The EAO's contact information makes up a part of the External Approvers' Portal (EAP). The first time an EAO receives an approval request for a SAAR, the EAP presents fields that require the EAO to verify the email address and fill in the EAO's first name, last name, and phone number. The EAO can correct this information when he or she receives an approval request.

If your **External Authorizing Official** changes or if your current EAO's email address changes, the following procedure enables you to enter the correct EAO email address on the **My Information** screen, and AMPS then displays the new email address in the **User Information** screen of the role request and role attribute change procedures.

### Note:

The External Supervisor, External Security Officer, and External Authorizing Official must be three separate and distinct individuals with different email addresses.

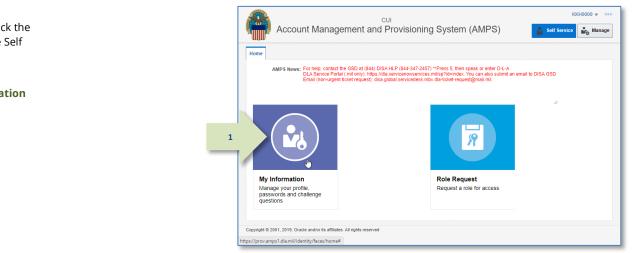


Figure 95: Self Service Home Page - My Information Tile

 After you log in to AMPS, click the My Information tile on the Self Service Home page.

AMPS opens the **My Information** screen (see Figure 96).

2. Locate the External Authorizing Official section in the My Information screen.

User Information Ap	olications & R	oles				
				Set Security Que	stions Change Password	Cancel Sav
User Account Informati		EDE0254		Account Status Ac		
	First Name					
		Dez		* User Type Civ		
	iddle Name	[		* Grade GS		
	Last Name	Eteck		* Citizenship US	$\checkmark$	
	EDIPI/UPN	clark.eteck@gmail.co				
		-				
		External User for Tes	2			
* Cyber Awareness Certifie	cation Date	04/01/2017	20			
User Contact Informati * Official Telephone		2	Office/Cube			
Official Fax				123 Any Street		
DSN Phone			PO Box			
DSN Fax				Richmond		
Mobile			* State	-	$\sim$	
			* Postal Code	23000		
				UNITED STATES		$\sim$
			country	THEO STATES		·
		🗵 External Secu	irity ( 2	🛛 External Aut	horizing Official	
☑ External Supervisor					-	
External Supervisor Temail Colleen.super@em	ail.com	* Email callista.	soff@email.com	* Email ext.ao	Demail.com	

Figure 96: My Information – External Authorizing Official Section

 In the External Authorizing Official field, enter an updated email address.

# Note:

The external approvers must be three separate and distinct individuals with different email addresses.

4. Click the **Save** button.

If all required fields on the **User** Information tab page have appropriate entries, AMPS displays a confirmation message (see Figure 98).

5. Click the **OK** button to close the **Information** message.

🔡 Home × 🍦 My Information ×					[
Display Name Dez Eteck (EDE0254)					
User Information Applications & R	oles				
			Set Security Q	uestions Chan	
✓ User Account Information					
User ID	EDE0254		Account Status	Active	
* First Name	Dez		* User Type	Civilian 🗸	
Middle Name			* Grade	GS-12	$\checkmark$
* Last Name	Eteck		* Citizenship	US	$\checkmark$
EDIPI/UPN					
* Email	clark.eteck@gmail.co	m			
* Title	External User for Tes	ting			
* Cyber Awareness Certification Date	04/01/2017	20			
, ,					
Ser Contact Information					
* Official Telephone 888-555-121	2	Office/Cube			
Official Fax		* Street	123 Any Street		
DSN Phone		PO Box			
DSN Fax		* City	Richmond		
Mobile		* State	Virginia		$\checkmark$
		* Postal	23000		
		Code			
		Country	UNITED STATES		$\checkmark$
	·-				
External Supervisor	External Secu			uthorizing O	
* Email colleen.super@email.com	* Email callista.s	off 3	* Email blak	ke.eao@email.c	om
l		_			

Figure 97: External Authorizing Official Name Change Result

	0254)					
User Information App	lications & R	oles				
				Set Security Que	stions Change Password	Cancel Sav
User Account Information						
		EDE0254	<ol> <li>Information</li> </ol>	📓 unt Status 🗛		
	First Name	Dez	Your changes have b	User Type Civ		
	ddle Name		saved.		-12 🗸	
	Last Name	Eteck		ОК 5	~	
E	DIPI/UPN					
		clark.eteck@g				
* Cyber Awareness Certific		External User	for Testing			
User Contact Information	on					
* Official Telephone	888-555-121	2	Office/Cube			
* Official Telephone Official Fax	888-555-121	2	Office/Cube * Street	123 Any Street		
	888-555-121	2		123 Any Street		
Official Fax	888-555-121	2	* Street PO Box	123 Any Street Richmond		
Official Fax DSN Phone	888-555-121	2	* Street PO Box	Richmond	×	
Official Fax DSN Phone DSN Fax	888-555-121	2	* Street PO Box * City	Richmond Virginia	×	
Official Fax DSN Phone DSN Fax	888-555-121	2	* Street PO Box * City * State * Postal Code	Richmond Virginia	V	V
Official Fax DSN Phone DSN Fax	888-555-121		* Street PO Box * City * State * Postal Code	Richmond Virginia 23000 UNITED STATES	thorizing Official	×
Official Fax DSN Phone DSN Fax Mobile		⊻ Externa	* Street PO Box * City * State * Postal Code * Country	Richmond Virginia 23000 UNITED STATES Z External Aut	thorizing Official	V

### Figure 98: Change Confirmation Message

### How to Change Your Password

An alternate means of authenticating an external user's identity in AMPS requires the use of a user ID and password. While the identity of an internal user, and certain external users, can be authenticated with a CAC or other certificate authority, most external users register for an account in AMPS, which includes authentication setup.

# Note:

For users with accounts in applications that AMPS automatically provisions, the password change set for AMPS is also set for any applications that are automatically provisioned.

If you have auto-provisioned application accounts and do not want all applications to have the same password, first change your AMPS password. Then, call the Service Desk for assistance in changing application passwords.

 After launching AMPS, click the My Information tile on the Self Service Home page.

> AMPS opens the **My Information** screen and the **User Information** tab screen (see Figure 100).

An external user creates a password, sets up answers to three security questions for backup authentication, and acquires an AMPS-generated user ID during the AMPS registration process. Internal users have the option of setting up passwords and security question responses after they have an account set up for them. However, because internal users have CACs to use for authentication, the user ID and password are not necessary for this purpose.

Internal and external users can follow the same procedure to maintain their passwords and their security questions. The following sections explain how to maintain passwords and security question responses.

To create a valid, strong password, refer to Appendix C: Password Rules.



#### Figure 99: AMPS Self Service Home Page - My Information Tile

User Information Applications & R	oles				
		2	as Change	Password	Cancel Sa
✓ User Account Information				-v	Concerpte
User ID	EAE0215		Account Status	Active	
* First Name	Alais		* User Type	Civilian	$\checkmark$
Middle Name			* Grade	GS-12	$\sim$
* Last Name	Eteck		* Citizenship	US	$\checkmark$
EDIPI/UPN			•		
* Email	a.eteck@email.com				
* Title	Analyst				
* Cyber Awareness Certification Date	04/01/2017				

### Figure 100 : My Information Screen - User Information Tab

2. Click the Change Password button.

- 3. Fill in the **Change Password** dialog as follows:
  - -- Enter your current password.
  - -- Enter a new password.
  - -- Reenter the new password to confirm it.

# Note:

Remember that this password affects all application passwords, if the applications are auto-provisioned by AMPS. Contact your Supervisor if you have questions about your application passwords.

### 4. Click **OK**.

AMPS displays an Information message box to confirm the change.

# Note:

If you include one or more invalid characters in the new password entry, AMPS displays an error message and identifies the invalid characters. You can change the character to a valid entry based on the password rules provided in the dialog and retry saving the new password.

### 5. In the **Information** message box, click **OK**.

AMPS closes the message box, updates your password to the new one just created, and expires your current session. Use the new password the next time you log in to AMPS.

6. Close your current browser.

# Note:

Even though your browser may remain open, AMPS has expired your session. If you try to continue in the open browser, AMPS displays the Single Sign-On Authentication screen (see Figure 23). You must log back in with your User ID and new password to re-authenticate.

🔜 Home × 🛛 🎍 My Information ×	
Bernowski and the second secon	Your new password must contain the following: 1) Minimum length of 15 Characters 2) Maximum length of 32 Characters 3) Minimum of 4 Alphabetic Characters 4) Minimum of 2 Numeric Characters 5) Minimum of 2 Lowercase Characters 6) Minimum of 2 Uppercase Characters 7) Minimum of 2 Special Characters 8) Must begin with an Alphabetic Character 9) Must not use any of your previous 10 passwords 10) Valid Characters: a-z A-Z 0-9 + 1 # ^ : . ~ -
*(	11) Must not contain your login name, first name, last name or email address
Subser contact information	
* Official Telephone 888-555-4545	Office/Cube

Figure 101: Change Password Dialog

Display Name Alais Eteck (EAE0215)						
User Information Applications & R	Password Char	ige Successfi	ul 🛛			
☑ User Account Information User ID	Your password h You will be logg and need to log	ed out of this s	ged. Session,	ions Change Passv		el Save
* First Name		5	ОК	* User Type	Civilian 🗸	
Middle Name			6	* Grade	S-12	$\checkmark$
* Last Name	Eteck		$\smile$	* Citizenship	JS	~
EDIPI/UPN						
* Email	a.eteck@email.con	1				
* Title	Analyst					
* Cyber Awareness Certification Date	04/01/2017					
Subser Contact Information						
* Official Telephone 888-555-454	5	Office/Cube	3			
Official Fax		* Street	t 8000 Je	efferson Davis Hwy.		

### Figure 102: Password Change Confirmation Message

## How to Set Security Questions

Any time you forget your password or user ID, AMPS provides you with the option to recover your ID or reset your password. To authenticate your request, AMPS presents three questionand-answer pairs called "Security Questions." You must answer these questions in order to

proceed. During the AMPS account registration process, you set up answers to three different security questions. This procedure shows you how to choose different questions and reset the answers. This capability adds a layer of security to your login process.

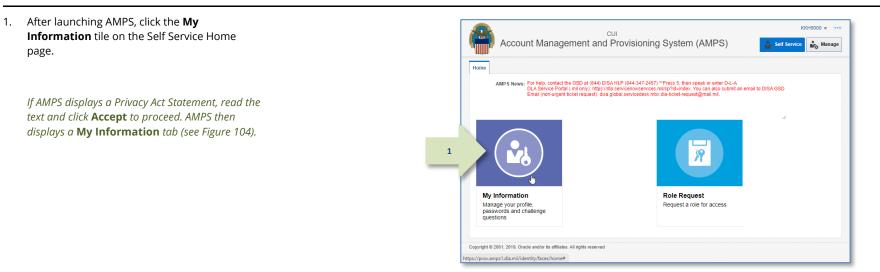


Figure 103: AMPS Self Service Home Page - My Information Tile

	😁 Home × 🍦 My Information ×	
	Display Name Alais Eteck (EAE0215)	
AMPS displays the <b>Manage Security Questions</b> dialog (see Figure 105).	User Information Applications & Roles	
	User Account Information	cecurity Questions Change Password Cancel Save
	User ID EAE0215	Account Status Active
	* First Name Alais	* User Type Civilian 🔽
	Middle Name	* Grade GS-12
	* Last Name Eteck	* Citizenship US
	EDIPI/UPN	
	* Email a.eteck@email.com	
	* Title Analyst	
	* Cyber Awareness Certification Date 04/01/2017	
	User Contact Information	
	* Official Telephone 888-555-4545 Office/Cul	be

### Figure 104 : My Information Screen – User Information Tab

2.

3. Click the drop-down box for each of the three questions to select a different option.

*Options include the following questions:* 

- What is the city of your birth?
- What is the name of your pet?
- What is your favorite color?
- What is your mother's maiden name?

## Note:

The asterisk (\*) beside each question and answer field indicates that a selection and entry are required. You must select three questions and enter three answers that you can remember.

4. Enter an answer for the newly selected question.

# Note:

Each answer must contain three or more alphanumeric characters.

5. Click **OK**.

If the answers are valid, AMPS closes this dialog.

If the answers lack the minimum number of three characters, AMPS displays an error message and provides the opportunity to correct the answers. Repeat Steps 4 and 5, as needed.

Ensure you have memorized these answers in case you need them. The Service Desk cannot help you recover these answers.

🔡 Home × 🗌 My Information ×		×
Display Name Alais Eteck (EAE0215)		
User Information Applications & Roles		
s	et Security Questions Change Password Cancel Save	
Subser Account Information		
Manage Security Questions		
* Question 1 What is the name of your pet?	* Answer 1 Lisa	
* Question 2 What is your favorite color?	* Answer 2 Rose	
<ul> <li>* Question 3 What is the city of What is your mother's maide</li> <li>What is your favorite color?</li> <li>What is your mother's maiden name?</li> <li>* Cyber Aware ress Certification Date 04/01/2017</li> </ul>	n name? Richmond OK Cancel	
✓ User Contact Information     * Official Telephone 888-555-4545     Office.	/Cube	~

### Figure 105: Manage Security Questions

🔠 Home × 🍦 My Information ×		×
Display Name Alais Eteck (EAE0215)		
User Information Applications & Roles		
	Set Security Questions Change Password Cancel Save	
User Account Information		
Manage Security Questions		
* Question 1 What is the name of your pet?	Answer 1 Lisa	
* Question 2 What is your favorite color?	* Answer 2 Rose	
* Question 3 What is your mother's maiden name?	4 Answer 3 Smith	
	5 OK cancel	
HUR Analyst		
* Cyber Awareness Certification Date 04/01/2017		
User Contact Information		$\sim$
* Official Telephone 888-555-4545	Office/Cube	

### Figure 106: Manage Security Questions - Answers

### 6. In the **Information** message box, click **OK**.

AMPS updates the answers to your security question.

User Information Applications & R	10	-	1		
	(i) Information	×	lestions Change Password	Cancel Save	
✓User Account Information	Security Questions have	been updated.			
User ID		ОК	atus Active		
* First Name	]		Civilian	$\checkmark$	
Middle Name			* Grade GS-12	$\checkmark$	
* Last Name	Eteck		* Citizenship US	$\checkmark$	
EDIPI/UPN			•		
* Email	a.eteck@email.com				
* Title	Analyst				
* Cyber Awareness Certification Date	04/01/2017				
✓ User Contact Information					
* Official Telephone 888-555-454	5 Offici	ce/Cube			1

Figure 107: Security Question Reset - Confirmation

# All Users: Applications and Roles

### How to Check Your Role Status

1. Launch AMPS.

The user ID in the banner indicates the identity of the currently logged-in user.

2. On the **Self Service Home** page, click the **My Information** tile.

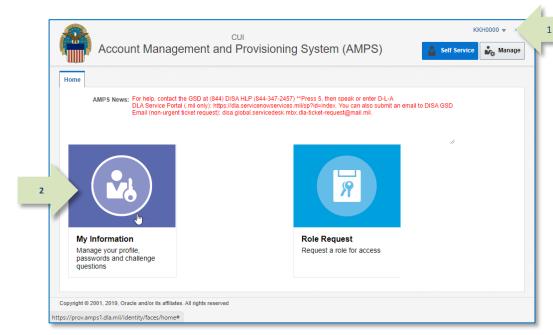
AMPS displays the **Privacy Act Statement** (Not shown. See **Appendix A**).

 Click Accept in the Privacy Act Statement screen to proceed (not shown).
 AMPS displays the My Information screen

4. Click the **Applications & Roles** tab.

(see Figure 109).

AMPS displays the **Applications & Roles** screen (see Figure 110).



#### Figure 108: AMPS Self Service Home Page - My Information Tile

User 4 Applications	& Roles			_ (
Iser Informati		Set Security Questions Change	Password Cancel Save	9
User ID	DRT0021	Account Status	Active	
First Name	Rupert	User Type	Civilian 🗸	
Middle Name		* Grade		
Last Name	Teck			
EDIPI/UPN	DFAS123456	Citizenship	US 🗸	
Email	Rupert.Teck@dla.mil			
* Title	Financial Analyst			
* Cyber Awareness Training Date	6/1/2016			
Annual Revalidation Date				
Contact Information				
		Office/Cube DEAS		

#### Figure 109: My Information – User Information

5. Review the **Current Roles** section to view the roles you are currently assigned.

AMPS displays the following information:

5

7

- Role name
- Application
- Environment (Production)
- Role Type (User or Admin)
- 6. Review the **Pending Requests** section to check the status of a role request according to SAAR number.

AMPS displays the following data (reposition cell borders, as needed, to see complete entries): - SAAR ID

- SAAR ID
- SAAR Type
- Role Name
- Status
- Current Approver
- Request Date
- Expiry Date

- Last Activity Date (not shown)

By checking this data, you can determine the current approval status, the expiration date of the current SAAR, and the date of the last approver's action. Using this information, you can track the progress of a SAAR (see **Approval Process Summary** for more information about the role request approval process).

7. Review the **SAAR History** section to review SAARs that have been completed, cancelled, rejected, or otherwise terminated.

splay Name Rupert Teck (DRT0021)							
User Information Applications & Roles						_	
Current Roles				Re	equest Role	Remove	Role
Role Name	Application		Environment	Role Type	e		
AMPS BASE USER ROLE	AMPS		PROD	User Role	Э		
DFAS SABRS Prod - DFAS Security-Tables SABRS-018	DFAS SABRS		PROD	User Role	9		
dditional Role Attributes				Up	date Additio	nal Attrib	outes
Role Name	Attribute		Value				
DFAS SABRS Prod - DFAS Security-Tables SABRS-018	SABRS ACID (	UserID)	98765				
System Type System Name							
System Type System Name							
	-				Provisioned		
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS	5				SABRS-018		B1,
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS	S						B1,
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS	S				SABRS-018 DRT0021		
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS OID DLA OID DLA OID	5	Status			SABRS-018 DRT0021	TKA#SA	uest Expir
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS OID DLA OID DLA OID			IG APPROVAL	Curre	SABRS-018 DRT0021 Ca	TKA#SA ancel Rec	uest Expir Date
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS OID DLA OID DL			IG APPROVAL	Curre	SABRS-018 DRT0021 Ca nt Approver	TKA#SA ancel Rec Request Date	uest Expir Date
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS OID DLA OID DLA OID DLA OID CARACTERIS SAAR ID SAAR Type Role Name 101309 Role Request DFAS SABRS Prod - DFAS Sched			IG APPROVAL	Currei Securi	SABRS-018 DRT0021 Cant Approver	TKA#SA ancel Rec Request Date	Expir Date 2016
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS OID DLA OID DLA OID DLA OID DLA OID SAAR ID SAAR Type Role Name 101309 Role Request DFAS SABRS Prod - DFAS Sched CAR History	dulers SABRS-019	PENDIN	Stat	Currei Securi	SABRS-018 DRT0021 Cant Approver	TKA#SA ancel Req Request Date 2016	Expir Date 2016

Figure 110: Applications & Roles Tab Page

# **Role Request Process**

The **Role Request** process enables you to select and enter information required to submit a role request. At the end of the process, AMPS creates an automated SAAR, gives it a number, and submits the SAAR to the approval process. The request process displays four information entry screens in sequence. At the top of each role request screen is a series of screen names

that help you trace your location in the sequence. Click the name of any screen already visited to return to it, and add or correct information before submitting the request. The current screen's name is displayed in bold text:



### Figure 111: Role Request Navigation

Roles are sorted into the following categories:

- Role Types: Additional Approver, Data Owner, Information Assurance Officer, Security Officer, Segregation of Duties Reviewer, Supervisor, Total AMPS Provisioner, various User types
- **Role Levels:** User, Administrator (Admin)
- Role Environments: Dev (Development), Prod (Production)
- Role Hierarchies: Primary, Primary and Additional, Additional Only, Not Applicable

Your Supervisor can clarify which categories are applicable to your role choice. These categories are also visible on the role description panel (see Figure 116 for an example). Approvers can check the option to **Display Admin Roles** to add administrator roles to the **Select a Role** list panel (see Figure 116).

#### A Note on Additional Attributes

Some roles provide a table for entering one or more **Additional Attributes**. For example, attributes can include a training certification date, an identifier, or a DoDAAC. AMPS labels each attribute to indicate what a valid entry is, and whether or not the attribute entry is required:

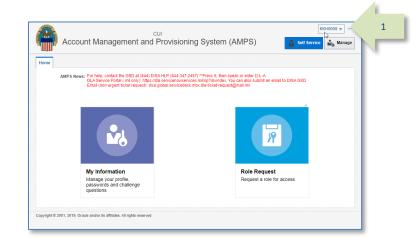
- Y means an entry is required.
- **N** means an entry is optional.

Follow your Supervisor's or Application Owner's instructions explicitly when you enter an attribute. AMPS does not validate the characteristics of any attribute, such as character count or character type. See Figure 118: Request Role - Justification - Additional Attribute Sample for an illustration.

# How to Request a Role: Internal User

1. Log in to AMPS.

AMPS displays the **Self Service Home** page. Your ID is displayed to indicate you are the currently logged-in user.



### Figure 112: AMPS Self Service Home Page

# 2. On the **Self Service Home** page, click the **Role Request** tile.

If this action is the first time during the current session when you request a role, AMPS displays a **Privacy Act Statement**. Read the statement and click the **Accept** button to proceed. For more information, see **When is the Privacy Act Statement Displayed in AMPS?** in Appendix A.

	CUI Account Management and Provis	sioning System (AMPS)	KKH0000 v 🚥
Home			
	AMPS News: For help, contact the GSD at (844) DISA HLP (8 DLA Service Portal (.mil only): https://dla.service Email (non-urgent ticket request): disa.global.ser	nowservices.mil/sp?id=index. You can also submit an ema	ail to DISA GSD
		2	
	My Information Manage your profile, passwords and challenge questions	Role Request Request a role for	
	01, 2019, Oracle and/or its affiliates. All rights reserved		

Figure 113: AMPS Self Service Home Page – Role Request Tile

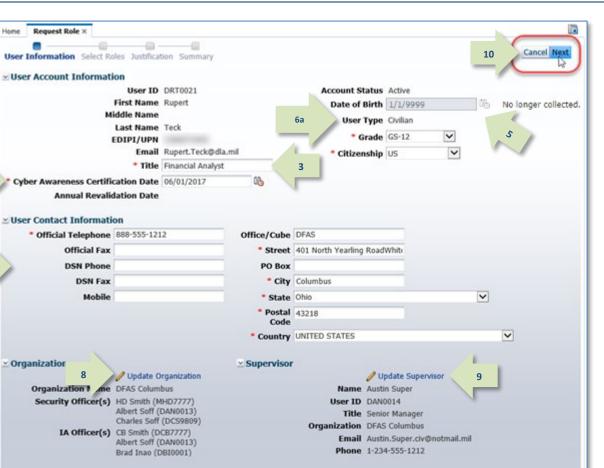
- 3. On the **Request Role > User Information** screen, enter or correct the **Title** entry (required).
- DFAS users, enter your most recent Cyber Awareness Certification Date (required). This date must fall within the previous 12 months.

**DLA users:** this date field is read only.

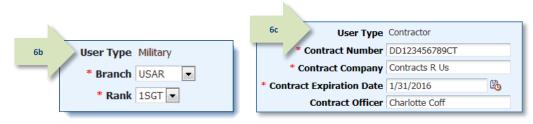
5. Your **Date of Birth** is no longer required.

AMPS does not save or store the **Date of Birth** for any user. Where this field is present, it will contain non-editable faux data.

- 6. Your **User Type** is a non-modifiable field. Follow the instructions below concerning the additional user type fields for each user type (required):
  - a. **Civilian**: select your **Grade** in the field displayed when you select this user type.
  - b. **Military**: select your **Branch** and **Rank** from the fields displayed when you select this user type (see Figure 115).
  - c. Contractor: enter your Contract Number, Contract Company, Contract Expiration Date, and Contract Officer (optional) in the fields displayed when you select this user type (see Figure 115).
- Update Contact Information, as needed.
   See How to Update Contact Information: Internal Users for instructions.
- Update your Organization, as needed (internal users only).
   See How to Update Organization Information for instructions.
- Update your Supervisor, as needed (internal users only).
   See How to Update Supervisor Information for instructions.
- 10. Click the **Next** button.



### Figure 114: Request Role - User Information



### Figure 115: User Type Samples - Military and Contractor

# AMPS Displays the Select Roles Screen

The Select Roles screen features two methods for locating a particular role name: Search and Browse.

The following procedure tells you how to use the **Search** method to find a role name. To browse for a role, see the section entitled **How to Browse for a Role**.

	In the <b>Select Roles</b> screen's <b>Search Roles</b> section, enter all or part of any search criteria you have available.	Ber Home X Request Role X User Information Select Roles Justification Summary	X
	For example, if you have the role name, you can enter part of the name in the <b>Role Name</b> field.	Browse Roles by Application     11     Search Roles       > AMPS Administrative     Role Name     SABRS-020       > DFAS Applications     Role Description	
12.	Click the <b>Search</b> button.	> DLA Aviation Applications     Enterprise Application       > DLA Enterprise Business System (EBS)     Application	
	AMPS displays the names of all roles having a name or other criteria that match the <b>Search</b> string.	<ul> <li>DLA Logistics Information Services Applications</li> <li>Energy Applications</li> <li>Information Operations</li> <li>Environment</li> <li>Primar Tole</li> <li>Search Reset</li> </ul>	
13.	Locate the role you want to request in the <b>Select a</b> <b>Role / Role Name</b> panel:		
	a. To verify your choice, click the <b>Expand</b> button to display the role description panel. This panel lists details about the role that help you verify your role selection.	Select a Role Display Admin Roles (for Supervisor and Approval Access) Role Name	
	<ul> <li>EBS users: If you select an</li> <li>Additional role without first requesting and receiving a related <b>Primary</b> role, AMPS displays an error message.</li> </ul>	V       DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020         Enterprise       DFAS Applications         App       Primary Role         Not Application       DFAS SABRS         Role Type       USER	П
14.	Click the role selection and then click the right arrow $(\rightarrow)$ button.	DFAS Systems Maintenance Team, SABRS (Update), Local Table, Limited	
	AMPS copies the role name to the <b>Selected Roles</b> list panel on the right.	Central Table,	
	To request multiple roles, repeat steps 8 through 11 if you do not require, or already have, a primary role.		
15.	Click the <b>Next</b> button.		

Figure 116: Request Role - Select Roles

# AMPS Displays the Justification Screen

- 16. In the **Justification** screen, fill in the following information:
  - a. Enter comments in the Justification field to clarify the request (required). Note that the request may be rejected if the justification is inadequate. Contact your Supervisor if you have questions.

16

b. You can enter further comments in the **Optional Information** text area to supply additional information that supports your request.

# Note:

Comments and file name shown in the sample screen are for illustration purposes only. Please enter information relevant to each specific request.

- 17. As an option, you can click the **Browse** button to locate and attach a supporting document. Repeat this procedure to attach an additional two documents, as needed. *Note that any PDF file you upload may NOT have PII included.*
- 18. Click the **Next** button.

### Roles with Additional Attributes

Some roles require or request additional attributes to be supplied by the requestor during the role request process. One example is a Department of Defense Activity Address Code (DoDAAC) number. Another example is an Accessor Identification (ACID) code.

AMPS displays an additional section, called **Role Attributes**, on the **Justification** screen for each role that calls for additional attributes. (See Figure 118 for a sample view.)

A letter **Y** in the **Required** column indicates the attribute value is a required entry; **N** means the entry is optional. Enter the appropriate value, as needed.

	📰 Home × 🛛 🍪 Request Role ×		
	User Information Select Roles Justification Summary	18 Next	^
N	Request Justification & Supporting Details		
	* Justification I need this role to perform my job tasks.	Optional Information I have received training in this application. Certificate is attached.	
	Attachment 1 Certificate of Completion.pdf Update	17	
	Attachment 2 Browse		
	Attachment 3 Browse		
	Attachments must be PDF files, smaller than 2MB each. Files containing Personally Identifiable Information (PII) shall not be a	uploaded (i.e. SSN, DOB, etc).	~

Figure 117: Request Role - Justification

📰 Home × 🔯 Request Role ×					
User Information Select Roles Justific	'			18	k Next
Request Justification & Supporting	g Details			· · · · · · · · · · · · · · · · · · ·	
* Justification I need this role to per	form my job tasks.	Optional Information	I have received tr Certificate is attac	aining in this application. hed.	
Attachment 1 Certificate of Complete Attachment 2	ion.pdf Update Browse				
Attachment 3	Browse				
Attachments must be PDF files, smaller Files containing Personally Identifiable I		uploaded (i.e. SSN, DOB, etc).			
Role Attributes					
Role(s)		Attribute		Value	Required
DFAS SABRS Prod - DFAS Systems Maint	Team SABRS-020	SABRS AC	D (UserID)	87654	Y

### Figure 118: Request Role - Justification - Additional Attribute Sample

# AMPS Displays the Summary Screen

- 19. Review the information in the **Summary** screen.
  - Click the **Back** button to return to previous screens and make corrections, as needed.
  - After making corrections, click the **Next** button or the **Summary** node in the train to return to the **Summary** screen.
- 20. Click **Submit** to complete the role request.

### Note:

Click Cancel to discard this request and start again, as needed.

# AMPS Confirms the Role Request

21. Note that the SAAR number is listed here, along with role name and status information on the **Role Request Confirmation** screen.

Your status notifications and **Pending Requests** record will refer to this SAAR number.

22. Click the **OK** button in the **Role Request Confirmation** screen.

AMPS adds a listing for the new SAAR in the user's Pending Requests table (see Figure 110).

23. (Optional) Follow the instructions in the section **How to Check Your Role Status** (page 97) to determine the status of your SAAR in the approval process.

Iser Information Select Roles Jus	tification Summary	20	Cancel Back Submit
ole Request Summary			
Please review the information beloved Use the Back button to change an	ow before submitting this request. y information, and use the Submit b	utton to complete this request.	
User	Rupert Teck	User Type	Civilian
User ID	DRT0021	Grade	GS-12
Supervisor	Austin Super (DAN0014)		
Organization	DFAS Columbus		
Cyber Awareness Certification Date	6/1/2017		
Requested Role(s)	DFAS SABRS Prod - DFAS Systems	Maint Team SABRS-020	
Justification	I need this role to perform my job tasks.	Comments	I have received training in this application. Certificate is attached.
Attachments	Certificate of Completion.pdf		
Role Attributes			
Role		Attribute	Value
DFAS SABRS Prod - DFAS System	s Maint Team SABRS-020	SABRS ACID (UserID)	87654

### Figure 119: Request Role – Summary

📰 Home x 🔯 Request Role x		
Role Request Confirmation Your request has been submitted for approval. The following SAARs have been created:		
SAAR       Role         106067       DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020         AMPS will notify you by email message regarding the status of each SAAR.		
If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Pt tal (.mil only) at https://dla.servicenowservices.mil/sp?id=index		

### Figure 120: Confirmation

# Note:

21

19

Initially, the SAAR goes to the Supervisor for approval, unless the customer's organization requires a prior Segregation of Duties (SOD) review of this role request type.

# How to Request a Role: External User

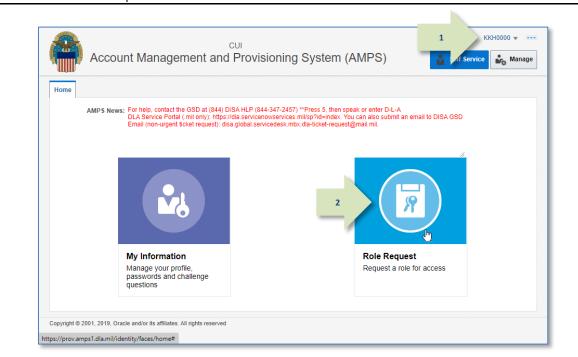
DLA and DFAS offer application access to various types of external users. These user types are provided to identify users who are not employed by DLA or DFAS but who require some kind of limited access to computer applications offered and maintained by these organizations. External users include the following user types, which are subject to the specified requirements and characteristics:

- **Military:** An external user who is required to supply contact information for an External Security Officer and an External Supervisor. Persons with this user type are assigned to an external organization.
- **Civilian:** An external user who is required to supply contact information for an External Security Officer and an External Supervisor. Persons with this user type are assigned to an external organization.
- **Contractor:** An external user who is required to supply contact information for an External Security Officer and an External Supervisor. Persons with this user type are assigned to an external organization.

- **Vendor:** An external user who is a DLA or DFAS vendor. Persons with this user type are assigned to an external organization. This user type is not modifiable in the user's profile. Vendors do not have to supply name and contact information for an External Security Officer or External Supervisor.
- **Public:** An external user who is a member of the public interested in information about goods available to the public. This user type is not modifiable in the user's profile. Members of the public do not have to supply name and contact information for an External Security Officer or External Supervisor.

### Note:

Your external approvers must be three separate and distinct individuals with different email addresses.



#### Figure 121: AMPS Self Service Home Page – Role Request Tile

AMPS displays the **Self Service Home** page. Your ID is displayed to indicate you are the currently logged-in user.

2. On the **Self Service Home** page, click the **Request Role** tile.

The first time you request a role in the current session, AMPS displays the **Privacy Act Statement** appropriate for your organization (see Appendix A). Click the **Accept** button to proceed.

AMPS opens the **Request Role** tab, beginning with the **User Information** screen (see Figure 122).

3. Complete all required fields, including your latest **Cyber Awareness Certification Date.** 

The Cyber Awareness Certification Date must fall within the previous 12 months. If it does not, AMPS displays an error message.

4. You no longer need to enter your Date of Birth.

AMPS does not save or store the date of birth for any user.

NOTE: External users who authenticate their access identity with a user ID and password no longer need to enter the Social Security Number (SSN) when an SSN field is displayed.

These data are no longer collected by AMPS.

Where these data fields are present, they will display non-editable faux data.

- Select your User Type and values for the additional user type fields from the following choices (required):
  - a. **Civilian**: select your **Grade** in the field displayed when you select this user type (required).
  - b. **Military**: select **Branch** and **Rank** from the fields displayed when you select this user type (see Figure 123).
  - c. Contractor: enter Contract Number, Contract Company, and Contract Expiration date in the fields displayed when you select this user type (see Figure 123).
- 6. Update **Contact Information** as needed to ensure required fields are completed.
- 7. Update your **External Supervisor** email address, as needed.
- 8. Update your **External Security Officer** email, as needed.
- 9. Update your **External Authorizing Official** email, as needed.
- 10. Click the **Next** button to proceed. It is located beside the **Cancel** button.

User Account Informatio	n					-
		EDT0379		Account Status Active		
• •	irst Name	Denny	4	Date of Birth 1/1/9999		No longer collecte
Mic	Idle Name			• User Type Military		5
3	ast Name	Teck		Branch USAF	2	
E	DIPI/UPN			* Rank 1st Lt	~	
		denny.teck@ema	il.com	* Citizenship US		
	* Title	Analyst		our on the second		
Cyber Awareness Certifica	ation Date	04/01/2017	8			
* Official Telephone Official Fax	)14-888-555	r1234	Office/Cube * Street	123 Berkeley		
			PO Box			
DSN Phone			• ch-	London		
6 DSN Phone DSN Fax			City	LONGON		
				Armed Forces Europe, Africa, Cana	da, Middle East 🗸	
6 DSN Fax				Armed Forces Europe, Africa, Cana	da, Middle East 🔽	
6 DSN Fax			* State * Postal Code	Armed Forces Europe, Africa, Cana	da, Middle East 🔽	~
6 DSN Fax			* State * Postal Code	Armed Forces Europe, Africa, Cana 000000		V



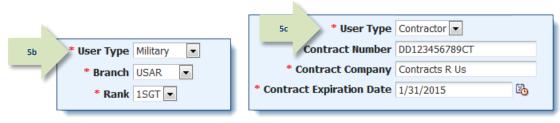


Figure 123: User Type Samples - Military and Contractor

# AMPS Displays the Select Roles Screen

The Select Roles screen features two methods for locating a particular role name: Search and Browse.

The following procedure tells you how to use the **Search** method to find a role name. To browse for a role, see the section entitled **How to Browse for a Role**.

11.	In the <b>Search Roles</b> section, enter all or part of any search criteria you have available. For example, if you have the role name, you can enter part of the name in the <b>Role Name</b> field.	Browse Roles by Application 11 Search Roles
	Click the <b>Search</b> button.	DFAS Applications     Role Description       DLA Aviation Applications     Enterprise Applications
	AMPS displays the names of all roles having a name or other criteria that match the <b>Search</b> string.	> DLA Enterprise Business System (EBS)       Application         > DLA Logistics Information Services Applications       Environment         > Energy Applications       Primar Role
13.	Locate the role you want to request in the <b>Select a</b> <b>Role / Role Name</b> panel:	12 Search Reset
	To verify your choice, click the Expand button ( $\triangleright$ ) to display details about the role.	Select a Role
14.	Select the role and click the right arrow (→) button, also known as the Add button.	<ul> <li>□ Display Admin Roles (for Supervisor and Approval Access)</li> <li>□ Role Name</li> <li>□ DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007</li> <li>□ DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007</li> </ul>
	AMPS copies the role name to the <b>Select Roles</b> list panel on the right.	Enterprise     DFAS Applications     Environment     PROD       App     Primary Role     Not Applicable       Application     DFAS DJMS Navy     Role Type     USER       Field view pay     Field view pay
	To request multiple roles, repeat steps 12 through 15 if you do not require, or already have, a primary role.	Description accounts. Input EFT trans.
15.	Click the <b>Next</b> button to proceed. It is located beside the <b>Back</b> button.	

Figure 124: Request Role - Select Roles

# AMPS Displays the Justification Screen

The Justification screen requires you to enter complete reasoning for requesting the current role. Ensure your comments are complete, or an approver may reject your request for lack of

- 16. In the **Justification** screen, fill in the following information:
  - a. Enter comments in the Justification text area to clarify the request (required). Note that the request may be rejected if the justification entered is inadequate. Contact your Supervisor if you have questions.
  - As an option, you can enter further comments in the **Optional Information** text area to supply additional information that supports your request.

## Note:

Comments and file name shown in the sample screen are for illustration purposes only. Please enter information relevant to each specific request.

Attachments are NOT required. Each attachment must be formatted as an Adobe Portable Document Format (PDF) file of two megabytes or less in size. You must not attach any file containing Personally Identifiable Information (PII).

### **Roles with Additional Attributes**

Some roles require or request additional attributes, such as a **DoDAAC** number or **ACID** code, from the requestor during a role request. AMPS displays an additional section, called **Role Attributes**, on the **Justification** screen for each role that calls for additional attributes. (See Figure 126 for an example).

Be Home × Request Role × User Information Select Roles Justification Summary Request Justification & Supporting Details	Cancel Back Next
Justification I need this role to perform my tasks.      16a	Optional Information I have completed training in this application. See attached certificate.
Attachment 1 Certificate of Completion.pdf Update	
Attachment 2 Browse	17
Attachment 3 Browse	
Attachments must be PDF files, smaller than 2MB each. Files containing Personally Identifiable Information (PII) shall not be u	ploaded (i.e. SSN, DOB, etc).

attach as many as three PDF files to support your request.

justification. You can also enter more information in the Optional Information text area, and

### Figure 125: Request Role - Justification

	Select Roles Justification Summar cation & Supporting Details	, ,			
* Justification	I need this role to perform my tasks.		Optional Information	I have completed training in this attached certificate.	application. See
Attachment 1	Certificate of Completion.pdf Update	e	<u> </u>		
Attachment 2		Browse	17		
		Browse	17		
Attachment 2 Attachment 3 Attachments mus	, st be PDF files, smaller than 2MB each.	Browse			
Attachment 2 Attachment 3 Attachments mus Files containing F		Browse			
Attachment 2 Attachment 3 Attachments mus	, st be PDF files, smaller than 2MB each.	Browse		Value	Req
Attachment 2 Attachment 3 Attachments mus Files containing F Role Attributes Role(s)	, st be PDF files, smaller than 2MB each.	Browse ) shall not be uplo	aded (i.e. SSN, DOB, etc).		Req

### Figure 126: Request Role - Justification - Role Attributes Sample

- As an option, you can click the **Browse** button next to any of the three **Attachment** fields to locate and attach a supporting document. Repeat this procedure to attach an additional two documents, as needed.
- 18. Click the **Next** button to proceed. It is located beside the **Back** button (see Figure 126).

AMPS saves the **Justification** information and any additional **Role Attributes** data, and displays the **Summary** screen (see Figure 127).

## AMPS Displays the Summary Screen.

- 19. Review the information in the **Summary** screen.
  - Click the **Back** button, beside the **Cancel** button, to return to previous screens and make corrections, as needed.
  - After making corrections, click the **Next** button or the **Summary** node in the train to return to the **Summary** screen.

19

20. Click the **Submit button** to complete the role request. It is located beside the **Back** button.

## Note:

Click the **Cancel** button to discard this request and start again, as needed.

Home X 🍪 Request Role X	fication Summary	2	0 Cancel Back Submit
Role Request Summary			
Please review the information below Use the Back button to change any			
User [	Denny Teck	User Type	Military
User ID E		Branch	
Organization [	DLA External	Rank	1st Lt
External Supervisor	narge.super@dla.mil		
External Security Officer	lelen.soff@dla.mil		
External Authorizing Official	igibbs@nomail.com		
Requested Role(s)	OFAS DJMS Navy Prod - Navy Ir	nput User Field DJMSNAV-007	
	need this role to perform my t Certificate of Completion.pdf	asks. Comments	I have completed training in this application. See attached certificate.
Role Attributes			
Role		Attribute	Value
DFAS DJMS Navy Prod - Navy Input	User Field DJMSNAV-007	EDIPI	0987654321
DFAS DJMS Navy Prod - Navy Input	User Field D1MSNAV-007	UIC Number	UIC00

Figure 127: Request Role - Summary

# AMPS Submits the Role Request for Approval.

21.	Note that the SAAR number is listed here on the <b>Role Request Confirmation</b> , along with role name and status information on the <b>Role</b> <b>Request Confirmation</b> screen.		Begin Home × Request Role × Role Request Confirmation Your request has been submitted for approval. The following SAARs have been created:	
22	Your status notifications and <b>Pending Requests</b> records on the <b>Applications &amp; Roles</b> screen refer to the SAAR number.	21	SAAR       Role         106086 DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007         AMPS will notify you by email message regarding the status of each SAAR.         If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Pc +al (.mil only) at https://dla.servicenowservices.mil/sp?id=index	
	Click the <b>OK</b> button on the <b>Confirmation</b> screen.		Figure 128: Confirmation	

23. (Optional) Follow the instructions in the section **How to Check Your Role Status** (page 97) to determine the status of your SAAR in the approval process. Note:

Initially, the SAAR goes to the External Supervisor for approval.

# **Role Request Subprocesses**

# How to Update Your Organization: Internal Users Only

What you can do:Your Organization assignment affects the list of roles that appear in the Select Roles screen during a role request. DLA users, for example, see only DLA roles, while DFAS<br/>users see only DFAS roles. Lists of roles are further delimited by the sub-organization you select. If your Organization is incorrect, use this procedure to find and select<br/>the name of the correct Organization. When you submit the completed role request, AMPS saves the updated information to your profile and directs your role request to<br/>the correct Security Officers and Information Assurance Officers.

Where to start: Begin the process of creating a role request and start on the User Information screen.

## Role Request: Find the Update Organization Command.



AMPS displays the **Find an Organization** dialog (see Figure 130).

First Name Rupert D Middle Name Last Name Teck EDIPI/UPN	Cancel Ne count Status Active Date of Birth 1/1/9999 2 No longer collect User Type Civilian * Grade GS-12 V * Citizenship US V
User ID DRT0021 Acc First Name Rupert D Middle Name Last Name Teck EDIPUPN Email Rupert.Teck@dla.ml • Title Financial Analyst • Cyber Awareness Certification Date • Official Telephone @88-555-1212 Office/Cube DFAS Official Telephone @88-555-1212 Office/Cube DFAS • Street 401 North	Date of Birth 1/1/9999 Collect User Type Collian • Grade G5-12 V • Citizenship US V
First Name Rupert D Middle Name Last Name Teck EDIPI/UPN Email Rupert.Teck@dla.ml • Title Financial Analyst • Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date 06/01/2017 © Annual Revalidation Date • Official Telephone ®®•555-1212 Official Telephone ®®•555-1212 Official Telephone ®®•555-1212 Official Telephone ®®•555-1212	Date of Birth 1/1/9999 Collect User Type Collian • Grade G5-12 V • Citizenship US V
Middle Name Last Name EDIPI/UPN Email Rupert.Teck@dla.mil • Title Financial Analyst • Cyber Awareness Certification Date Official Telephone • Official Telephone Official Telephone Official Fax • Street 401 North	User Type Civilian  Grade G5-12  Citizenship US
Middle Name Last Name Teck EDIPI/UPN Email Rupert.Teck@dla.ml • Title Financial Analyst • Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date 06/01/2017 © Annual Revalidation Date 06/01/2017 Official Telephone ®®•555-1212 Official Telephone ®®•555-1212 Official Tax • Street 401 North	User Type Civilian  Grade G5-12  Citizenship US
EDIPI/UPN Email Rupert.Teck@dla.ml • Title Financial Analyst • Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date 06/01/2017 • Official Telephone 888-555-1212 Office/Cube DFAS • Official Telephone 888-555-1212 Office/Cube DFAS • Street 401 North	• Grade GS-12 V • Citizenship US V
Email Rupert.Teck@dla.mil Title Financial Analyst Cyber Awareness Certification Date Official Telephone Official Telephone Official Telephone Street Official Fax Official Fax	• Citizenship US
Title Financial Analyst     Cyber Awareness Certification Date 06/01/2017     Annual Revalidation Date     User Contact Information     Official Telephone @88-555-1212     Official Telephone Street 401 North	
Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date User Contact Information Official Telephone  Street 001 North Street 401 North	h Yearling RoadWhite
Annual Revalidation Date User Contact Information Official Telephone @88-555-1212 Official Fax Official Fax Street 401 North	h Yearling RoadWhite
User Contact Information  Official Telephone  Reserved  Official Fax  O	h Yearling RoadWhite
Official Telephone         888-555-1212         Office/Cube         DFAS           Official Fax         * Street         401 North	h Yearling RoadWhite
Official Telephone         888-555-1212         Office/Cube         DFAS           Official Fax         * Street         401 North	h Yearling RoadWhite
Official Fax * Street 401 North	h Yearling RoadWhite
	h Yearling RoadWhite
DSN Phone PO Box	
DSN Fax City Columbus	5
Mobile * State Ohio	×
* Postal 43218	
Code	STATES
Country UNITED ST	STATES 💌
• Organiz Supervisor	
1 Update Organization	Update Supervisor
Organization in DFAS Cold Dus	Name Austin Super
	User ID DAN0014
Albert Soff (DAN0013)	Title Senior Manager
Charles Soff (DCS9809) Organi	nization DFAS Columbus
IA Officer(s) CB Smith (DCB7777) Albert Soff (DAN0013)	Email Austin.Super.civ@notmail.mil
Brad Inao (DBI0001)	Phone 1-234-555-1212

Figure 129: User Information - Update Organization

- 2. Enter all or part of an **Organization** name in the **Organization Name** field.
- 3. Click Search.

AMPS displays matching Organization names in the search results list (see Figure 130).

- 4. Select the name you want to use from the **Organization** section.
- 5. Click **OK**.

AMPS enters the selected name and corresponding information in the **Organization Information** section of the Role Request's **User Information** screen (see Figure 131).

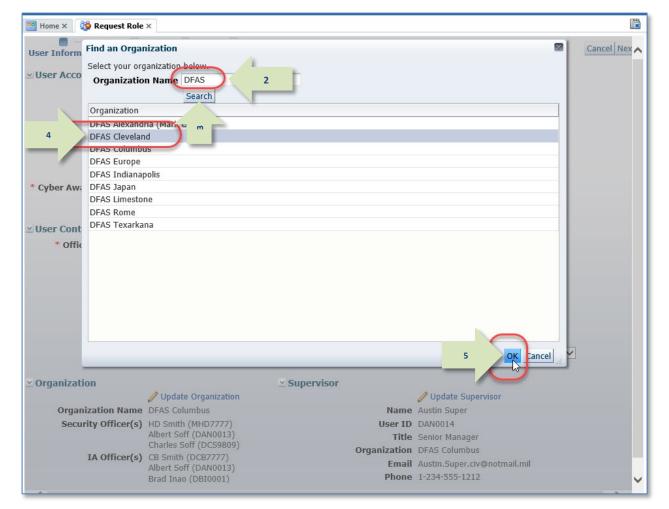


Figure 130: Select Organization - Search

6. Review the **Organization** update and proceed with the role request.

When you update the **Organization**, AMPS automatically identifies the updated organization name and populates the **Security Officer** and **IA Officer** fields with the names of the current organization's Security Officers and IAOs.

Home Request Role ×							
User Information Select Ro	les Justificat	tion Summary					Cancel N
≤ User Account Information	on						
	User ID	DRT0021		Account Stat	us Active		
	First Name	Rupert		Date of Bir	th 1/1/9999	5	No longer collec
1.120	ddle Name			User Ty	pe Civilian		
1945	Last Name DIPI/UPN	Teck		* Gra	de GS-12	~	
		Rupert.Teck@dl	la.mil				
		Financial Analys		Childian	<b>IIP</b> [05		
* Cyber Awareness Certific							
Annual Revalid			-				
≚ User Contact Information	n						
* Official Telephone	888-555-121	2	Office/Cube	DFAS			
Official Fax			* Street	401 North Yearling Ro	oadWhite		
DSN Phone			PO Box	Account Status Active Date of Birth 1/1/9999 No longer collected. User Type Civilian * Grade GS-12 V Citizenship US V Citizenship US V Citizenship US V City Columbus * Street 401 North Yearling RoadWhite PO Box * City Columbus * State Ohio * Postal 43218 Code * Country UNITED STATES Supervisor Name Austin Super User ID DAN0014 Title Senior Manager Organization DFAS Columbus Email Austin.Super.civ@notmail.mil Phone 1-234-555-1212			
DSN Fax			Account Status Active Date of Birth 1/1/9999 No longer collected. User Type Chillan • Grade GS-12 V Bdla.mil • Citizenship US V Nyst Office/Cube DFAS • Street 401 North Yearling RoadWhite PO Box • City Columbus • State Ohio • Country UNITED STATES V Update Supervisor Name Austin Super User ID Who14 Title Senior Manager Organization DFAS Columbus Email Austin.Super.civ@notmail.mil				
Mobile			* State	Ohio	A Yearling RoadWhite TATES With Supervisor Name Austin Super User Tip Civilian * Grade GS-12 * Citizenship US * C		
				43218			
			* Country	UNITED STATES			~
Organization			≚ Supervisor				
	/ Update O					sor	
Organization Name Security Officer(s)		Contract of the second s			Constant States		
IA Officer(s)							
	Brad Inao (D	BI0001)		Organization D	FAS Columbus		
						notmail.mil	
				Phone 1-	234-555-1212		

Figure 131: Select Organization - Search Results

# How to Update Your AMPS Supervisor - Internal Users

What you can do:	Follow this procedure if you are a user submitting a new role request and you need to correct your AMPS Supervisor. AMPS updates this information in your profile.
	The following business rules apply to the process of selecting an AMPS Supervisor:
	<ul> <li>Every Organization must have one or more AMPS Supervisors to handle role request approvals for their users.</li> </ul>
	• Each user who requests a role must have an AMPS Supervisor. Use the Update Supervisor function to select an AMPS Supervisor if the Supervisor area is
	blank.
	Internal users can select only another internal user as an AMPS Supervisor.
	• A user cannot select a contractor as an AMPS Supervisor. Only government employees can be Supervisors in AMPS. AMPS controls the selection process
	by restricting the display of Supervisor names to government employees, either Civilian or Military.
	A user can select an internal user from another Organization as a Supervisor.
	• All AMPS Supervisors must request and be granted the AMPS Supervisor role. However, a user can select a user who does not have the Supervisor role.
	An AMPS Supervisor who does not have the appropriate role sees a message in the Pending Approvals list under the My Tasks tab for the SAAR that awaits
	an approval. The message advises the Supervisor to request the AMPS Supervisor role in order to address and complete any role request approval action.
Where to start:	Begin the process of creating a role and start on the <b>User Information</b> screen.

## Locate the Update Supervisor Command on the User Information Screen.

1.	Click <b>Update Supervisor</b> .	Hame Request Role ×				
	AMPS displays the <b>Find a Supervisor</b>	User Information Select Roles Justification Summary				Cancel Next
	dialog (see Figure 133).	Subser Account Information     User ID DRT0021     First Name Rupert     Niddle Name     Last Name Teck     EDIP1/UPN     Email Rupert.Teck@dla.m     * Title Financial Analyst	al	Account Status Active Date of Birth 1/1/999 User Type Ovilian * Grade 65-12 * Citizenship US	8 9 9	No longer collected.
		* Cyber Awareness Certification Date 06/01/2017	6			
		Annual Revalidation Date  User Contact Information    Official Telephone  B88-555-1212  Official Fax  DSN Phone  DSN Fax  Mobile	PO Box • City • State • Postal Code	401 North Yearling RoadWhib Columbus Ohie 43218		
		Organization     Update Organization     Organization Name     DFAS Devaland     Security Officer(s)     Abert Soff (DAV0013)     IA Officer(s)     CR Smth (DCR777)     Brad Inae (DBS0001)	* Country	UNITED STATES	i Qnotmail.ml	

Figure 132: User Information - Update Supervisor Command

- 2. Enter all or part of any one or more of the following search criteria:
  - a. First Name,
  - b. Last Name, or
  - c. User ID
- 3. Click Search.

AMPS displays matching names in the search results area (see Figure 134).

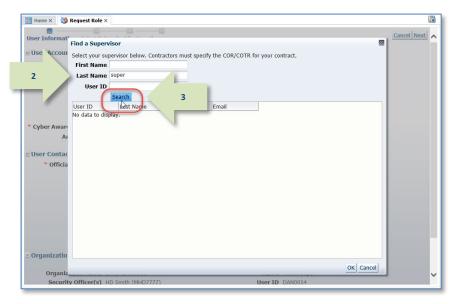


Figure 133: Find a Supervisor - Search Criteria

📰 Home × 🛛 🍪 Request Role × Cancel Next User Informa × Find a Supervisor User Accour Select your supervisor below. Contractors must specify the COR/COTR for your contract. First Name Last Name super User ID Search User ID Last Name First Name Email DWN0000 Newsupermess... William William.Newsu... DAN0014 Super Austin Austin.Super.ci... 4 DMS0067 Super Marjorie Marjorie.Super.. ~ User Officia Organizati 5 Organi Security Officer(s) HD Smith (MHD7777 User ID DANOOI

#### Figure 134: Supervisor Search Results

# 4. Click the name you want from the search results.

#### 5. Click **OK**.

AMPS enters the selected name and corresponding information in the **Supervisor** section of the role request's **User Information** screen (see Figure 135).

#### Account Management and Provisioning System (AMPS)

6. Review the Supervisor Information section to ensure you selected the correct supervisor.

See the section on **How to Update the Supervisor: Internal Users Only** for instructions on updating your Supervisor information through **My Information**.

When you complete the role request procedure, AMPS will update your profile with the new Supervisor's information and notify the new Supervisor of all your "in-flight" SAARs that require his or her approval.

Proceed with the role request for the selected user.

Home Request Role ×								
User Information Select Ro	les Justifica	tion Summary						Cancel Next
<ul> <li>User Account Informati</li> </ul>								
Ser Account Informati		0070021		Account Statu	Actives			
						n	12.	No longer collecte
						3	40	No longer conecce
	Last Name	Teck				_		
				* Grade	GS-12	~		
				<ul> <li>Citizenship</li> </ul>	US	~		
	* Title	Financial Analyst	t					
Cyber Awareness Certifie	cation Date	06/01/2017	6					
Annual Revalic	lation Date							
∠ User Contact Information				DELG	-			
	888-555-121	12						
Official Fax			* Street	401 North Yearling Road	dWhite			
DSN Phone			PO Box					
DSN Fax			* City	Columbus				
Mobile			* State	Ohio			~	
				43218				
								_
	Hett Roles Justification Summary     User ID DRT0021     Account Status Active   First Name Rupert   Date of Birth 1/1/9999   No longer collected   Middle Name   Last Name Teck   EDIPI/UPN   Email Rupert.Teck@dla.mll   * Title Financial Analyst   Certification Date 06/01/2017    Chone   Mone   888-555-1212   Office/Cube   DFAS   Al Fax   * Street   401 North Yearling RoadWhite   PO Box   * City Columbus							
Organization	A Lindata (		$\simeq$ Supervisor		Indata Cua	andras		
Organization Name	- 1	0.5000000000000000000000000000000000000			10000000			
		225350 102523						
,,	Albert Soff (	DAN0013)		Title Sup	ervisor			
TA Officer(c)						on Operations-		
IN Onicer(s)				- Nici		and a set		
	Brad Inao (I	OBI0001)				@dla.mil		
		N 1		Phone 666	555-1212			

Figure 135: User Information - Supervisor Updated

# How to Browse for a Role

Follow this procedure if you are browsing for a role name, rather than using the **Search** function. What you can do: Follow this procedure if you are a **Supervisor** submitting a new role request for a subordinate and you want to browse for a role, rather than use the Search function. Begin the process of creating a role, starting on the User Information screen, and navigate to the Select Roles screen. Where to start: 1. In the **Select Roles** screen's Home × 🍪 Request Role × Browse Roles by Application -\_ section, expand the application User Information Select Roles Justification Summary category that contains your **Browse Roles by Application** Search Roles application name. 7 DFAS Applications Role Name AMPS AMPS displays the names of all **Role Description** DFAS ADS roles associated with the DFAS AFT Enterprise Application category in the Select a Role area. DFAS CAPS-W Application DFAS CCAS ~ Environment DFAS DBMS 2. Select your application. DFAS DCDDCW  $\mathbf{\sim}$ Primary Role AMPS displays all roles associated DFAS DCDS Search Reset DFAS DCMS with the application in the Select a DFAS DCPS Role area. DFAS DDARS DEAS DDRS 2 DFAS DDS 3. Locate the role you want to request. a. To verify your choice, click the Select a Role **Expand** button ( ▷) to display Display Admin Roles (for Supervisor and Approval Access) details about the role. Role Name Selected Roles 3 b. If you select an **Additional** > DFAS DDS Prod - Administrative Supervisor DDS-011 DFAS DDS Prod - Administrative Supervisor DDS-011 role without first selecting a DFAS DDS Prod - Configuration Management DDS-009 DFAS DDS Prod - DSSN 5570 Additional Entry Point Request DDS-008 related **Primary** role, AMPS DFAS DDS Prod - DSSN 5570 Field Paying Agent DDS-003 displays an error message. ł DFAS DDS Prod - DSSN 5570 Field Cashier DDS-001 4. Select the role and click the right DFAS DDS Prod - DSSN 5570 Field Certifier DDS-002 arrow ( $\rightarrow$ ) button. AMPS copies the DFAS DDS Prod - DSSN 5570 Field DDO DA DDS-005 DFAS DDS Prod - DSSN 5570 Field Input DDS-004 role name to the Select Roles list DFAS DDS Prod - DSSN 5570 Field Office Manager DDS-007 panel on the right. DEAC DDC Brod DCCN EE70 Field Cystem Administrator DDC 006 5. To request multiple roles, repeat steps 1 through 4 (not shown).

Figure 136: Request Role Select Roles

role request.

(EBS users must have an application-specific primary role assigned before proceeding.)6. Click **Next** to proceed with your

# How to Cancel a Request: End User

What you can do: Where to start:	<ul> <li>Follow this procedure if you have submitted a role request, and you need to cancel the request. Reasons for cancelling a request vary, but often the problem is requesting the wrong role. You can cancel an existing request during the approval phase only. During the provisioning phase, the status field indicates the request is "TICKETED" and you cannot cancel the request through the AMPS interface. After a provisioner has provisioned your account, you must request a role removal (see page 286 for information on role removal).</li> <li>Obtain the SAAR number for the request you want to cancel. Check your email notifications to obtain the SAAR number or find the SAAR on your <b>Pending Requests</b> table. This table is located on the <b>Applications &amp; Roles</b> tab of the <b>My Information</b> screen. You may start the <b>Cancel Request</b> procedure on this screen.</li> </ul>
Check your AMPS email notification to obtain the SAAR number for the request you want to cancel.	1 Subject: Notification: SAAR #106074 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DFAS SABRS) 09/12/2017 16:19:11 EDT
The text of the sample email at right is provided to illustrate email formatting only.	<b>Body:</b> Your request for role DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005, with access to DFAS SABRS, SAAR 106074 has been submitted for approval. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

1. Check

 Launch AMPS and open the Applications & Roles tab of the My Information screen.

Each role request is submitted as a SAAR with an assigned SAAR number.

SAARs moving through the approval workflow are listed in the **Pending Requests** table with their current status.

😑 Home >	< 🦂 My Inform	nation ×									
D <b>isplay N</b> User In	lame Ruart Teo	k (DRT0021)	toles								
<b>∠</b> Curre	ent Role								Reques	st Role Remove Ro	le
Currer	nt Roles				A	Application		Environm	ent	Role Type	
▷ DFAS	SABRS Prod - DF	AS Security-Table	s SABRS-018		C	DFAS SABRS		PROD		USER	
⊻Addit	ional Role Att	ributes							Update	Additional Attribute	es
Role Nam	пе			Attribute		Value					_
DFAS S	ABRS Prod - DFA	S Security-Tables	SABRS-018	SABRS ACID	(UserID	) 87654					
<b>⊻</b> Provi	sioned Accour	its	1								
System T	<i>/</i> 1		System Name				oned Access				
DEAS PRO	OD - SABRS PRO	VISIONER	DFAS Prod - SAE DLA OID	BRS		DRT00	-018 TKA#SAB1, T	KA#SAB3, M	\$USR160	0, USER\$	
Pendi	ing Requests					1				Cancel Reque	st
SAAR ID	SAAR Type	Role Name			Status		Current Approver	Request Date	Expire I	Date Last Activity Date	
106074	Role Request	DFAS SABRS Pr	od - ADHOC w/o	Cmd Line S	PENDIN	NG APPRO	Supervisor	9/12/2017	10/2/20	017 9/12/2017	
106067	Role Request	DFAS SABRS Pr	od - DFAS Systen	ns Maint Tea	PENDIN	NG APPRO	Supervisor	9/12/2017	10/2/20	017 9/12/2017	J
Requ	est History										-
SAAR #	SAAR Type	Resource(s)						Status		Last Activity	
101323	Role Request	DFAS SABRS Pr	od - DFAS Systen	ns Maint Team	SABRS-	-020		REJECTE	D	9/27/2016	
101309	Role Request	DFAS SABRS Pr	od - DFAS Sched	ulers SABRS-01	19			REJECTE	D	9/7/2016	
101339	Role Request	DFAS MOCAS P	rod - Prompt Pay	Account Tech	MOCAS	-010		CANCELL	ED	6/10/2016	

#### Figure 137: Applications & Roles - Pending Requests

# 3. In **Pending Requests**, select the SAAR you want to cancel.

	⊻Pendi	ng Requests						Cancel Request
	SAAR ID	SAAR Type	Role Name	Status	Current Approver	Request Date	Expire Date	Last Activity Date
3	106074 <sub>N</sub>	Role Request	DFAS SABRS Prod - ADHOC w/o Cmd Line S	PENDING APPRO	Supervisor	9/12/2017	10/2/2017	9/12/2017
_ /	1060676	Role Request	DFAS SABRS Prod - DFAS Systems Maint Tea	PENDING APPRO	Supervisor	9/12/2017	10/2/2017	9/12/2017

#### Figure 138: Pending Requests - Select a SAAR

#### 4. Click the **Cancel Request** button.

AMPS displays a confirmation message (see Figure 140).

<b>⊻</b> Pendi	ing Requests					4	Cancel Request
SAAR ID	SAAR Type	Role Name	Status	Current Approver	Reque <mark>s.</mark> Date	Exp e Date	Last Activity Date
106074	Role Request	DFAS SABRS Prod - ADHOC w/o Cmd Line S	PENDING APPRO	Supervisor	9/12/2017	10/2/2017	9/12/2017
106067	Role Request	DFAS SABRS Prod - DFAS Systems Maint Tea	PENDING APPRO	Supervisor	9/12/2017	10/2/2017	9/12/2017

#### Figure 139: Pending Requests - Cancel Request Button

5. Click the **Yes** button to confirm the cancellation request.

AMPS displays an information message confirming the SAAR has been cancelled (see Figure 141).

Home	× 🍦 My Infor	mación ×								ľ
<b>Curre</b>	Current Roles							Request Role Remove R		
Curre	nt Roles				Application	Env	ironment	Role	Туре	
> DFAS	SABRS Prod - DI	FAS Security-Table	s SABRS-018		DFAS SABRS	PRC	D	USER		
≤Addit	tional Role Att	ributes					Upd	ate Add	tional Attributes	
Role Nar	ne			Attribute	Value					1
DFAS S	ABRS Prod - DFA	S Security-Tables	SABRS ACID (UserII	0) 87654						
Provi	isioned Accou	nts								
System 1	Туре		System Name		Provisioned Acces	is .				
DFAS PROD - SABRS PROVISIONER DFAS Prod - SABRS					SABRS-018 TKA#	SAB1, TKA#SA	B3, M\$USR	160, US	ER\$	
OID			Cancel Role	Doquast						
⊻ Pend	ing Requests				is role request? This acti				Cancel Request	
SAAR ID	SAAR Type	Role Name		nd cannot be undone.		Reque	st Expi	ire Date	Last Activity Date	-
106074	Role Request	DFAS SABRS Pr			5 Yes No	9/12/2	017 10/2	2/2017	9/12/2017	
106067	Role Request	DFAS SABRS Pr	od - DFAS Syste	ms Maint Tea PENDI	NG APPRU Supervise	9/12/2	017 10/2	2/2017	9/12/2017	
Requ	est History									
SAAR #	SAAR Type	Resource(s)				Stat	us	Last	Activity	
101323	Role Request	DFAS SABRS Pr	od - DFAS Syste	ms Maint Team SABRS	-020	REJ	ECTED	9/27	/2016	
101309	Role Request	DFAS SABRS Pr	od - DFAS Sche	dulers SABRS-019		REJ	ECTED	9/7/	2016	
101339	Role Request	DFAS MOCAS P	rod - Prompt Pa	y Account Tech MOCAS	5-010	CAN	ICELLED	6/10	)/2016	
101335	Role Request	DFAS SABRS Pr	od - Update Add	litional Attributes SABR	S-999	PRO	CESSED	6/9/	2016	
101307	Role Request	DEAC CADDO D	ad DEAC Com	rity-Tables SABRS-018		001	COMPLETED 6/6/2016			

Figure 140: Message - Confirm Cancel Role Request

6. Click the **OK** button to close the **Information** message box.

AMPS removes the cancelled SAAR from the **Pending Requests** table and adds a record for the SAAR to the **SAAR History** table. The status of the SAAR is changed to **CANCELLED**.

∠Curre	ent Roles							Request Ro	ole Remove Role
Curre	ent Roles				Application		Environm	nent Rol	е Туре
DFAS	SABRS Prod - DF	AS Security-Tabl	es SABRS-018		DFAS SABRS		PROD	USE	ĒR
⊻Addit	tional Role Attr	ibutes						Update Add	litional Attributes
Role Nar	me			i Informatio		×			
DFAS S	ABRS Prod - DFAS	Security-Tables	SABRS-018	1 Informatio	DN				
		•		SAAR: 106074	has been				
Provi	isioned Accoun	ts		cancelled.					
System <sup>-</sup>	Туре		System Name		6 OK	ed Access			
DFAS PR	OD - SABRS PROV	/ISIONER	DFAS Prod - SA	unu -	<	18 TKA#SAB1, T	KA#SAB3, M	\$USR160, U	SER\$
OID			DLA OID		DRTÖ	821			
Dond	ing Requests								Cancel Request
_ r chu	Ing requests						Request		Last Activity
SAAR ID	SAAR Type	Role Name			Status	Current Approver	Date	Expire Date	Date
106067	Role Request	DFAS SABRS P	rod - DFAS Syster	ns Maint Tea	PENDING APPRO	Supervisor	9/12/2017	10/2/2017	9/12/2017
Requ	lest History							l ac	t Activity
	SAAR Type	Resource(s)					Status	Las	LACTIVILY
	SAAR Type		rod - ADHOC w/o	Cmd Line SABF	RS-005		Status CANCELL		,
SAAR #	SAAR Type	DFAS SABRS P	rod - ADHOC w/o rod - DFAS Syster					ED 9/1	2/2017 7/2016
SAAR # 106074	SAAR Type Role Request	DFAS SABRS P DFAS SABRS P		ms Maint Team	SABRS-020		CANCELL	ED 9/1 D 9/2	2/2017
SAAR # 106074 101323	SAAR Type Role Request Role Request	DFAS SABRS P DFAS SABRS P DFAS SABRS P	rod - DFAS Syster	ms Maint Team ulers SABRS-01	SABRS-020 9		CANCELL	ED 9/1 D 9/2 D 9/7	2/2017 7/2016
SAAR # 106074 101323 101309	SAAR Type Role Request Role Request Role Request	DFAS SABRS P DFAS SABRS P DFAS SABRS P DFAS MOCAS F	rod - DFAS Syster rod - DFAS Sched	ms Maint Team ulers SABRS-01 Account Tech	SABRS-020 9 MOCAS-010		CANCELL REJECTE REJECTE	ED 9/1 D 9/2 D 9/7 ED 6/1	2/2017 7/2016 /2016

Figure 141: Role Request Cancelled

# **Role Request Approval Process**

AMPS handles notifications and the role request approval process by supporting approval business processes that are followed by the DLA and DFAS user communities. These business processes include the submission of requests for roles that provide access to computer applications maintained by various organizations. To initiate the role request process, the user logs in to AMPS, completes several online screens, and submits the data in those screens to the AMPS SAAR approval process.

At that stage, AMPS automatically creates and numbers a SAAR, and forwards the SAAR to a sequence of approvers who have been assigned the appropriate AMPS administrative roles authorizing them to approve or deny requests. If the data warrants approving the request, the approvers approve the request in sequence, from the Supervisor to the Security Officer to the Data Owner, and—in the case of DFAS applications—concluding with the Information Assurance Officer. Additional approvers—such as a Segregation of Duties Reviewer or External Authorizing Official—may also be required for some roles.

The only exceptions in the DLA application standard sequence occurs when AMPS determines that conditions warrant a Security Officer bypass or an automatic approval. A Security Officer bypass may be set by Security Officers on an as-needed basis for individual users. An automated approval, however, must meet certain conditions, each of which is outlined in the Security Officer sections located throughout SO approval sections in this User Guide. Starting with AMPS Release 17.1.2, DLA requests for IT3 roles do not require a Security Officer approval.

In the default setup of user security clearance information, the Security Officer sees only the first role request from a user until the user's account is submitted for revalidation or is otherwise flagged for the Security Officer's attention. Additional requests or any request for an IT3 roles by DLA users bypass the Security Officer unless the flag for review is reset (see Figure 183 for an example). The Security Officer bypass ensures that Security Officers are not inundated with multiple role requests that require the same data entries already set in a previous approval process. The Security flag, on the other hand, ensures that a Security Officer can cancel the bypass function in the case of a user whose record must be reviewed continually or out of the normal sequence.

To receive an automatic approval, a role request must generally meet certain criteria:

- The IT level of the requested role cannot exceed the current IT level of the user.
- The user must have a value recorded for the four clearance-related fields that AMPS tracks, including the following fields:
  - Security Clearance
  - IT Level, or Position Sensitivity
  - Background Investigation Type
  - Last Investigation Date
- The user's record must not be flagged for review by a Security Officer (for an example, see Figure 183).
- The user's recorded IT level satisfies one of the following conditions:

- If the user's IT level is IT1 or IT2, the date of the user's investigation must be less than 5 years old, or . . .
- If the user's IT level is IT3, the date of the user's investigation must be less than 10 years old.
- The user is a member of the DLA organization or any organization under DLA.

All approvers receive email notifications, which AMPS automatically sends to their official email addresses. Each approver has 20 days to act before a role request expires. AMPS sends reminder email messages to each approver every day until the approver completes an action on the request. AMPS handles the sequential submission for approval to each approver automatically, and then submits the approved request for provisioning.

# **Approver Roles**

The following AMPS administrative personnel are part of most approval workflows. Each of the approvers who have AMPS accounts must have specific administrative roles assigned to their accounts to ensure that AMPS can send role requests to the appropriate approvers. External approvers for external users do not require these roles, as noted in the following list. This list identifies administrative roles that each optional or standard approver must be assigned in AMPS:

Approver	AMPS Role
SOD Reviewer (optional)	SOD Reviewer role defined for the reviewer's organization (additional approver).
Supervisor	AMPS Supervisor, required only for internal users. External Supervisors do not require the AMPS Supervisor role.
Security Officer	Security Officer role defined for the organization (standard approver except for IT3 role requests in DLA applications, which do not require SO review). External Security Officers do not require an organizational Security Officer role.
Data Owner	Data Owner role defined for the resource (standard approver).
Information Assurance Officer	IAO Approver role defined for an organization (standard approver for DFAS or customers other than DLA applications).
External Authorizing Official (external users)	The EAO does not have an AMPS account, and therefore does not require an AMPS role to perform approvals for external role requests.

# **External Approvals: Authentication Rules and Practices**

The approval process for external user requests has one significant variance from the process implemented for internal users: the requests of external users are submitted for approval to their external Supervisors and external Security Officers whom the users themselves identify and for whom the users provide an email address. The external users themselves must identify their assigned Supervisor and Security Officer during their account setup. Unlike internal approvers who must log in to AMPS and present authentication credentials, external approvers get access to online approval forms through a separate module that is external to AMPS itself.

As a consequence, neither the external Supervisor nor the external Security Officer must have an account set up in AMPS, and no standard authentication credentials to AMPS at login are required. Instead, the external approval process for these two approvers occurs outside the AMPS application in a separate module. The module sends the approval information it collects to AMPS where the system forwards the approval request to the role application Data Owner, the next approver in the role request approval process.

Rather than presenting AMPS credentials, the external approvers authenticate to the external approval module instead. This authentication process ensures a secure process by preventing external users from approving their own requests and by preventing the same user from applying approvals in multiple stages. In other words, a user cannot be his or her own Supervisor or Security Officer. The requesting user and the two approvers must be three distinct individuals. Please see Appendix G or the External Approver Guide for detailed information about approver authentication.

### **Authentication Rules**

Rule	Description
Approver setup in AMPS	When an external user registers for an account in AMPS, he or she also identifies an external security officer and an external supervisor. The user is responsible for updating the contact information through the <b>My Profile&gt;My Information</b> screen.
CAC-enabled external approver	An external security officer or supervisor who logs in to the External Approval Portal with a CAC or other smart card supported by AMPS requires the approver to use the CAC or smart card for all subsequent approvals.
Non-CAC-enabled external approvers	For external approvers who do not use a CAC or other smart card, AMPS captures the approver's email address. The user and approver are responsible for maintaining the accuracy of their contact information (see Procedure for External Supervisor Approvals for an example).

# Supervisors: Internal Users

AMPS requires each user to have an AMPS Supervisor identified and assigned to the user's account. The Supervisor reviews the user's role request and determines whether or not the requestor has chosen the correct role for the completion of related application tasks. If not, the Supervisor can reject the user's request and advise the user on how to proceed with a correct request, if necessary.

Unlike the case with other approver roles, a user has only one AMPS Supervisor. This Supervisor must request and obtain the **AMPS Supervisor** role before he or she can administer role request approvals (see **How to Request the AMPS Supervisor Role**).

### Note:

For quick instructions on obtaining the AMPS Supervisor Role, see *AMPS Snapshot: Request the AMPS Supervisor Role*. This document is available from the AMPS Help screen.

### Supervisor Setup in AMPS

During the setup of administrative roles, each organization and sub-organization must determine who has the highest Supervisory level. This determination is required because of the hierarchical nature of the supervisory structure in AMPS. That is, each user must have a Supervisor, these Supervisors must also have Supervisors, and so on up the hierarchy. However, the final responsibility must rest with the appropriate person in the Supervisor hierarchy. In each case, this person is assigned a Supervisor role by a system administrator, without a requirement for a Supervisor to be assigned to his or her account.

# Supervisors: External Users

All external users, except members of the public, must identify an External Supervisor in AMPS. This Supervisor does not require an AMPS account or the AMPS Supervisor role to perform the duties of an External Supervisor. However, an External Supervisor must supply contact information, through the external user, to ensure he or she receives email notifications of role request approvals.

Note that an external user cannot identify himself or herself as the user's External Supervisor; AMPS business rules prevent users from approving their own role requests.

An external user in one of the following categories must identify email address for an External Supervisor:

- Military
- Civilian
- Contractor

The External Supervisor must supply the following information through the External Approval Portal (EAP) when AMPS assigns an approval task:

- First Name
- Last Name
- Telephone Number

When an external user in one of the specified categories requests a role, AMPS sends an email notification to the External Supervisor advising the supervisor of an action required in AMPS. The notification includes a URL that, when entered in a browser instance, takes the supervisor directly to an AMPS work queue containing links to requests that require action.

The section on how to approve an external role request explains the procedure an External Supervisor uses for approving or rejecting a role request from an external user.

# Security Officers: Internal and External SO Review Requirements

The DLA has altered requirements for Security Officer reviews in an effort to streamline DLA role request processes while maintaining the appropriate security safeguards. Some requests do not require a Security Officer review, while others can be automatically approved. Still other requests do require a Security Officer review. Moreover, conditions differ according to whether the user is a DLA user or a DFAS user.

As a quick reference, the following table summarizes the conditions that apply for each of these review scenarios:

Scenario	Security Officer Review Requirement
A DLA user requests a DLA IT3 role.	SO review is not required.
A DLA user requests a DFAS IT3 role.	SO review is not required.
A DFAS user requests a DFAS IT2 role.	SO review from a DFAS Security Officer is required.
A DFAS user requests a DLA IT3 role.	SO review from a DFAS Security Officer is required.
An external user requests a DLA or DFAS IT3 role	External SO review is required.

The following sections provide more detailed descriptions of various scenarios to explain how and when Security Officer reviews are either bypassed, automatically approved, or required.

# Security Officer: Internal Users

The Security Officer is responsible for ensuring that the role requestor's clearance level meets or exceeds the requirement as defined in the requested role. The Security Officer can reject a role request if security standards are not met. The Security Officer is advised in email messages of each initial request for a role submitted by a user. After conducting a security review and entering the required data, the Security Officer can approve the request.

The Security Officer who reviews each user's requests is part of a group that is assigned within the user's organization. A user's organization has multiple Security Officers, all of whom receive role request email notifications forwarded by AMPS to their official email addresses. However, a role request needs the review and approval of only one SO. Not all DLA role requests require a Security Officer review. See the following sections to understand when AMPS does not require a Security Officer review is not required and when AMPS can apply an automatic approval.

## Security Officer Approval: Not Required for IT3 Roles

In specific circumstances, a Security Officer review is not required in certain role requests or role extension requests. If the role or extension request meets the following criteria, a Security Officer review is not required:

- The IT level of the role is IT3.
- The user who requests the role or role extension is a DLA user.

# Note: for DLA User Requests · · ·

For a case in which a DLA user's security information is incomplete in AMPS and the role specified in an original request or an extension request is also IT3, AMPS does not require completion of security clearance information fields.

#### **Email Notifications**

AMPS does not send approval stage email notifications to a user when a Security Officer review is not required.

#### Audit Log Entries

When a Security Officer is not required, AMPS captures and stores the following information in audit logs:

- The Security Officer's approver ID is not recorded in the audit logs. That is, the entry is blank.
- The Status recorded in the audit logs is "NOT REQUIRED."
- The comment in the audit logs states, "Security Officer approval for DLA user requesting an IT3 role is not required."

### Automatic Security Officer Approvals

AMPS can apply an automatic Security Officer approval to a role request, role expiry request, or role extension request that meets specific criteria. The automatic approval speeds the approval process for role requests that present no specific content requiring an immediate security review.

For role requests, role expiries or extensions, and attribute change requests, AMPS can automatically apply an approval for a Security Officer, if all of the following conditions are met:

- The requesting user is a DLA user.
- The IT level of the requested role is IT1 or IT2. This condition applies to DLA and DFAS roles available to DLA users.
- The user has an IT level of IT1 or IT2 and the most recent Investigation Date is less than five years old.
- The IT level of the requested role does not exceed the current IT level of the user.

- The user has a value recorded for the four clearance-related fields that AMPS stores, including the following fields:
  - Security Clearance
  - IT Level or Position Sensitivity
  - Background Investigation Type
  - Last Investigation Date
- The user is not flagged for review by a Security Officer.

#### **Email Notifications**

After a user submits a role request that receives an automatic Security Officer approval, the next email notification a user receives is either the next step in the process or the final email notification if the automated approval is the last step in the process.

#### Audit Log Entries

When an automatic approval occurs, AMPS logs the automatic approval with the following data:

- The approver's user ID, normally reported in the audit logs, will be blank.
- The Status recorded in the audit logs will be "AUTOAPPROVE."
- The audit log comment contains the following statement: "This request has been automatically approved by AMPS, per the conditions specified by the DLA CIO (the Designated Approving Authority [DAA]) per the DLA Account Management Policy Signed 6 Nov 2014."

#### Note:

AMPS reports all date and time stamps in the audit log in Coordinated Universal Time (UTC).

### Security Officer: External Users

All external users, except members of the public, must identify an External Security Officer in AMPS. This Security Officer does not require an AMPS account or the AMPS Security Officer role to perform the duties of an External Security Officer. However, the external user must provide an email address for the External Security Officer during new user registration to ensure he or she receives email notifications of role request approvals.

Note that an external user cannot identify himself as his own External Security Officer; AMPS business rules prevent users from approving their own role requests.

An external user in one of the following categories must identify the email address for an External Security Officer:

- Military
- Civilian
- Contractor

The External Security Officer must supply the following information through the External Approval Portal (EAP) when AMPS assigns an approval task:

- First Name
- Last Name
- Telephone Number

When an external user in one of the specified categories requests a role, AMPS sends an email notification to the External Supervisor advising the supervisor of an action required in AMPS. After the External Supervisor approves the role request, AMPS moves the role request to an EAP work queue specifically set up for the External Security Officer. Then, AMPS sends an email notification to the External Security Officer advising the Security Officer of an action required in AMPS. The notification includes a URL that, when entered in a browser instance, takes the Security Officer directly to the EAP work queue containing links to requests that require action.

The section on how to approve an external role request explains the procedure an External Security Officer uses for approving or rejecting a role request from an external user.

## Data Owner (DO)

The Data Owner is responsible for reviewing the request of a role associated with an application. Because each role is associated with a specific application and role-owning organization, requests for these roles are submitted to the Data Owners associated with the same application and role-owning organization. One of the Data Owners reviews and either approves or rejects requests for these roles.

An organization may have multiple Data Owners, all of whom receive role request email notifications forwarded by AMPS to their official email addresses. However, a role request needs the review and approval of only one Data Owner. In addition, Data Owners handle all requests from users, internal or external.

### Information Assurance Officer (IAO)

No IAO review is required for DLA systems, but some AMPS customers, such as DFAS, employ an IAO for approvals. The primary responsibility of the Information Assurance Officer is to verify the requestor's compliance with Department of Defense information assurance training initiatives, now called *Cyber Awareness Training*. When a group of IAOs receive notification of a DFAS or external role request SAAR, an IAO opens the SAAR, verifies the entry of the user's Cyber Awareness Certification Date and ensures the date is the most recent date and that it is accurate. The IAO may check other details in the SAAR, but the Cyber Awareness Training Certification Date is the data AMPS requires for approval of a SAAR by the IAO.

An organization that employs IAO approval has multiple IAOs, all of whom receive role request email notifications forwarded by AMPS to their official email addresses. However, a role request needs the review and approval of only one IAO. In addition, IAOs handle all requests from users, internal or external.

## Additional Organization- or Application-Specific Roles

Some organizations or application owners have specific additions to the approval process. In the current version of the system, the additional approver added most often is a Segregation of Duties (SOD) Reviewer.

#### **SOD Reviewer**

Some roles are set up in AMPS with a requirement for an additional reviewer who checks for conflicts of interest between a newly requested role and existing role assignments. This additional reviewer is the first in the approval sequence to see a role request. If a conflict between a requested role and a current role exists, the SOD Reviewer enters an explanation of the conflict and completes the review. After SOD Review completion, AMPS forwards the role request to the requestor's Supervisor and subsequent approvers, each of whom can reject the role request based on the conflict of interest noted by SOD Reviewer.

#### **External Authorizing Official (EAO)**

A number of roles available to external users require an extra approver called an "External Authorizing Official" or "EAO." External users identify an EAO with an email address entry in the user's **My Information** screen or during a role request.

#### **Top-level Manager Roles**

AMPS also provides a top-level role, called a "Manager" role. A Manager role serves a particular purpose in the overall approval process. In the majority of cases, a role request proceeds through the steps described in the Approval Process Summary section, and each request is reviewed by a predefined approver in prescribed approval stages. These approvers are identified in AMPS as users who have been assigned specific roles, such as Security Officer or Role Data Owner.

However, if a staff member is not assigned to the appropriate approver role to receive role requests for action, AMPS must have a way to redirect role requests to a contingent approver with an appropriate role. This contingent approver role is called a Manager role. **For example:** A DFAS user requests the Prompt Pay 101 role, AMPS forwards the request to the SOD Reviewer. After the SOD Reviewer completes the assessment and submits a recommendation as a part of the completion of the review, AMPS sends the role request to the requestor's AMPS Supervisor.

After the Supervisor approves the request, AMPS sends the request to the organizational Security Officer. After the SO approves the request, AMPS sends the request to the Prompt Pay 101 Data Owner for approval. This Data Owner should be predefined and assigned the appropriate Data Owner role in order to receive AMPS notifications and exercise the authority to administer approvals.

If no staff member has been assigned to Prompt Pay 101 Data Owner role, for whatever reason, AMPS sends the request to the Prompt Pay 101 Data Owner Manager for approval. That person has two responsibilities:

- Approve or deny the request.
- Find out why the request came to the Data Owner Manager, rather than a Data Owner associated specifically with that role.

To correct the situation and ensure that AMPS can forward role requests for Prompt Pay 101 to the appropriate Prompt Pay 101 Data Owner, the Data Owner Manager makes sure that one or more staff members, with the appropriate responsibilities and credentials, requests and receives the Prompt Pay 101 Data Owner role.

When staff members receive the Prompt Pay 101 Data Owner role, AMPS can direct the approvals for associated Prompt Pay 101 role requests to the correct Data Owner, rather than the Data Owner Manager.

AMPS contingency coverage also includes an SOD Reviewer Manager, a Security Officer Manager, an Information Assurance Manager, and a Provisioner Manager. Staff members who hold these roles have the same type of responsibilities for handling contingent role requests that have no corresponding approvers.

## **Cross-organizational Role Request Approvals**

In the AMPS user community, some users may need access to systems outside their own agency. For example, a DFAS user may need access to a DLA system, or a DLA user may need access to a DFAS system. Typically, users do not have access to roles beyond their own agencies, but the unique relationship between DLA and DFAS requires AMPS to accommodate inter-agency users. Therefore, roles for applications associated with one agency have been published in a way that enables a user from one agency to request one or more roles for applications associated with the other agency.

A cross-organizational request is a role request, including an attribute update request, that meets one of the following criteria:

- A DLA user requests a DFAS role or an attribute update for a DFAS role.
- A DFAS user requests a DLA role or an attribute update for a DLA role.
- An external user requesting any role.

#### Approval Constraints for Cross-organizational Role Requests

DLA and DFAS have different standard approval paths for role requests. For example, AMPS does not require an approval by an Information Assurance Officer (IAO) from any DLA user who submits a DLA role request. However, DFAS requires IAO approvals for roles providing access to its systems.

Because the two agencies have different rules for handling requests, AMPS first identifies the requesting user's organization—DLA or DFAS—and follows the rules set up for that organization when determining how to direct an approval for a cross-organization request. This organizational distinction excludes external users. These users belong to a single organization called "DLA External," whether they are DFAS or DLA users, and DLA External does not have assigned IAOs to receive approval requests. AMPS determines which organization the role belongs to, and follows the IAO approval rules for that organization.

For a cross-organizational role request, AMPS uses the following criteria to determine which organization has priority in determining the rule set to follow:

- For external users who submit cross-organizational requests . . .
  - AMPS always routes Security Officer approvals to the user's External Security Officer.

- AMPS routes approvals to IAOs based on the organization of the role:
  - For a DFAS role request, AMPS forwards the request to an IAO group for approval.
  - For a DLA role request, AMPS bypasses the IAO approval stage.
- For internal users who submit cross-organizational requests AMPS determines the role's organization and follows the rules set up for that organization.

#### Annual Revalidation Requests and Cross-organizational Roles

Starting with AMPS release 17.2.0, DLA internal users are required to submit annual revalidation requests on their specified anniversary dates. DFAS users will be required to submit annual revalidation requests at a later date. Some DLA and DFAS users may hold cross- organizational roles. However, AMPS determines which approval path rules to follow based on the user's organization. Hence, DLA annual revalidation requests follow DLA approval requirements; and DFAS annual revalidation requests will follow DFAS approval requirements.

The following subsections describe how AMPS resolves the differences in approval paths for cross-organizational role requests.

#### Security Officer (SO) in Cross-organizational Requests

DLA has a more complex set of rules for directing approvals to Security Officers. The aim of these rules is to simplify and streamline the approval procedure by skipping the Security Officer approval step in many circumstances. The AMPS User Guide explains these rules in detail in the section entitled *Security Officers: Internal and External SO Review Requirements*.

# Approval Process Summary

The procedures in this section describe how each approver handles the approval of a role request in AMPS. The procedures include the text of sample email notifications that AMPS sends to users and approvers at each stage of the approval process. Only users who have been assigned one of the AMPS roles identified in Table 1 can follow these procedures. Although the AMPS screens look different, the process is very similar to Legacy AMPS.

In AMPS, the approver . . .

These rules are also applicable in cross-organizational requests:

- If a DLA user requests a DFAS IT3 role, SO approval is not required.
- If a DFAS user requests a DLA IT3, IT2, or IT1 role, DFAS requires an SO approval; the approval is performed by a DFAS Security Officer.
- All external user role requests for any DLA or DFAS roles are required to have External Security Officer approval.

#### Information Assurance Officer (IAO) in Cross-organizational Requests

Per DLA policy, AMPS no longer forwards any type of request to Information Assurance Officers when DLA users submit role requests involving DLA roles. Although DLA no longer requires direct approval of any role request by an Information Security Officer, DFAS approval paths continue to require an approval by an IAO. To resolve the difference in approval requirements, the two agencies have agreed to manage IAO role request approvals for inorganization and cross- organization requests in the following manner:

- If any user requests a DLA Role, AMPS skips the IAO approval step and marks the request approval as not required by an IAO.
- If a DFAS internal user requests a DFAS Role, AMPS assigns the IAO approval to the user's DFAS IAO.
- If a DLA or External user requests a DFAS Role, AMPS assigns the IAO approval to the role's DFAS IAO.
- Receives a notification that an action is required on a role request.
- Logs in to AMPS and navigates to a list of pending tasks.
- Selects the pending task to open the approval decision screen.
- Selects or enters data in required and optional fields.
- Approves, rejects, or cancels the role request.

Table 1 summarizes approvers and their tasks.

#### Table 1: Role Request Approvers and Provisioners

This Administrator	ls assigned	Notes	For more information
Segregation of Duties (SOD) Reviewer	To your organization.	If a role requires a review to ensure segregation of duties policies are enforced, the SOD Review is defined as part of the role itself. The SOD review provides a point of entry to the approval process for roles that require an SOD check for each role request.	Users: • Segregation of Duties Review Segregation of Duties Reviewers: • Segregation of Duties Reviewers • Segregation of Duties Review
Supervisor	To your account when the account is created initially.	If a change occurs that is not reflected in AMPS, you can change your Supervisor in AMPS during the role request process. If a SAAR is assigned to Supervisor whose account is Deleted or Disabled, the SAAR is automatically approved and sent to the next approver in the workflow. External users identify a specific External Supervisor in their User Information and can update Supervisor information during a role request.	Users: • How to Update Your AMPS Supervisor Supervisors: • Supervisor Approval • How to Reject a Role • How to Suspend a Role Request
Security Officer	To the Organization to which you belong.	You cannot change this assignment. However, Organizations may have two or more Security Officers assigned. You can identify them during the role request process. External users identify a specific External Security Officer in their User Information and can update the External Security Officer information during a role request.	Users: • How to Request a Role • How to Update Organization Information Security Officers: • Security Officer Approval • How to Reject a Role Request • How to Suspend a Role Request
External Authorizing Official (EAO)	To a role request by an external user.	This approver affects only an external user who requests a certain type of role.	Users: • How to Request a Role External Authorizing Officials: • External Authorizing Official Approval
Data Owner	To the application associated with the role you are requesting.	Data Owners see all role requests for access to their application data.	Users: Ask your Supervisor if you have questions about the Data Owner. Data Owners: Data Owner Approval How to Reject a Role How to Suspend a Role
Information Assurance Officer (IAO)	To the Organization to which you belong.	You cannot change this assignment. However, Organizations may have two or more IAOs assigned. You can identify them during the role request process. Some customer applications do not require IAO approval, in which this administrator task is not applicable. DLA systems do not require an IAO review.	Users: • How to Request a Role IAOs (not applicable to DLA systems): • Information Assurance Officer Approval (applicable only to customers that require IAO administration) • How to Reject a Role • How to Suspend a Role Request
Total AMPS Provisioner	To the application associated with the role you are requesting.	In the manual provisioning method, a provisioner creates a user account based on information provided in a Total AMPS ticket or Remedy ticket. In the automated provisioning method, AMPS works directly with the application's system to set up the account.	Total AMPS Customers, Users, and Provisioners: <ul> <li>Provisioning Process: Total AMPS</li> </ul>

## External Approvers Authentication Error Messages: CAC Users Only

External users must enter the email addresses of the following three external approvers in his or her My Information profile:

- External Supervisor
- External Security Officer
- External Authorizing Official

### Note:

The external approvers whose email address you enter or update must be three separate and distinct individuals with different email addresses.

#### Error Message: Non-matching Email Addresses

These addresses are associated with the external user's account and provide a component in the authentication process for external approvers. Some external approvers use a CAC or other smart card to authenticate their identities. CACs and other smart cards store the card owner's authentication data. When an external approver attempts to gain access to a user's request approval screen, AMPS reads and compares this with the information it has stored for the approver. The role of the "Action Required" email message to the approver is key to the authentication process.

This process starts when an external approver receives an email notification indicating that a request has been submitted for approval (see step 1 in the following procedure).

The email instructs the approver to copy and paste the URL from the email message to a browser instance. This URL contains an encrypted copy of the approver's email address, which was provided by the requesting user. AMPS captured and stored this address after the user entered it during registration. The user can also update this information later (see How to Update the Supervisor: External Users Only).

If the email address detected on the approver's smart card does not match the approver email address stored in the requesting user's profile, AMPS displays an error message and prevents the approver from opening the SAAR's approval decision screen.

The first procedure in this section describes the error message that AMPS displays if the system detects a discrepancy between the two email addresses. The instructions in this procedure also explain how to resolve this error.

#### Error Message: Incorrect CAC Certificate

During the process of opening the External Approval Portal, a smart card-enabled approver may attempt to authenticate with a CAC or other smart card. As part of the process, the system asks the approver to choose a certificate. With the implementation of the DoD's CAC modernization directive in AMPS, CAC-enabled approvers should choose their "Authentication" certificate, also referred to as the "PIV" certificate. If the approver chooses another certificate, the system may display an error message.

If you see this error message, follow the instructions in the procedure to start over and choose the correct certificate. Refer to the second procedure in this section for details on how to resolve this error.

#### Error Message: Missing Authentication Certificate

During the process of opening the External Approval Portal, a previously authenticated, smart card-enabled approver must authenticate with a certificate selected from their smart card. For CAC users, this should be the "Authentication" certificate. If the approver closes or cancels out or the security dialog without providing their certificate, the system will display an error message.

If you see the error message, follow the instructions in the procedure and restart the process. Select the correct certificate when prompted. See the Missing Authentication Certificate procedure below for more details.

#### Non-matching Email Addresses

1. Review the email notification requesting an approval action.

The email provides a URL that leads to the external approver's work list.

2. From the email message, copy and paste the URL into a browser.

## Sample External Approver Notification

Subject: Action Required: SAAR #106420 - Request User Access for zoltan zvendor (EZZ0024) (DLA External) (DFAS SABRS) 10/18/2017 07:44:00 EDT

**Body:** SAAR #106420 - Request User Access for zvendor, zoltan (EZZ0024) (DLA External) has been submitted for approval. This request for DFAS SABRS Prod - MC General User SABRS-001 was submitted in AMPS on 10/18/2017 07:44:00 EDT.

Please visit AMPS at this URL:

2

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=7425%3AN7f3dfitXAVIU%2BYgDo8Sj9j9mBaNeEx%2BDETmlcWxmCQ%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 11/07/2017 06:44:10 EST.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# 3. After pasting the URL into the browser's address bar, press **Enter**.

The email address stored on your smart card certificate must match the email address in the user's profile (see the user's **My Information** screen).

*If these email addresses do not match, AMPS displays this error message.* 

3 https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfid=eaportal-flow&adf.tfDoc:	~ 🔒	c	Search				- . 0	口 命 ☆	3	< ()
A APS Approval System         ×           File         Edit         View         Favorites         Tools         Help										
🍰 🔯 FULL AMPS Issue Tracker 🤹 CDRLs - All Documents   🏶 AMPS - DLA J6 Wiki	" 눱	•	🔊 • 🖃 (	- 1	Page -	Safety -	Tools	- @-	100	R.
AMPS Approval Work Queue										
Certificate email doesn't match request approver email										
The email address listed on your certificate does not match the email address on record.										
Please select the appropriate certificate at logon.										
For more information see the External Approver Guide										
If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 8 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servic					r DSN 8	50-0032	(press			
								<b>a</b> 100	% •	. 3

Figure 142: URL Entry and External Approval Work Queue

#### User Documentation: User Guide

4. Review the error message and follow the instructions below.

An email address mismatch may occur if the user changes the approver's address in their profile after the approval task in question was created. It may also be caused by a certificate error. In either case, AMPS blocks access to the approval task.

4

- 5. Close your browser.
- 6. Open a new browser and log in using the URL provided in the email. Be sure you select the appropriate certificate.
- 7. **Next Steps** (not shown): If, after following the above procedure, you are still unable to access the approval task, call the Service Desk, and report the problem to the Service Desk agent.

(Image: Anttop://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfid=eaportal-flow&adf.tfDoc:	-		-	Search	Passa .				P-1	n va	200
AMPS Approval System ×     Y     File Edit View Favorites Tools Help											
pile Eait View Pavonites Tools Heip 👍 💶 FULL AMPS Issue Tracker 🤹 CDRLs - All Documents 🚇 AMPS - DLA J6 Wiki	>>	奋	•	J -		÷	Page 🕶	Safety 🕶	Tools -	0-	1
AMPS Approval Work Queue											
C Error											
Serror Certificate email doesn't match request approver email The email address listed on your certificate does not match the email address on record. Please select the appropriate certificate at logon.											
Certificate email doesn't match request approver email The email address listed on your certificate does not match the email address on record.											

#### Figure 143: Certificate Email Error Message

#### Authentication with the Wrong CAC Certificate

During your log in to AMPS, you must choose the correct certificate when the system displays a security dialog requesting a certificate choice. AMPS is configured to support only a few certificate types. If you have authenticated in AMPS with a CAC (or other smart card), you must provide that certificate whenever you log in.

1

When you choose the wrong certificate while opening the External Approval Portal, the system responds with an error message. Step through the following procedure to exit the message and clear the certificate issue.

### Sample External Approver Notification

Subject: Action Required: SAAR #106421 - Request User Access for zoltan zvendor (EZZ0024) (DLA External) (DFAS SABRS) 10/18/2017 07:44:01 EDT

# The email provides a URL that leads to the external approver's work list.

#### This

Body:

2. From the email message, copy and paste the URL into the address bar of a browser.

Press the **Enter** key.

1. Review the email notification

requesting an approval action.

AMPS displays a Windows Security dialog (see Figure 145).

SAAR #106421 - Request User Access for zvendor, zoltan (EZZ0024) (DLA External) has been submitted for approval. This request for DFAS SABRS Prod - HQMC CTAB SABRS SABRS-002 was submitted in AMPS on 10/18/2017 07:44:01 EDT.

#### Please visit AMPS at this URL:

	https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eapor
1	flow.xml&ApprovalID=0457%3AVH%2FCyYdFHWdxFNpHCMpmLaClgCSctFbU3toHYOrsZ48%3D

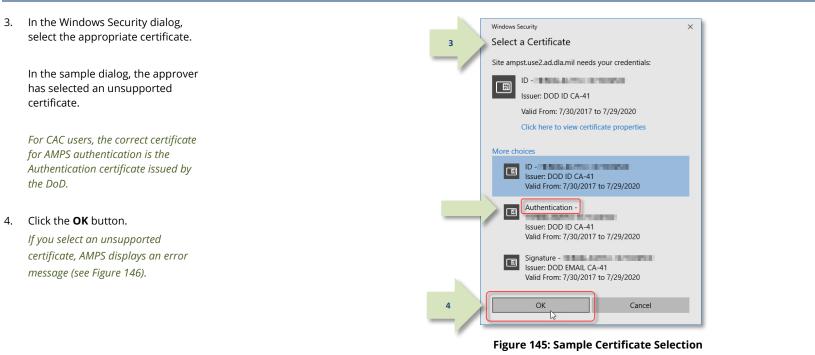
Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 11/07/2017 06:44:09 EST.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

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F	F Edit View Favorites Tools Help	
-		
		🔍 100% 🔻 🔡
		≪ 100% ♥

Figure 144: Sample Browser Address Bar

AMPS Sustainment



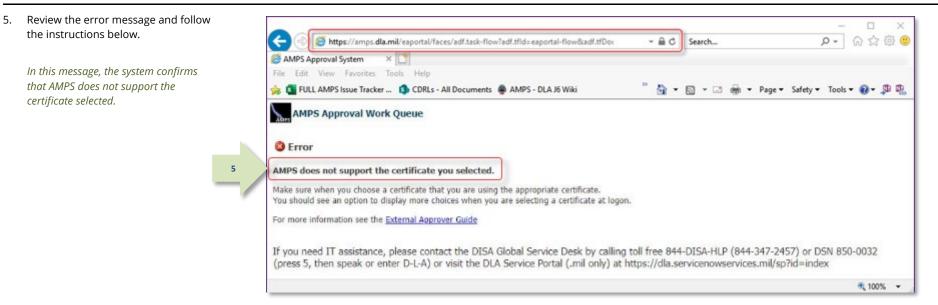


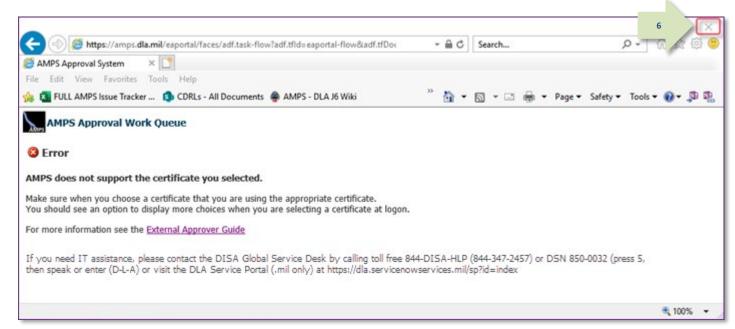
Figure 146: Unsupported Certificate Error Message

4

- 6. Close your browser.
- 7. Repeat the access process, beginning with step 1 in this procedure.

Ensure that you select a certificate in the Windows Security dialog that is supported in AMPS.

 Next Steps (not shown): If, after following the above procedure, you are still unable to access the approval task, call the Service Desk, and report the problem to the Service Desk agent.



#### Figure 147: Unsupported Certificate Error Message - Browser Exit

If you choose to cancel or close the security dialog requesting a certificate while opening the

External Approval Portal, the system responds with an error message. If you see the below

error message, close your browser, and restart the process with a fresh browser (Note: you

may need to clear your browser's cache). Select the correct certificate when prompted by the

#### Missing Authentication Certificate

During your log in to AMPS, you must choose a certificate when the system displays a security dialog requesting a certificate choice (see steps 3 and 4 above). AMPS is configured to support a few certificate types. If you have previously authenticated in AMPS with a CAC (or other smart card), you must provide that certificate whenever you log in. CAC users should use their "Authentication" certificate.

- 1. If you see the error at right, close your browser.
- 2. Repeat the access process, beginning with step 1 in the previous procedure.

Ensure that you select the correct certificate in the Windows Security dialog.

3. *Next Steps* (not shown): If, after following the above procedure, you are still unable to access the approval task, call the Service Desk, and report the problem to the Service Desk agent.

AMPS Approval Work Queue

#### 🙆 Error

You must present a Certificate to authenticate.

For more Info External Approver Guide (Procedures for Using the External Approver Portal)

If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

security dialog.

Figure 148: Missing Certificate Error Message

## **Required Approvals and Time Limits**

The AMPS process for submitting and approving a user's role request is called a "workflow." A workflow automates the process of sending notifications of required actions and of forwarding action items to approvers in sequence. The AMPS approval workflow automatically tracks and reports on the status of each approval request.

After a user submits a role request, AMPS forwards the request to the approval workflow. During the workflow process, several approvers review the request before the role is provisioned to the user's account. The number of approvers who review a request is defined in AMPS, and the number may vary according to which application and role make up the request. As AMPS forwards the request to each approver, AMPS also sends each user email notifications indicating the request's current status and pending approval requirements. Each approver receives email notifications from AMPS for role requests that require his or her action.

## Approval Period and Automatic Cancellation

From the time an approver receives the initial email notification for a role request approval, AMPS provides 20 days for the approver to complete an action on the request: either approve or deny. After the initial notification, AMPS delivers additional email notifications every day to the current approver until the request is approved or denied, or the 20-day approval period expires. If an approver does not act on a request before the end of the approver's time limit, the SAAR expires. AMPS then notifies the requestor that the request has expired. If the requestor still needs the role, he or she should consult a Supervisor and, if necessary, submit a new request. The following chart summarizes approvers in the workflow, approval requirements, and approval time limits.

**Note:** If a request is submitted to an approver type, but there is no one assigned to the associated approver role, AMPS immediately escalates the approval to the next approver type in the hierarchy before the 20-day timeout period begins. A timeout results in a rejected SAAR.

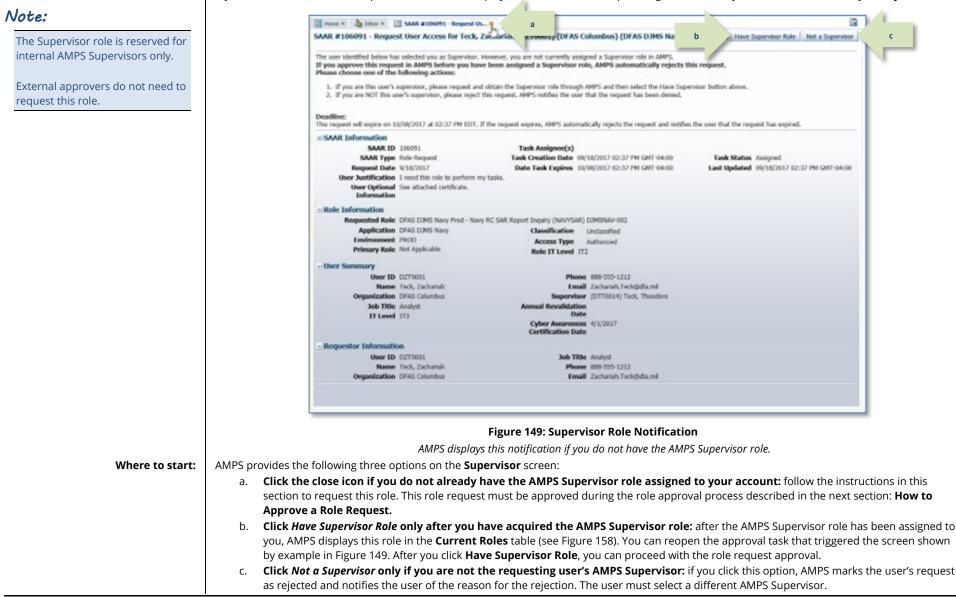
Required Approvals	Role/Application	Reminder Notifications	Time Limit for Approval
Segregation of Duties (SOD) Reviewer	All internal role requests for applications that require an SOD Review to ensure Segregation of Duties policies are enforced before the role request is approved.	Every day after initial notification.	20 days.
Supervisor	All role requests for all applications.	Every day after initial notification.	20 days.
Security Officer (applicable only when AMPS does not apply an automatic approval)	<ul> <li>All internal that require an SO review. External role requests for all applications.</li> <li>All role requests from users flagged for an additional Security Officer Review.</li> <li>Role requests that qualify for automatic approval are approved immediately.</li> </ul>	Every day after initial notification.	20 days.
External Authorizing Official	Requests by external users for certain roles preset to include the EAO as an approver.	Every day after initial notification.	20 days.
Data Owner	All internal user role requests.	Every day after initial notification.	20 days.
Information Assurance Officer (applicable only to customers who require IAO approval)	All internal user role requests for customers that require IAO approval. Not applicable to DLA systems. Roles requests that qualify for automatic approval are approved immediately.	Every day after initial notification.	20 days.
Information Assurance Manager (applicable only to customers who require IAO approval)	Requests for an IAO role. Not applicable to DLA systems.	Every day after initial notification.	20 days.
Provisioners (System Administrators, Database Administrators)	All Total AMPS Solution requests approved during the approval workflow.	Once a week after initial notification.	No expiration of the ticketed provisioning request.

#### Table 2 : Required Approvals and Time Limits

# How to Request the AMPS Supervisor Role - Internal Users Only

What you can do:

Follow this procedure if you are an AMPS Supervisor but you do not have the **AMPS Supervisor** role assigned to your account. If you do not have the AMPS Supervisor role, AMPS displays a screen like the sample in Figure 149 when you click a user's SAAR in your **My Tasks** list.



## Request the AMPS Supervisor Role

In the following AMPS Supervisor role request procedure, all data entry fields marked with an asterisk (\*) are required fields.

#### 1. Log in to AMPS.

AMPS displays the **Self Service Home** page. Your ID is displayed to indicate you are the currently logged-in user.

2. On the Self Service Home page, click Request Role tile.

If this role request is your first during the current session, AMPS displays a Privacy Act Statement appropriate for your organization. Click the **Accept** button to proceed.

AMPS displays the **Request Role: User Information** screen (see Figure 151).

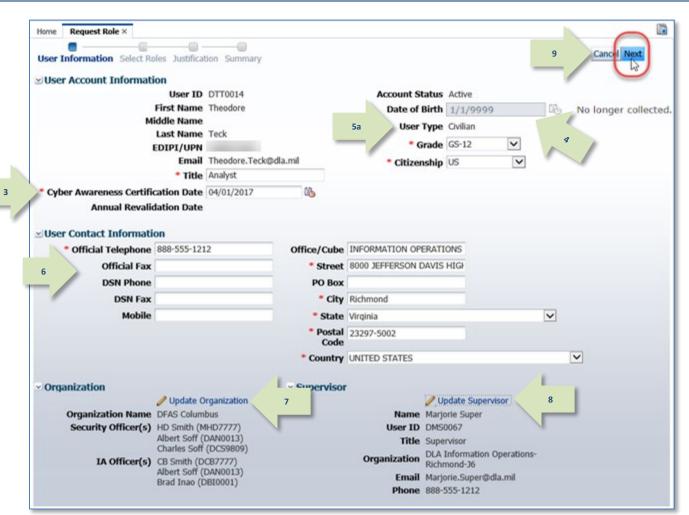
Account Management and Provision	KKH0000 v 1 ing System (AMPS)	
Home AMPS News: For help, contact the GSD at (844) DISA HLP (844-347, DLA Service Portal (.mil only): https://dla.servicedowser Email (non-urgent ticket request); disa.global.servicedowser	vices.mil/sp?id=index. You can also submit an email to DISA GSD	
My Information Manage your profile,	Role Request Request a role for access	
passwords and challenge questions		
Copyright © 2001, 2019, Oracie and/or its affiliates. All rights reserved xs://prov.amps1.dla.mil/ridentity/faces/home≢		

Figure 150: AMPS Self Service Home Page – Role Request Tile

- 3. Enter your **Cyber Awareness Certification Date** (required). This date must fall within the previous 12 months.
  - **DFAS users:** update this field to display the latest date.
  - **DLA users:** this date is read-only.
- 4. You no longer need to enter your Date of Birth.

AMPS does not save or store the DOB of any user. This data is no longer collected by AMPS. When present, this field displays non-editable faux data.

- 5. **User Type** is a nonmodifiable field. However, there are fields associated with your user type that require an entry:
  - *a.* **Civilian**: select your **Grade** in the field displayed (required).
  - Military: select Branch and Rank from the fields displayed (see Figure 152).
- Update your Contact Information, as needed.
   See How to Update Contact Information: Internal Users.
- Update your Organization, as needed.
   See How to Update Additional Attributes for more instructions.)
- 8. Update your Supervisor, as needed. (See How to Update Your AMPS Supervisor – Internal Users for more instructions.)
- 9. Click the **Next** button to proceed. It is located next to the **Cancel** button.



#### Figure 151: AMPS Supervisor Role Request - User Information

5b	User Type	Military
	* Branch	USAR 💌
	* Rank	1SGT 💌

Figure 152: User Type Sample - Military

## **AMPS Displays the Select Roles Screen**

In the Select Roles screen, you have two choices for locating the role name you want to select: Search and Browse. The following procedure tells you how to search for the AMPS Supervisor role.

10. In the Search Roles section, enter × 📰 Home × 🛛 🎇 Request Role × AMPS in the Role Name field. . --Cancel Back Next 15 User Information Select Roles Justification Summary 20 Browse Roles by Application Search Roles AMPS Administrative 10 Role Name AMPS DFAS Applications AMPS displays the names of all roles Role Description DLA Aviation Applications having AMPS in the Role Name. Enterprise Application DLA Enterprise Applications DLA Enterprise Business System (EBS) Application DLA Logistics Information Services Applications  $\sim$ Environment Energy Applications Information Operations Primary Dle  $\sim$ Search Reset 11 Checking this option role names, including the Select a Role 12 Display Admin Roles (for Supervisor and Approval Access) 14 Role Name Selected Roles AMPS SUPERVISOR. AMPS DEFAULT SEPARATION OF DUTIES AMPS PROD - BASE REPORT USER AMPS-300 DATA OWNER AMPS Prod - Base Report User AMPS-300 AMPS SECURITY OFFICER AMPS SECURITY OFFICER USER EDIT ROLE 13 AMPS SUPERVISOR AMPS\_DEPLOYMENT\_TEAM DFAS ALEXANDRIA (Mark Center) IAO APPROVER DFAS ALEXANDRIA (Mark Center) SECURITY OFFICER DEAC CLEVELAND TAO ADDDOVED

#### Figure 153: AMPS Supervisor Role Request – Search for the AMPS Supervisor Role

11. Click the **Search** button.

12. Click the checkbox next to Display Admin Roles (for Supervisor and Approval Access).

> displays AMPS approver AMPS Supervisor role.

- 13. Locate and click the AMPS Supervisor role in the Select a Role / Role Name list.
- 14. Click the right arrow ( $\rightarrow$ ) button, also known as the Add button.

AMPS copies the role name to the Selected Roles list panel on the right.

15. Click Next.

## AMPS Displays the Justification Screen

In the Justification screen, enter comments relevant to the AMPS Supervisor role request. These comments explain to approvers why you need the AMPS Supervisor role.

<ol> <li>Enter comments justifying this role request in the <b>Justification</b> text area.</li> </ol>		Bequest Justification & Select Rol	Cancel Back Next 17		
The comment provided is for illustration purposes only. Please enter specific content related to the AMPS Supervisor role request.	16		e AMPS Supervisor role to approve the submitted by my direct reports.	Optional Information	
		Attachment 1	Browse		
17. Click <b>Next</b> .			Browse Browse iles, smaller than 2MB each. Identifiable Information (PII) shall not be u	ploaded (i.e. SSN, DOB, etc).	

Figure 154: AMPS Supervisor Role Request – Justification

## AMPS Displays the Summary Screen

- 18. Review the information in the Role Request **Summary** screen.
  - a. Click any node in the **Request Role** train to return to previous screens and make corrections, as needed.
  - After making corrections, click the **Summary** node in the train to return to the **Summary** screen.
- 19. Click **Submit** to complete the role request.

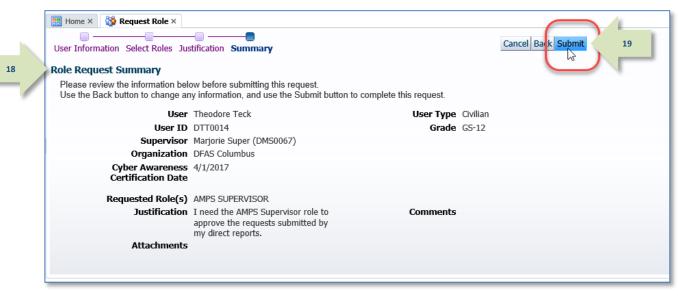


Figure 155: AMPS Supervisor Role Request – Summary

## AMPS Displays the Role Request Confirmation Screen

2

In the **Confirmation** screen, review the confirmation data to ensure AMPS created a SAAR for the AMPS Supervisor role, and that the SAAR has been submitted.

20. Review the Role Request Confirmation data.

#### Note:

The SAAR number associated with your request appears in the confirmation data.

21. Click **OK** to close the Confirmation message and proceed.

X
50-0032

Figure 156: AMPS Supervisor Role Request – Confirmation

# Check the Status of the Supervisor Role Request in Pending Requests

1. On the Self Service Home page, click Home × 🍦 My Information × the My Information tile (not shown) Display Name Theodore Teck (DTT0014) to display User Information and Applications & Roles 1 User Information Applications & Roles tabs. ₹" Request Role Remove Role Current Roles Current Roles Application Environment Role Type 2 Click the Applications & Roles tab. User has no roles at b. Update Additional Attributes Additional Role Attributes View the **Pending Requests** section Value Role Name Attribute to check the status of your request as User has no roles with Additional Attributes to display. it proceeds through the approval Provisioned Accounts process. System Type System Name Provisioned Access DLA OID DTT0014 OID Check **Pending Requests** to determine Pending Requests **Cancel Request** the location of any SAAR in the Request SAAR ID SAAR Type approval process. Role Name Status Current Approver Expire Date 3 Date AMPS SUPERVISOR PENDING APPROVAL 106093 Role Request 9/18/2017 10/8/2017 Supervisor < > *Figure 157 illustrates the status of the* Request History sample SAAR created in this procedure. SAAR # SAAR Type Status Last Activity Resource(s) 106090 Role Removal COMPLETED 9/18/2017 AMPS SUPERVISOR AMPS SUPERVISOR 101464 Role Request COMPLETED 6/21/2016

Figure 157: User's Applications & Roles Tab - Pending Requests

2.

3.

## Check Current Roles to Confirm the AMPS Supervisor Role is Assigned

4.	After you have been notified through an AMPS email message that the request approval is complete, check the <b>Current Roles</b> section on the			Home ×      Hy Information ×  Display Name Theodore Teck (DTT0014)  User Information     Applications & Roles     Direct Reports      Current Roles     Request Role Remov						est Role Remove Role
	Applications & Roles tab.		U	Current Roles			Application		Environment	Role Type
		4	à	AMPS SUPERVISOR			AMPS		PROD	SUP
	This section shows that the AMPS	_/		✓Additional Role Attri	butes				Updat	e Additional Attributes
	Supervisor role has been assigned to			Role Name		Attribute	Value			
	your account.			User has no roles with Additional Attributes to display.						
				System Type	-	System Name	Prov	visioned Access		
				OID		DLA OID		0014		
	Check the Request History section on the <b>Applications &amp; Roles</b> tab to			✓Pending Requests				Cancel Request		
	verify the SAAR has been completed.			SAAR ID SAAR Type	Role Name		Status	Current Approver	Request Date	Expire Date Last Activi Date
				User has no pending requests at this time.						
			1	≤ Request History						
			Y	SAAR # SAAR Type	Resource(s)				Status	Last Activity
		5		106093 Role Request	AMPS SUPERVIS	SOR			COMPLETED	9/18/2017
			_							

#### Figure 158: Applications & Roles

The Current Roles table on the Applications & Roles tab lists all the roles currently assigned to your account, including the newly assigned AMPS Supervisor role.

# Reopen the SAAR and Proceed with Approval

 Return to the My Tasks view in your Inbox and reopen the SAAR task (see How to Approve a Role Request for more information).

> AMPS opens the **Supervisor** notification screen for the selected SAAR.

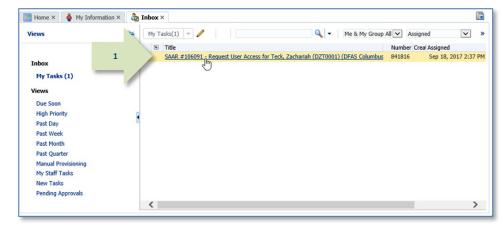


Figure 159: Approval Details - My Tasks

2. Click Have Supervisor Role to continue with the approval.

Click Have Supervisor Role to	🔠 Home × 🝦 My Information × 🏷 Inbox × 📺 SAAR	#106091 - Request Us ×	
continue with the approval.	SAAR #106091 - Request User Access for Teck, a	Zachariah (DZT0001) (DFAS Columbus) (DFAS DJMS Na	2 Have Supervisor Role Not a Supervisor
AMPS opens the <b>Supervisor's</b> <b>Decision</b> screen, enabling you to continue the approval procedure.	If you approve this request in AMPS before you hav Please choose one of the following actions: 1. If you are this user's supervisor, please request and	However, you are not currently assigned a Supervisor role in AMPS. te been assigned a Supervisor role, AMPS automatically rejects th d obtain the Supervisor role through AMPS and then select the Have Supe this request. AMPS notifies the user that the request has been denied.	
See <b>How to Approve a Role Request</b> for more information.	Deadline: This request will expire on 10/08/2017 at 02:37 PM EDT. I	f the request expires, AMPS automatically rejects the request and notifies	the user that the request has expired.
jor more mjormation.	SAAR Information		
	SAAR ID 106091	Task Assignee(s)	
	SAAR Type Role Request	Task Creation Date 09/18/2017 02:37 PM GMT-04:00	Task Status Assigned
	Request Date 9/18/2017	Date Task Expires 10/08/2017 02:37 PM GMT-04:00	Last Updated 09/18/2017 02:37 PM GMT-04:00
	User Justification I need this role to perform m	y tasks.	
	User Optional See attached certificate. Information		
	✓Role Information		
	Requested Role DFAS DJMS Navy Prod - Nav	y RC SAR Report Inquiry (NAVYSAR) DJMSNAV-002	
	Application DFAS DJMS Navy	Classification Unclassified	
	Environment PROD	Access Type Authorized	
	Primary Role Not Applicable	Role IT Level IT2	
	VUser Summary		
	User ID DZT0001	Phone 888-555-1212	
	Name Teck, Zachariah	Email Zachariah.Teck@dla.mil	
	Organization DFAS Columbus	Supervisor (DTT0014) Teck, Theodore	
	Job Title Analyst	Annual Revalidation	
	IT Level IT3	Date	
		Cyber Awareness 4/1/2017 Certification Date	
	Requestor Information		
	User ID DZT0001	Job Title Analyst	
	Name Teck, Zachariah	Phone 888-555-1212	
	Organization DFAS Columbus	Email Zachariah.Teck@dla.mil	

Figure 160: Supervisor Role Notification

AMPS Sustainment

# How to Approve a Role Request

What you can do:Follow this procedure if you are a designated SOD reviewer or approver, and have received an email notification indicating a SAAR awaits your action<br/>in AMPS. You must have the appropriate SOD reviewer role to receive the email notifications and have access to the SAARs.Where to start:To begin the process of reviewing or approving a role, review relevant email notifications, log in to AMPS, and click the Inbox command.

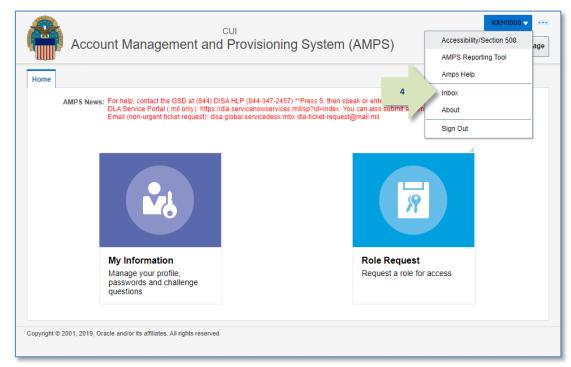
## Segregation of Duties Review

A Segregation of Duties (SOD) Review is an *optional* stage in the approval workflow, required only by certain customers and organizations for certain roles. If the request does not require an SOD review as part of the approval workflow, you can skip this section and **go to the Supervisor Approval section.** The following procedure explains how to complete an SOD review of a role request in AMPS for compliance with SOD business practices.

1.	After a user requests a role, AMPS sends an email notification confirming the request submission and indicating the role request is awaiting approval.	Sample User Notification: Confirmation Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT Body: Your request for role DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319, with access to DSS Distribution, SAAR 106077 has been submitted for approval. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index
2.	AMPS also sends an email notification to the user indicating the role request is waiting for the SOD Reviewer's comments and action.	Sample User Notification: Status         Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT         Body: SAAR #106077 is awaiting Segregation of Duties Review approval.         This request was submitted in AMPS on 09/14/2017 09:27:35 EDT.         No action is required from you at this time.         This task expires on 10/04/2017 09:27:50 EDT.         AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>
3.	After a user requests a role, AMPS sends an email notification to the Segregation of Duties (SOD) Reviewer indicating that a SAAR has been submitted for an SOD review.	Subject: Action Required: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT Body: SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval. This request for DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 was submitted in AMPS on 09/14/2017 09:27:35 EDT. Please visit AMPS at this URL: https://amps.dla.mil/ Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/04/2017 09:27:50 EDT. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

 The SOD Reviewer clicks the **Inbox** command from their **User ID** dropdown menu.

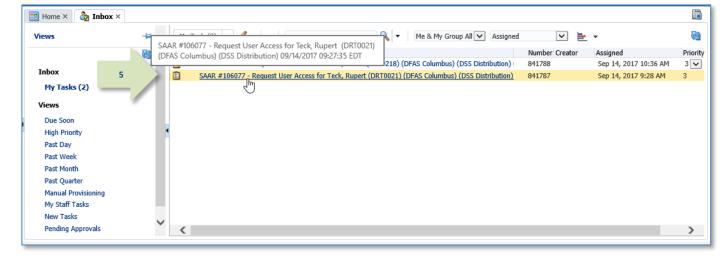
> AMPS displays the **Inbox** tab. By default, this screen opens with the **My Tasks** view displayed (Figure 162): "My Tasks" refers to the tasks assigned to the logged-in user.



### Figure 161: Inbox Command

5. On **My Tasks**, click the SAAR entry indicated in the email notification.

AMPS displays the Segregation of Duties Reviewer screen for the specified SAAR (see Figure 163).



#### Figure 162: Approval Details - My Tasks Tab

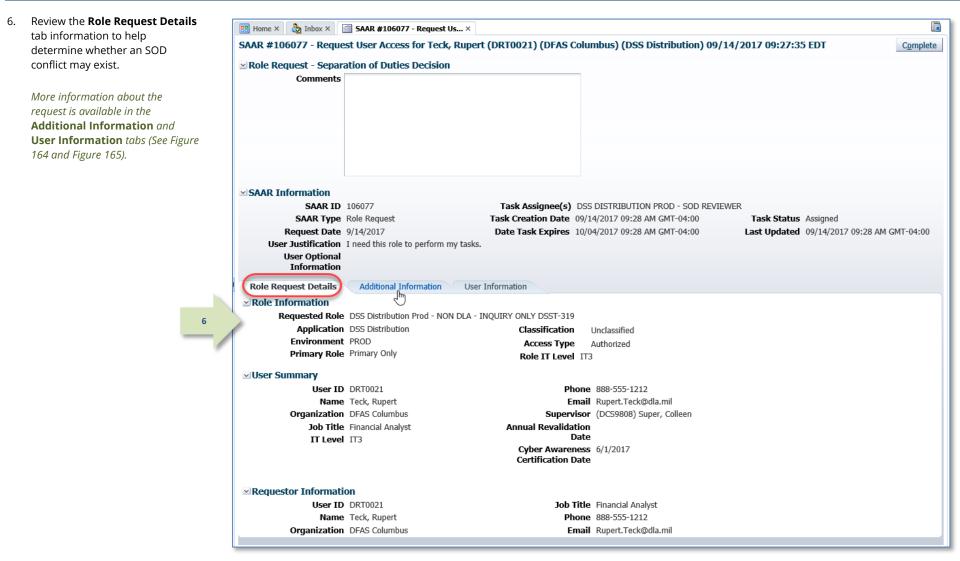


Figure 163: Segregation of Duties Reviewer Comments Screen

7.	Select the <b>Additional Information</b> tab.	📰 Home × 👌 Inbox × 📑	SAAR #106077 - Req	uest Us ×					X
	LaD.	SAAR #106077 - Reques	t User Access for 1	eck, Rupert (DRT	0021) (DFAS Col	lumbus) (DSS Dis	tribution) 09/	14/2017 09:2	7:35 EDT Complete
	AMPS displays the following information:	☑ Role Request - Separa Comments	tion of Duties Deci	sion					
	<ul> <li>Links to any supporting documentation the requesting user may have submitted.</li> </ul>								
	<ul> <li>SAAR Approval History: the SOD reviewer's contact data, and decision information will be included in the SOD row of this table after the SOD decision has been completed.</li> </ul>	SAAR Information SAAR ID SAAR Type Request Date User Justification	Role Request 9/14/2017	Task Date	Creation Date 09	SS DISTRIBUTION PF 0/14/2017 09:28 AM ( 0/04/2017 09:28 AM (	GMT-04:00	Task Sta	<b>tus</b> Assigned 09/14/2017 09:28 AM GMT-04:00
	SAAR approval history is available in a SAAR report through BI Publisher.	User Optional Infor ation	Additional Informat	ion User Informa	ation	_			
	Note:	SAAR Approval Histor							
	AMPS reports all date and	Approval Type SOD	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments
	time stamps in reports and on screens using Eastern Time: Eastern Standard Time or Eastern Daylight Time, depending on the time of year.								

Figure 164: Segregation of Duties Decision - Additional Information

#### 8. Select the **User Information** tab.

AMPS displays key data about the requesting user:

- Account information
- User Contact information
- Supervisor contact information
- Requesting user's organization
- Requesting user's current roles
- Requesting user's pending requests, including the current request.
- After making a determination, you have the option to fill in the **Comments** field explaining the review decision.

You can enter comments to support the completion of the review. AMPS passes these comments to the next approver after the reviewer submits the completed review.

**Note:** The Comments text shown in sample screens is for demonstration purposes only. Please enter Comments applicable to the current request.

10. Click Complete.

AMPS automatically . . .

- Sends the SAAR to the Supervisor for approval and
- Removes the SAAR as assigned to the SOD Reviewer from the **My Tasks** tab.

📰 Home × 👌 Inbax × 🔛 SAAR #106077 - Request Us ×				
SAAR #106077 - Request User Access for Teck, Rupert (	DRT0021) (DFAS Columbus) (DSS Distr	ibution) 09/14/20	17 09:27:35 EDT	10 Complete
Role Request - Separation of Duties Decision				
Comments Reviewed the role request for this user.	No conflicts detected.			
SAAR Information SAAR ID 106077	Task Assignee(s) DSS DISTRIBUTION PRO	D - SOD REVIEWER		
	Task Creation Date 09/14/2017 09:28 AM GM		Task Status Assigned	
Request Date 9/14/2017 User Justification I need this role to perform my tasks. User Optional Information	Date Task Expires 10/04/2017 09:28 AM GM		ast Updated 09/14/2017	09:28 AM GMT-04:00
Role Request Details Additional Information	rmation 8			
	o			
User Account Information User ID DRT0021	Account Status Active			
First Name Rupert	User Type Civilian			
Middle Name	Grade G5-12			
Last Name Teck	Citizenship US			
EDIPI/UPN				
Email Rupert.Teck@dla.mil				
Title Financial Analyst Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date				
User Contact Information				
Official Telephone 888-555-1212	Office/Cube DFAS			
Official Fax	Street 401 North Yearling RoadWhitehall, Oh	o 43213		
DSN Phone DSN Fax	PO Box	0 45215		
Mobile	City Columbus			
Hobile	State Ohio			
	Postal Code 43218			
	Country UNITED STATES			
✓ Organization	Supervisor			
Organization Name DFAS Columbus	Name Colleen Super			
Security Officer(s) HD Smith (MHD7777)	User ID DC59808			
Albert Soff (DAN0013) Charles Soff (DCS9809)	Title Supervisor (DF	,		
IA Officer(s) CB Smith (DCB777) Albert Soff (DAN0013) Brad Inao (DB10001)	Organization DFAS Alexand Email Colleen.Super. Phone 1-555-555-123	civ@nomail.mil		
Current Roles				
Current Roles		Application	Envir	ronment Role Type
DFAS SABRS Prod - DFAS Security-Tables SABRS-018		DFAS SABRS	PROI	
⊻ Pending Requests				
SAAR ID SAAR Type Role Name		Status	Current Approver Date	t Expire Date Last Activity Date
106077 Role Request DSS Distribution Prod - NON DLA - INQU	JIRY ONLY DSST-319	PENDING APPRO		
106067 Role Request DFAS SABRS Prod - DFAS Systems Main		PENDING APPRO		

Figure 165: Segregation of Duties Decision - User Information

 After the SOD review decision is submitted, AMPS sends an email notification to the user regarding the approval's status.

AMPS also notifies the Supervisor of a pending approval action on the SAAR.

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## Sample User Notification: Status

Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** The Segregation of Duties Reviewer has completed an approval task for SAAR #101765 regarding your request for the following role: DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 with access to DSS Distribution.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 In addition, AMPS displays SAAR information and status in the user's **Pending Requests** table.
 (See **How to Check Your Role Status** on

page 97).

## Supervisor Approval

The following procedures explain how a Supervisor approves a role request.

### Procedure for Internal Supervisor Approvals

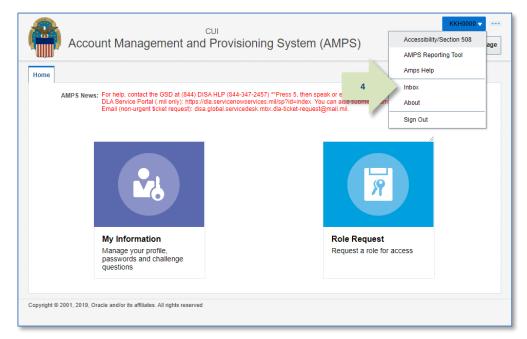
This procedure explains how an internal user's Supervisor handles a role request approval.

1.	After a User requests a Role, AMPS sends an email notification confirming the request submission and indicating the role request is waiting for approval.	Sample User Notification: Confirmation         Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT         Body: Your request for role DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319, with access to DLA DSS Distribution, SAAR 106077 has been submitted for approval.         AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index
2.	AMPS sends an email notification to the user indicating the role request is waiting for the Supervisor's approval.	Sample User Notification: Status         Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT         Body: SAAR #106077 is awaiting Supervisor approval.         This request was submitted in AMPS on 09/14/2017 09:27:35 EDT.         No action is required from you at this time.         This task expires on 10/04/2017 12:25:03 EDT.         AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>
3.	After a User requests a Role, AMPS sends an email notification to the User's Supervisor indicating that a SAAR has been submitted for the Supervisor's approval.	Sample Approver Notification Subject: Action Required: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT Body: SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval. This request for DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 was submitted in AMPS on 09/14/2017 09:27:35 EDT. Please visit AMPS at this URL https://amps.dla.mil/ Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/04/2017 12:25:03 EDT. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

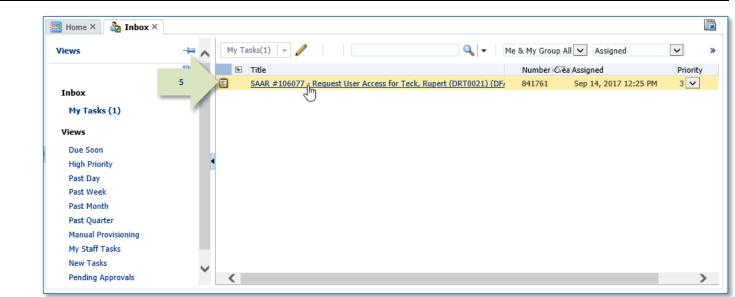
 In the AMPS banner, click your User ID to open the User ID dropdown menu, then click **Inbox** from the menu.

> AMPS displays the **Inbox** screen. By default, this screen opens with **My Tasks** displayed (see Figure 167).

*"My Tasks" refers to the tasks assigned to the logged-in user.* 



#### Figure 166: Inbox Command



#### Figure 167: Approval Details - My Tasks Tab

5. In the **My Tasks** list, click the SAAR entry indicated in the email notification.

AMPS displays the **Supervisor Application Access Decision** screen for the specified SAAR (see Figure 168).

### Standard Approval Screens: Supervisor

Most approval screens for Supervisors have standard content as shown in the sample screens. EBS Supervisors see a screen with an additional Segregation of Duties/Governance, Risk and Compliance (SOD/GRC) section that reports possible SOD conflicts. See **Appendix F: SOD/GRC Reports in the Role Request Approval Process** for more information.

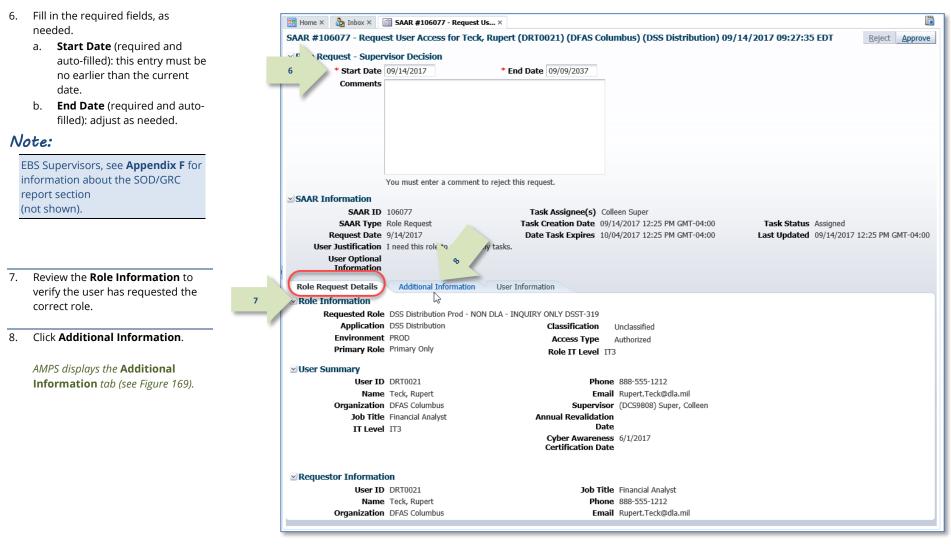


Figure 168: Supervisor Decision Screen - Role Request Details

9. As an option in the **Additional Information** tab, you can download and review any of the documents the user has included as supporting information.

> To view a document, click Download and Review Document.

AMPS downloads the PDF file and automatically opens the document in Adobe Reader (not shown).

#### 10. Click User Information.

AMPS displays the User Information tab (see Figure 170).

🔡 Home × 👌 Inbox × [	🛗 SAAR #106077 - Requ	iest Us ×					
SAAR #106077 - Reque	est User Access for T	eck, Rupert (DRT00	21) (DFAS (	Columbus) (DSS Dist	ribution) 09/	14/2017 09:27:3	5 EDT <u>Reject</u> Approve
≥ Role Request - Super	visor Decision						
* Start Date	09/14/2017	* End Date	09/09/2037				
SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT  Reject Approve  Reject Approve  Reject Approve  Start Date 09/14/2017 * End Date 09/09/2037 Comments  Vou must enter a comment to reject this request.  SAAR Information SAAR ID 106077 Task Assignee(s) Colleen Super SAAR Type Role Request Reject Approve Reject							
	AVA # J00077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT       Reject Approve         Role Request - Supervisor Decision       * End Date 09/09/2037         * Start Date 09/14/2017       * End Date 09/09/2037         You must enter a comment to reject this request.         SAAR ID 106077       Task Assignee(s) Colleen Super         SAAR ID 106077       Task Assignee(s) Colleen Super         SAAR Type Role Request       Task Creation Date 09/14/2017 12:25 PM GMT-04:00         User Justification I need this role to perform my tasks.       00/04/2017 12:25 PM GMT-04:00         User Submitted Additional Information       User Information         Role       Additional Information         User Submitted Additional Supporting Documentation       9         SAAR Approval History       9         Syncal Type       First Name       Last Name       Phone Number       Activity Date       Outcome       Comments						
	You must enter a comm	ent to reject this reque	st.				
SAAR Information							
			5				
							-
			r v Expires	10/04/2017 12:25 PM G	M1-04:00	Last Opdated	09/14/2017 12:25 PM GM1-04:00
User Optional			0				
Information		_					
Role	Additional Informati	on User Informat	ion				
✓ User Submitted Addi	itional Supporting D	ocumentation $   \overline{k} $	1				
There are no attachments f	or this SAAR			9			
SAAR Approval Histo	ory						
	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments
	David	Sod	David Sod	civ@ 1-444-555-1212	9/14/2017	COMPLETE	Reviewed the role request fo
565	David	200	Durhaibou	in the second second	5/11/2017	CONTRETE	retretted ale fole request foli

Figure 169: Supervisor Decision Screen - Additional Information

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11. In the User Information tab, review 📰 Home × h Inbox × 📰 SAAR #106077 - Request Us... × the user account, contact, SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT organization, and supervisor Role Request - Supervisor Decision information to help verify the \* Start Date 09/14/2017 \* End Date 09/09/2037 correct user is requesting the role Comments Approved by the supervisor. specified in the **Pending Requests** table (see bottom of screen). You 12 can also enter Comments as follows: 12. As an option, enter supporting comments in the **Comments** text You must enter a comment to reject this request. SAAR Information SAAR ID 106077 Task Assignee(s) Colleen Super SAAR Type Role Request Task Creation Date 09/14/2017 12:25 PM GMT-04:00 Task Status Assigned Comments are not required for an Request Date 9/14/2017 Date Task Expires 10/04/2017 12:25 PM GMT-04:00 Last Updated 09/14/2017 12:25 PM GMT-04:00 approval but will be passed to the next User Justification I need this role to perform my tasks. *approver in the* **Additional** User Optional Information Information screen. Additional Information Role Request Details User Information User Account Information User ID DRT0021 Account Status Active 11 User Type Civilian First Name Rupert Middle Name Grade GS-12 Comments text shown in sample Citizenship US Last Name Teck screens is for demonstration EDIPI/UPN purposes only. Please enter Email Rupert.Teck@dla.mil Title Financial Analyst Comments applicable to the current Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date User Contact Information Official Telephone 888-555-1212 Office/Cube DFAS Official Fax Street 401 North Yearling 13. Click Approve. RoadWhitehall, Ohio 43213 DSN Phone PO Box DSN Fax City Columbus Mohile AMPS automatically sends the SAAR to State Ohio Postal Code 43218 the next approver. Country UNITED STATES Organization Supervisor Organization Name DFAS Columbus Name Colleen Super Security Officer(s) HD Smith (MHD7777) User ID DC59808 Albert Soff (DAN0013) Title Supervisor (DFAS) Charles Soff (DCS9809) Organization DFAS Alexandria (Mark Center) IA Officer(s) CB Smith (DCB7777) Email Colleen.Super.civ@nomail.mil Albert Soff (DAN0013) Phone 1-555-555-1212

Currer	nt Roles		An	plication	Environr	nent Role	e Type		
DPAS SABRS Prod - DFAS Security-Tables SABRS-018 DPAS SABRS PROD USER									
Dondi	ing Requests								
⊻ Pendi	ing Requests				<b>D</b>		1		
	ing Requests	Role Name	Status	Current App	rover Request Date	Expire Date	Last Activity Date		
SAAR ID		Role Name DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319		Current App APPRO Supervisor	rover Request Date 9/14/2017	Expire Date	Last Activity Date 9/14/2017		

Figure 170: Supervisor Decision Screen - User Information Tab

area.

Note:

request.

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 After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.

### Sample User Notification: Status

**Subject:** Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT **Body:** The Supervisor has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

15. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

*If the requestor is a DLA user and the current request is the requestor's initial role request for the application, the status shows the SAAR has been forwarded to the* **Security Officer** *for approval.* 

For DLA users, the Security Officer may be bypassed, or AMPS may administer an automatic Security Officer approval under some circumstances.

All role requests for DFAS users go to the Security Officer automatically.

### Note:

In DLA applications, if the Security Officer is bypassed or an automatic approval is granted, AMPS automatically sends the role request to the application Data Owner for approval.

### Procedure for External Supervisor Approvals

An External Supervisor does not have an AMPS account. Instead, AMPS maintains a separate work queue for each External Supervisor; the work queue is accessible from a URL incorporated in the "Action Required" email notification sent to an external approver for each

2

 After an External User requests a Role, AMPS sends an email notification to the external user confirming the request submission and indicating the role request is waiting for the External Supervisor's approval.

## Sample User Notification: Confirmation

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

approval request. The procedure in this section provides the steps for getting access to an

External Supervisor work queue and addressing the action required to approve a role request.

**Body:** Your request for role DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007, with access to DFAS DJMS Navy, SAAR 106086 has been submitted for approval.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

### Sample User Notification: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** SAAR #106086 is awaiting External Supervisor approval.

This request was submitted in AMPS on 09/18/2017 09:36:54 EDT.

No action is required from you at this time.

This task expires on 10/08/2017 09:37:10 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After an External User requests a Role, AMPS sends an Action Required email notification to the user's External Supervisor indicating that a SAAR has been submitted for the External Supervisor's approval.

Each approval notification contains a unique URL that leads to a corresponding External Supervisor's AMPS Work Queue.

### Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** SAAR #106086 - Request User Access for Teck, Denny (EDT0379) (DLA External) has been submitted for approval. This request for DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007 was submitted in AMPS on 09/18/2017 09:36:54 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=1597%3Avn90ZwVpp8Q3GinRj9Fn6%2FasHd8Cz56VuIQMi6UeadM%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/08/2017 09:37:10 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 AMPS also sends an email notification to the external user indicating the role request is waiting for the External Supervisor's approval. 4. Copy the URL provided in the Supervisor's X \_ Action Required notification, paste this URL into ,O → → *@* New tab 슈 ☆ 🌣 😃 × https://amps.dla.mil/eaportal/ Δ a browser instance, and navigate to the **AMPS** Edit View Favorites Tools Help Approval Work Queue. AMPS displays the **Approval Work Queue**, which lists all the pending **Approval Actions** assigned to the External Approver (see Figure 172). Figure 171: Browser Instance 5. Locate the SAAR you want to approve and click the link in the *Approval Action* column.

AMPS displays one of two possible screens:

- Verify Approver (see Step 6), or
- The Supervisor Application Access Decision screen for the specified SAAR (see Step 7).

Approval I	Requests			
Approval A	ction		Approval Request Date	Approval Request Expires
SAAR #100	6086 - Request User Access for Teck, Denny (ED	T0379) (DLA External) (DFAS DJMS Navy		10/8/2017

#### Figure 172: AMPS Approval Work Queue

6. If this approval is the first request to the Supervisor from the identified Requestor, AMPS asks the Supervisor to verify his or her identity as the external user's Supervisor.

If the approver's name in the **Verify Approver** screen is the name of the logged in Supervisor, the approver should click the **Verify** button.

To proceed, click the **Verify** button.

This step eliminates the possibility that any other approver can act on the named requestor's role requests in the future.

/erify Approver narge.super@dla.mil is identified as the External Super	CUI	
	ninger for <b>Danue Took</b> Diagon sligh Varify to gelennud dae you geo <b>marge aun arced</b> da	
arge.super@dla.mil is identified as the External Super	vices for Denmy Took - Diagon dick Verify to advantuled as you are marge currer@dla	
	visor for Denny reck. Flease click verily to acknowledge you are marge.super@uta.	1.mil or Reject to reject . Verify 6
Supervisor Email marge.super@dla.mil		1 <sup>4</sup>
Requestor Name Denny Teck		
Requestor Email denny.teck@email.com		
Requestor Phone 014-888-555-1234		

Figure 173: Verify Approver – Supervisor

	Edit the required fields, as needed: a. <b>Start Date</b> (auto-filled): this entry	Account Management and F	Provisioning System (AMPS)		AMPSEXTERNALSERVICE Q
	must be no earlier than the current date.			CUI	
	Adust as needed.	Request - External Superviso	r Decision		Cancel Reject Approve
1	b. <b>End Date</b> (auto-filled): adjust as needed.	7 * Start Date 09/19/2017		₿ <sub>b</sub>	There are a second
	External User role assignments are limited to 365 days.	Comments			
8.	Click the <b>Additional Information</b> tab.				
,	AMPS displays the Additional Information screen				
	(see Figure 175).	You must enter	a comment to reject this request.		
,		SAAR Information			
		SAAR ID 106086		marge.super@dla.mil	
		SAAR Type Role Request		09/18/2017 09:37 AM GMT-04:00	Task Status Assigned
		Request Date 9/18/2017	-	10/08/2017 09:37 AM GMT-04:00	Last Updated 09/18/2017 09:37 AM GMT-04:00
		User Justification I need this role User Optional I have complet Information	ed training in this application. See attached cer	rtificate.	
			p0US%2BeTz%2Fb6MZ1k9evowmwwQ2TKIzZ	Xhv9TtzWM%3D	
		Approver First Name Marge		marge.super@dla.mil	
		Approver Last Name Super	Approver Phone	888-555-9876	
		Rale Request Datails	nformation User Information		
			•		
		U U U U U U U U U U U U U U U U U U U	avy Prod - Navy Input User Field DJMSNAV-007		
		Applicati DJMS N Environment ROD			
		Primary Role Not Applicable	Access Type Role IT Level		
			KOIE IT LEVE	112	
		User Summary			
		User ID EDT0379		ione 014-888-555-1234	
		Name Teck, Denny Organization DLA External		mail denny.teck@email.com risor Super, Marge (marge.super@dla.mil)	
		Job Title Analyst	-	ness 4/1/2017	
		IT Level IT2	Certification I		
		Additional Role Attributes			
		Attribute	Value		
		EDIPI	0987654321		
		UIC Number	UIC00		
		Requestor Information			
		User ID EDT0379	Job	Title Analyst	
		Name Teck, Denny		one 014-888-555-1234	
		Organization DLA External	E	mail denny.teck@email.com	

Figure 174: External Supervisor Approval Screen – Application Access Decision

9.	In the <b>Additional Information</b> screen, note the option to download and review attached documents.	Account Manage	ment and Provisio	oning System (A	MPS) CU	I			
		✓ Role Request - Extern	al Cupanyican Decici						Consel Defect Assesse
					th				<u>Cancel</u> <u>R</u> eject <u>Approve</u>
10.	Click the <b>User Information</b> tab.		09/19/2017 🔯	* End Date	09/18/2018 🖄				
		Comments							
	AMPS displays the <b>User Information</b> screen (see Figure 176).								
			You must enter a comme	ent to reject this reque	est.				
		✓ SAAR Information							
		SAAR ID	106086	Task	(Assignee(s) marg	e.super@dla.mil			
		SAAR Type	Role Request	Task C	reation Date 09/18	/2017 09:37 AM 0	GMT-04:00	Task Stat	us Assigned
		Request Date	9/18/2017	Date	Task Expires 10/08	/2017 09:37 AM 0	GMT-04:00	Last Updat	ed 09/18/2017 09:37 AM GMT-04:00
			I need this role to perfor						
		Information	I have completed training						
		Approver ID Approver First Name	4873%3AvkWqp0US%2		wmwwQ2TKIzZXhv9T prover Email marg				
		Approver Last Name	-		prover Phone 888-				
		· · · · · · · · · · · · · · · · · · ·							
		Role Request Details	Additional Informatio		ion				
		<b>⊻User Submitted Addi</b>	tional Supporting Do	cumentation 🗟					
	9	Certificate of Completion.pd	f	Download and	d Review Document				
		SAAR Approval Histo	ry						
		Approval Type	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments
		ESU							

### Figure 175: External Supervisor Decision - Additional Information

11. In the **User Information** screen, review the **User Account Information** and other data to verify the user's request.

Note that this screen contains identity and contact information for all external approvers.

12. As an option, enter any comments relevant to the approval.

*Comments are optional for an approval. Entering text in the* **Comments** *field activates the* **Reject** *button.* 

### 13. Click Approve.

AMPS automatically . . .

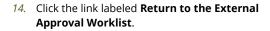
- Closes the External Supervisor Decision screen,
- Sends the SAAR to the next approver,
- Removes the SAAR as assigned to the
  External Supervisor from the Supervisor's
  AMPS Approval Work Queue, and

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• Displays a **Task Completed** message (see Figure 177).

Account Manage	ement and	Provisioning S	System (AMPS)	)						AMPS	EXTERNA	LSERVICE
						CUI						
als Bassist Cata		Desision							12			6
tole Request - Exter * Start Date	-		* End Date 09/18	12040	3				13	<u>_</u>	ancel <u>R</u> ej	ject <u>A</u> ppro
		-		2018	-0							6
Comments	Approved by	the External Supervi	SOF.							<i>•</i>		
12												
	You must ent	er a comment to rej	ect this request.									
AAR Information												
SAAR ID			Task Assig									
SAAR Type Request Date	Role Request					7 09:37 AM GMT-04:00 7 09:37 AM GMT-04:00		Task Status Ass Last Updated 09/		GMT-04:00		
User Justification		le to perform my tak		Abiles	10/00/201	03137 AM GMT-04:00		case optiated 05/	10/2017 05:57 MM	0.411-04700		
		eted training in this a		ched cert	tificate.							
Information												
Approver ID Approver First Name		/qp0US%2BeTz%2F		-		1%3D er@dla.mil						
Approver First Name Approver Last Name	-		Approve									
		6										
ole Request Details	Additional Inf	tormation Use	r Information									
Jser Account Inforn												
	User ID First Name	EDT0379			it Status ser Type							
	4iddle Name	1		0.	Branch							
	Last Name				Rank							
	EDIPI/UPN	1286972493		Cit	izenship	US						
		denny.teck@email.	.com									
yber Awareness Certi		Analyst										
		04/01/2017										
User Contact Inform												
Official Telepho Official F		55-1234	Office/Cube Street	123 Berk	olov							
DSN Pho			PO Box	120 Delk	eley							
DSN F				London								
Mob	ile		State	Armed Fo	orces Europ	e, Africa, Canada, Mid	dle East					
			Postal Code									
			Country	UNITED	KINGDOM							
External Superviso		External Secu				izing Official						
Email marge.sup	er@dla.mil		n.soff@dla.mil			@nomail.com						
First Name Marge Last Name Super		First Name Hele Last Name Soff			ne Leroy ne Gibbs							
Phone 888-555-9	876	Phone 888-			ne 888-55	5-4564						
Current Roles						-						
Current Roles								Application		Environm		le Type
DFAS DJMS Navy Prod -	Navy Inquiry	User Field DJMSNAV	-006					DFAS DJMS N	avy	PROD	US	ER
Pending Requests												
AR ID SAAR Type	Role Name							Status	Current Approver	Request	Expire Dat	Last Activi
AN TO PROM Type	Note Name							Status	current Approver	Date	Expire Dat	Date
6086 Role Request		avy Prod - Navy Inp						PENDING APPRO			10/8/2017	9/18/201

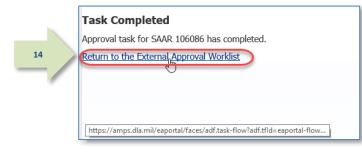
Figure 176: External Supervisor Decision - User Information



AMPS displays the refreshed **Approval Work** Queue (see Figure 178).

15. When finished with the Approval Work Queue for the current session, click the **Logout** button.

AMPS displays a logout confirmation message (see Figure 179).

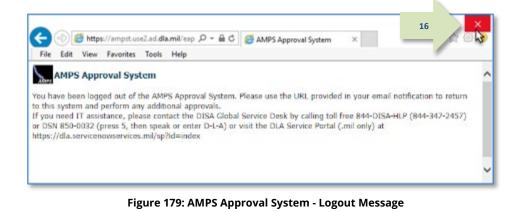


#### Figure 177: AMPS Message - External Approval Completed

AMPS Approval Work Queue	CUI		
Approval Requests Approval Action		Approval Request Date	Approval Request Expires
free 844-DISA-HLP (844-347-2457) or DS1 https://dla.servicenowservices.mil/sp?id=ii	N 850-0032 (press 5, then speak or enter D ndex	L-A) or visit the DLA Service Po	rtal (.mil oniy) at

Figure 178: Modify Approver Information

16. Review the logout message and close the browser.



17. After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.

## Sample User Notification: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT Body: The External Supervisor has completed an approval for SAAR #106086.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

18. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

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A user can check SAAR listings in **Pending Requests** to track the progress of any open SAAR.

### Note:

After a SAAR has been fully approved or rejected, AMPS moves this listing to the SAAR History table.

## Security Officer Approval

The procedure for Security Officers in this section explains how to approve a role request for roles that require a Security Officer review.

### Security Officer Bypass: Approval Not Required

Note that a DLA Security Officer may not necessarily see every role request submitted by a DLA user. The Security Officer may be bypassed under the following conditions:

- The user has already submitted a role request with a valid investigation date.
- All clearance-related required fields in the user's profile have valid values entered.
- The user's account has not been flagged for additional Security Reviews in future requests.

### Procedure for Internal Security Officer Approvals

This procedure explains how an Internal Security Officer handles a role request approval.

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When these conditions are met, the role request bypasses the Security Officer and goes directly to the Data Owner. See also the section entitled **Security Officers: Internal and External SO Review Requirements** for more information about Security Officer review requirements.

### Security Officer Automatic Approval

For DLA users, a role request is granted an automatic Security Officer approval if the user's account fulfills certain conditions. See the section entitled **Security Officer: Internal Users** in this user guide for more details.

#### After a User's Supervisor approves a role request, AMPS sends an email notification to the user indicating the outcome of the Supervisor's decision.

# Sample User Notification: Status of Supervisor Approval

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** The Supervisor has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After a User's Supervisor approves a role request, AMPS sends an email notification to the user with the request's status, indicating the role request is waiting for the Security Officer's approval.

# Sample User Notification: Status of Security Officer Approval

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** SAAR #106077 is awaiting Security Officer approval.

This request was submitted in AMPS on 09/14/2017 09:27:35 EDT. No action is required from you at this time. This task expires on 10/04/2017 12:45:53 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

After a Supervisor approves a role request, AMPS sends an email notification to the user's organizational Security Officer indicating that a SAAR has been submitted for the Security Officer's approval.

# Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

Body: SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval.

This request for DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 was submitted in AMPS on 09/14/2017 09:27:35 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

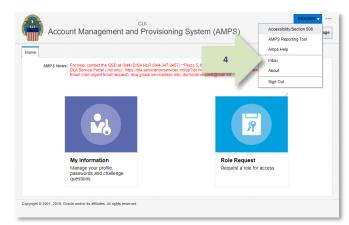
Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/04/2017 12:45:53 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

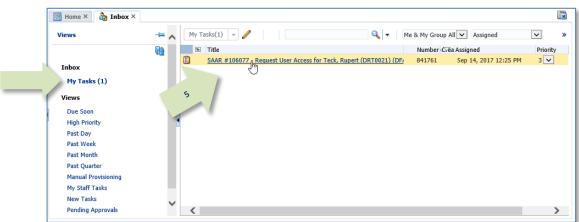
4. In the AMPS banner, click your User ID to open the User ID dropdown menu, then click **Inbox** from the menu.

> AMPS displays the **My Tasks** tab in the **Approval Details** screen (see Figure 181).

"**My Tasks**" refers to the tasks assigned to the logged-in user.



### Figure 180: Inbox Command



#### Figure 181: Approval Details – My Tasks Tab

5. In the **My Tasks** tab, click the SAAR number indicated in the email notification.

AMPS displays the **Security Officer Application Access Decision** screen (see Figure 182).

#### Account Management and Provisioning System (AMPS)

- 6. Fill in the required and optional fields, as needed:
  - a. **Start Date** (required and filled in by the Supervisor): this entry must be no earlier than the current date.
  - b. **End Date** (required and filled in by the Supervisor): adjust as needed.
  - c. **IT Level (**required): select the requestor's **IT Level** from the drop-down list.
  - d. **Clearance Level** (required): select the requestor's **Clearance Level** from the drop-down list.

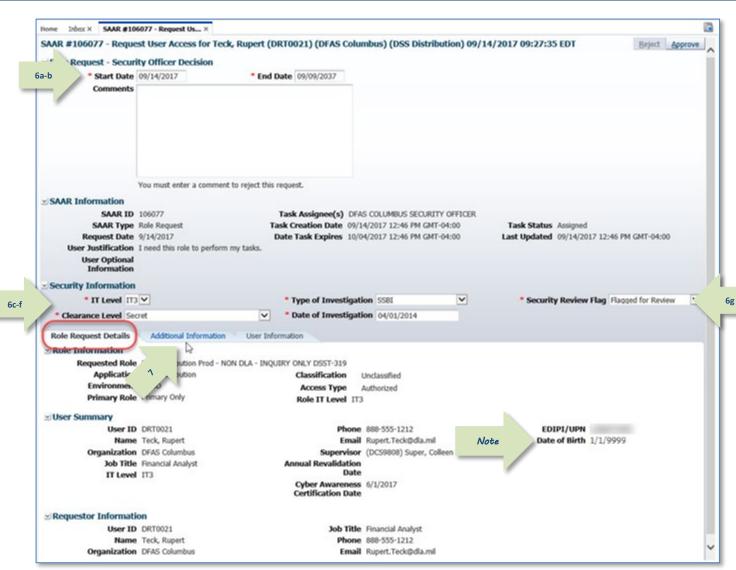
e. **Type of Investigation** (required): select the investigation type conducted for the requestor from the dropdown list.

- f. Date of Investigation (required): enter the requestor's most recent investigation date.
- g. Security Review Flag (required): DLA Security Officers can accept the default if they do not need to review a request from the user on every request. This flag does not affect DFAS Security Officers.

### Note:

The user's Date of Birth is no longer collected by AMPS. This field only displays faux data.

7. Click Additional Information. AMPS displays the Additional Information tab (see Figure 183).



#### Figure 182: Security Officer Decision Screen - Role Request Details

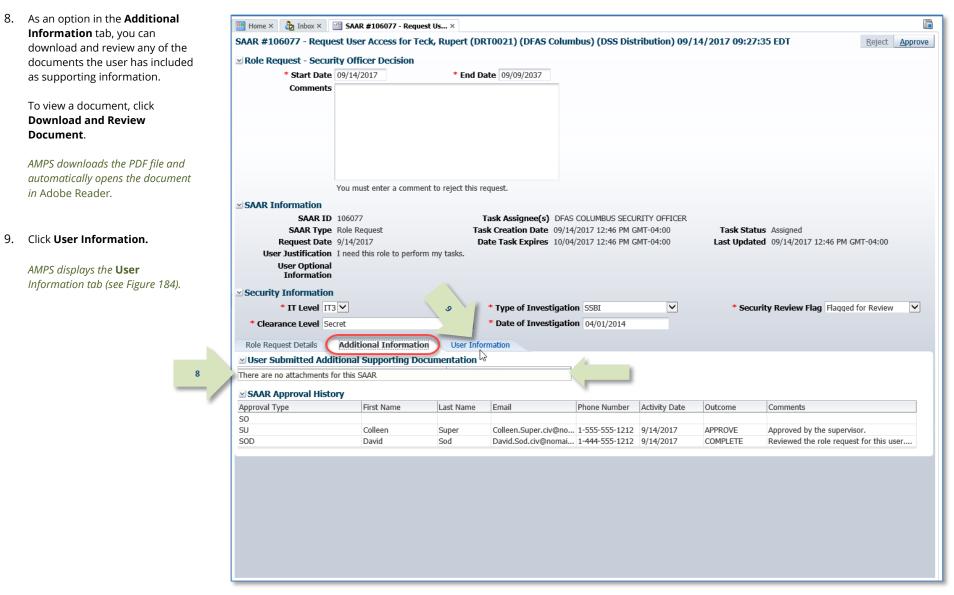


Figure 183: Security Officer Decision - Additional Information Tab

10. In the **User Information** tab, 🔡 Home × b Inbox × 🔠 SAAR #106077 - Request Us... × review the user account, contact, SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT 12 organization, and supervisor Role Request - Security Officer Decision information to help verify the \* End Date 09/09/2037 Start Date 09/14/2017 correct user is requesting the role Comments Approved by the Security Officer. specified in the **Pending Requests** table (see bottom of screen, 11 Figure 184). 11. As an option, you can enter You must enter a comment to reject this request. comments at any time during this SAAR Information SAAR ID 106077 Task Assignee(s) DFAS COLUMBUS SECURITY OFFICER procedure to support the decision. SAAR Type Role Request Task Creation Date 09/14/2017 12:46 PM GMT-04:00 Task Status Assigned Request Date 9/14/2017 Date Task Expires 10/04/2017 12:46 PM GMT-04:00 Last Updated 09/14/2017 12:46 PM GMT-04:00 User Justification I need this role to perform my tasks. Comments are required on a request User Optional Information decision only when you want to use Security Information the Reject button to ~ \* IT Level IT3 V \* Type of Investigation SSBI \* Security Review Flag Flagged for Review ~ reject the SAAR. Date of Investigation 04/01/2014 \* Clearance Level Secret Additional Information Role Request Details User Information Comments are not required for an 10 User Account Information User ID DRT0021 Account Status Active approval but will be passed to the User Type Civilian First Name Rupert *next approver in the* **Additional** Grade GS-12 Middle Name Last Name Teck Citizenship US Information screen. EDIPI/UPN Email Rupert.Teck@dla.mil Title Financial Analyst 12. Click Approve. Cyber Awareness Certification Date 06/01/2017 Annual Revalidation Date User Contact Information AMPS automatically . . . Official Telephone 888-555-1212 Office/Cube DFAS Official Fax Street 401 North Yearling RoadWhitehall, Ohio 43213 Sends the SAAR to the next DSN Phone PO Box DSN Fax approver, and City Columbus Mobile State Ohio Removes the SAAR as assigned to Postal Code 43218 the Supervisor from the My Tasks Country UNITED STATES Organization Supervisor Organization Name DFAS Columbus Name Colleen Super Security Officer(s) HD Smith (MHD7777) User ID DCS9808 Albert Soff (DAN0013) Title Supervisor (DFAS) Charles Soff (DCS9809) Organization DFAS Alexandria (Mark Center) IA Officer(s) CB Smith (DCB7777) Email Colleen.Super.civ@nomail.mil Albert Soff (DAN0013) Phone 1-555-555-1212 Brad Inao (DBI0001) Current Roles Current Roles Application Environment Role Type DFAS SABRS Prod - DFAS Security-Tables SABRS-018 DEAS SARRS PROD USER Pending Requests Expire Date Request SAAR ID SAAR Type Role Name Status Current Approver Date 106077 Role Request DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 PENDING APPROVAL Security Officer 9/14/2017 10/4/2017 9/14/2017 106067 Role Request DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 PENDING APPROVAL Supervisor 9/12/2017 10/2/2017 9/12/2017

Figure 184: Security Officer Decision Screen - User Information

tab.

 AMPS sends an email notification to the user regarding the approval's status.

### Sample User Notification: Status

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** The Security Officer has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

14. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

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*After the Security Officer approves the request, the status shows the SAAR has been forwarded to the* **Data Owner** *for approval.* 

A user can check SAAR listings in **Pending Requests** to track the progress of any open SAAR.

### Note:

After a SAAR has been fully approved or rejected, AMPS moves this listing to the SAAR History table.

### Procedure for External Security Officer Approval

An External Security Officer does not have or need an AMPS account to administer a security review of a role request. Instead, AMPS maintains a separate work queue for each External Security Officer that is accessible from a URL through a browser instance.

The procedure in this section provides the steps to follow for getting access to an External Security Officer work queue and addressing the action required to approve a role request.

 After a user's External Supervisor approves a role request, AMPS sends an email notification to the user indicating the request has been approved by the Supervisor.

2.

After a User's Supervisor approves a role request, AMPS sends an email notification to the user with the request's status, indicating the role request is waiting for the **External Security Officer's** approval.

 After a Supervisor approves a role request, AMPS sends an Action Required email notification to the user-specified External Security Officer indicating that a SAAR has been submitted for the Security Officer's approval.



Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** The External Supervisor has completed an approval for SAAR #106086. The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Sample User Notification: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

Bod

2

**Body:** SAAR #106086 is awaiting External Security Officer approval. This request was submitted in AMPS on 09/18/2017 09:36:54 EDT.

No action is required from you at this time. This task expires on 10/09/2017 09:58:00 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** SAAR #106086 - Request User Access for Teck, Denny (EDT0379) (DLA External) has been submitted for approval. This request for DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007 was submitted in AMPS on 09/18/2017 09:36:54 EDT.

#### Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=4141%3AatbBWr4PLzynMDEbn2x5YAqE%2FZOzw0H5fL6qMr9SILc%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/09/2017 09:58:00 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

4. Copy the URL provided in the Security Officer's **Action Required** notification, paste this URL into a browser instance, and navigate to the **AMPS Approval Work Queue**.

> *If the AMPS displays a* Consent to Monitoring *screen, review the content and click OK to proceed.*

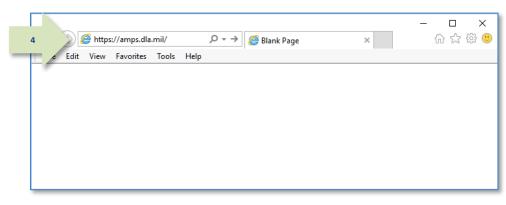
AMPS displays the Approval Work Queue listing SAARs that require action from the logged in External Security Officer (see Figure 186).

5. In the **Approval Actions** list, click the SAAR number that was included in the email notification.

AMPS displays one of two possible screens:

- Verify Approver (see Step 6), or
- The Supervisor Application Access Decision screen for the specified SAAR (see Steps 8).

5



#### Figure 185: Requests Menu

AMPS Approval Work Queue	CUI		Logi
Approval Requests			
Approval Action		Approval Request Date	Approval Request Expires
SAAR #106086 - Request User Access for Teck, Denny	(EDT0379) (DLA External) (DFAS DJMS Navy	9/19/2017	10/9/2017

Figure 186: Approval Work Queue - Select an Approval Action

6

6. **OPTIONAL STEP:** If this approval is the first request to the External Security Officer from the identified Requestor, AMPS asks the Security Officer to verify his or her identity as the external user's Security Officer.

If the approver's name in the **Verify Approver** screen matches the name of the logged in External Security Officer for this requestor, the approver should click the **Verify** button.

This step eliminates the possibility that any other approver can act on the named requestor's role requests in the future.

Choose one of the following options:

- Click *Verify* if you ARE the requestor's Security Officer
- Click *Reject:* if you ARE NOT the requestor's Security Officer.
- 7. To proceed with the approval, click **Verify**.

AMPS displays the Application External Security Officer Approval screen (see Figure 188).

	Account Management and Provisioning System (AMPS)	
		CUI
	Verify Approver	
	helen.soff@dla.mil is identified as the External Security Officer for Denny Teck.	Please click Verify to acknowledge you are <b>helen.soff@dla.mil</b> or Reject to reject. Verify <u>Reject</u>
	Security Officer Email helen.soff@dla.mil	182
r -	Requestor Name Denny Teck	1
	Requestor Email denny.teck@email.com	
	Requestor Phone 014-888-555-1234	

### Figure 187: Security Officer Verification

- 8. Fill or correct entries in the required fields:
  - IT Level Designation: select the requestor's IT level from the dropdown list.
  - Clearance Level: select the requestor's Clearance Level from the drop-down list.
  - **Type of Investigation:** select the investigation type conducted for the requestor from the drop-down list.
  - Date of Investigation: select or enter the requestor's investigation date.
  - Security Review Flag: DLA Security Officers can accept the default if they do not need to review a request from the user more than once a year. This flag does not affect DFAS Security Officers.
- 9. Click the **Additional Information** tab.

AMPS displays the **Additional** Information screen (see Figure 189).

Account Manage	ment and	Provisioning Syste	m (AMPS)			AMPSEXTERNALSERVICE
				CUI		
Role Request - Extern	al Security	Officer Decision				Cancel Reject Approv
* Start Date	09/19/2017	End * End	Date 09/18/2018 10			
Comments						
	You must ente	r a comment to reject this	i request.			
SAAR Information						
SAAR ID	106086		Task Assignee(s) hel	en.soff@dla.ml		
	Role Request	1	ask Creation Date 09/			Task Status Assigned
Request Date			Date Task Expires 10/	09/2017 09:58 AM GM	17-04:00	Last Updated 09/19/2017 09:58 AM GMT-04:00
		e to perform my tasks. ted training in this applica	tion. See attached certific	ate.		
Information	I mare compre	the canony in one approx	ann ann ann ann ann ann ann			
		JWG0SpZW7E7q0GJlv4cft				
Approver First Name			Approver Email hel			
Approver Last Name	Soff		Approver Phone 888	8-555-1212		
<ul> <li>Security Information</li> </ul>						
• IT Level IT2	~		* Type of Investigat	tion SSBI	~	* Security Review Flag Not Flagged for Review
* Clearance Level Sto	ret	~	* Date of Investigat	tion 04/01/2012	6	
Role Request Details	Additional	Information User Inf	ormation			
- Role Information		2				
Requested Rol	IS N	lavy Prod - Navy Input Us	er Field DJMSNAV-007			
Applica	9 SN	lavy	Classification	Unclassified		
Environ	A			Authorized		
Primary R.	ot Applicable	e	Role IT Level IT.	2		
SUser Summary						
	EDT0379			014-888-555-1234		EDIP1/UPN 1286972493
	Teck, Denny			denny.teck@email.c		Date of Birth 1/1/9999
Organization Job Title			External Supervisor Cyber Awareness		e.super@dia.mil)	
IT Level			Certification Date			
-Additional Role Attri						
Attribute	00165	Value				
EDIPI		0987654321				
UIC Number		U1C00				
Requestor Informati	on					
	EDT0379		Job Title	Analyst		
Name	Teck, Denny			e 014-888-555-1234 denny.teck@email.c		
Organization						

Figure 188: External Security Officer Decision – Role Request Details

Account Management and Provisioning System (AMPS)

10.	In the <b>Additional Information</b> screen, note the <b>SAAR Approval History</b> .	Account Manager	ment and Provisio	ning System (A	MPS)			AMPSEXTERNALSERVICE Q
	note the SAAK Approval history.					CUI		
	After the External Security Officer's	✓ Role Request - Externa	al Security Officer D	ecision				Cancel Reject Approve
	decision is complete, AMPS displays	* Start Date	9/19/2017 🗓	* End Date	09/18/2018 🖏			
	identifying contact information, the	Comments						
	decision outcome, and any Comments							
	added to the SAAR history table.							
	Also note the option to download and							
	review any attached documents.							
			′ou must enter a comme	ont to reject this requi	set			
		≤ SAAR Information	ou muse enter a comme	ine to reject this requi				
11	Click the <b>User Information</b> tab.	SAAR INTOINIAUUN SAAR ID	106086	Tas	<b>k Assignee(s)</b> heler	n.soff@dla.mil		
	Click the <b>User information</b> tab.	SAAR Type				9/2017 09:58 AM GMT-04:00	Task Sta	tus Assigned
		Request Date			Task Expires 10/09	9/2017 09:58 AM GMT-04:00	Last Upda	ted 09/19/2017 09:58 AM GMT-04:00
	AMPS displays the User Information		need this role to perfor have completed training		ee attached certificat	te		
	screen (see Figure 190).	Information						
		Approver ID Approver First Name	7970%3AvUhsJWG0SpZ		VRoK8sgH%2FlpGo% prover Email heler			
		Approver Last Name			prover Phone 888-			
		Security Information						
		* IT Level IT2	-	4 *	Type of Investigation	on SSBI	* Sec	urity Review Flag Not Flagged for Review 🗸
		* Clearance Level Secr			Date of Investigation			
			Additional Informatio		tion			
		✓ User Submitter Addit	ional Supporting Do			1		
		Certificate of Completion.pdf		Download an	d Review Document			
	10	SAAR Approval Histor						
		Approval Type ESO	First Name	Last Name	Email	Phone Number Activity Date	Outcome	Comments
		ESU	Marge	Super	marge.super@	. 888-555-9876 9/19/2017	APPROVE	Approved by the External Supervisor.
			Fi	gure 189: Exte	ernal Security	Officer Decision - Ad	ditional Inf	ormation
				, <u>-</u> //				

12. As an option, enter **Comments** to support the decision.

Comments are not required for an approval, but AMPS passes them to the next approver when they are entered.

Comments are required ONLY for a **Reject** action. If you must reject the role request, AMPS requires you to enter text in the **Comments** area.

### 13. Click Approve.

AMPS automatically . . .

- Sends the SAAR to the next approver,
- Removes the SAAR as assigned to the Supervisor from the AMPS Approval Work Queue, and
- Displays a **Task Completed** message (see Figure 191).

Account Manag	ement and Provisi	oning System (AMPS)		CUI		AMPSEXTERNALSERVICE
			S. 199			
Role Request - Exte	rnal Security Officer I	Decision				13
• Start Date	e 09/19/2017	* End Date 09/18	/2018			
Comments	5					
12						
	You must enter a comm	went to reject this request.				
AAR Information						
	D 106086		nee(s) helen.soff@dla.mil			
	e Role Request		n Date 09/19/2017 09:58 AM GM		Task Status Assigned	
Request Date			Expires 10/09/2017 09:58 AM GM	T-04000	Last Updated 09/19/2017 09:58 AM GMT-04:00	
	I need this role to perform the second training trai		wheel contributes			
User Optiona Information		ng in this application. See atta	cheg ceruncate.			
Approver II	0 7970%3AvUhs3WG05p	ZW7E7q0G3lv4cftUnbx3VRoK8	sgH%2FlpGo%3D			
Approver First Name	e Helen	Approve	r Email helen.soff@dla.mil			
Approver Last Name	e Soff	Approver	Phone 888-555-1212			
ecurity Informatio	n					
• IT Level I	12 -	* Type o	f Investigation SS81	~	* Security Review Flag Not Flagged for Review	~
Clearance Level 5	ecret	V Date o	f Investigation 04/01/2012	13		
				~		
Role Request Details	Additional Information	User Information				
User Account Infor	mation					
	User ID EDT0379	1	Account Status Active			
	First Name Denny		Date of Birth 1/1/9999			
	Middle Name		User Type Military			
	Last Name Teck		Branch USAF Rank 1st Lt			
	EDIPI/UPN Email denny.te	different com	Citizenship US			
	Title Analyst	popemail.com	Citizenship US			
wher Awareness Cert	tification Date 04/01/20	117				
		1997				
	nation					
		all in t				
Official Teleph	one 014-888-555-1234	Office/Cube	133 Badalay			
Official	one 014-888-555-1234 Fax	Street	123 Berkeley			
Official Teleph Official DSN Ph	one 014-888-555-1234 Fax one	Street PO Box				
Official Teleph Official DSN Ph DSN	one 014-888-555-1234 Fax sone Fax	Street PO Box City	London	da. Middle East		
Official Teleph Official DSN Ph DSN	one 014-888-555-1234 Fax one	Street PO Box City State	London Armed Forces Europe, Africa, Cana	da. Middle East		
Official Teleph Official DSN Ph DSN	one 014-888-555-1234 Fax sone Fax	Street PO Box City State Postal Code	London Armed Forces Europe, Africa, Cana	da. Middle East		
Official Teleph Official DSN Ph DSN Mo	vone 014-888-555-1234 Fax vone Fax bbile	Street PO Box City State Postal Code Country	London Armed Forces Europe, Africa, Cana 00000 UNITED KINGDOM			
Official Teleph Official DSN Ph DSN Ho External Supervise	none 014-888-555-1234 Fax sone Fax bbile	Street PO Box City State Postal Code Country nal Security Officer	London Armed Forces Europe, Africa, Cana 000000 UNITED KINGDOM External Authorizing Official			
Official Teleph Official DSN Ph DSN Ho SN External Supervis Email marge.su	none 014-888-555-1234 Fax sone Fax sbile or ⊗Extern sper⊕dia.mi En	Street PO Box City State Postal Code Country nail Security Officer 🗠	London Armed Forces Europe, Africa, Cana 000000 UNITED KINGDOM External Authorizing Official Email ligibis@nomail.com			
Official Teleph Official DSN Ph DSN Ho SN Ho Email marpe.su First Name Marge	oone 014-888-555-1234 Fax soone Fax sobile oor ∞IExtern sper@dia.mil En First Na	Street PO Box City State Postal Code Country nail Security Officer 😒 nail Helen.soff@da.ml me Helen I	London Armed Forces Europe, Africa, Cana 000000 UNITED KINGDOM External Authorizing Official Email Igibbs@nomail.com linst Name Laroy			
Official Teleph Official DSN Ph DSN Ho SN External Supervis Email marge.su	none 014-888-555-1234 Fax sone Fax sbile or ⊯Extern sper⊕da.mi En First Na Last Na	Street PO Box City State Postal Code Country nail Security Officer 😒 nail Helen.soff@da.ml me Helen I	London Armed Forces Europe, Africa, Cana 000000 UNITED KINGDOM External Authorizing Official Email ligibis@nomail.com			
Official Teleph Official DSN Ph DSN No External Superviss Email marge.su First Name Marge Last Name Super Phone 888-555-	none 014-888-555-1234 Fax sone Fax sbile or ⊯Extern sper⊕da.mi En First Na Last Na	Street PO Box City State Postal Code Country nail Security Officer = nail Helen.soff@dia.ml ime Helen I ime Soff I	London Armed Forces Europe, Africa, Cana 000000 UNITED KENGDOM External Authorizing Official Email (lyabsu@nomal.com first Name Leroy Last Name Gibbs			
Official Teleph Official DSN Ph DSN Ho Email marpe.su First Name Marge Last Name Super Phone 888-555- Current Roles Current Roles	none 014-888-555-1234 Fax sone Fax solle far sper@dia.mil En First Na Last Na 9876 Pho	Street PO Box City State Postal Code Country nail Helen.soff@da.mi mme Helen I imme Soff I one 888-555-1212	London Armed Forces Europe, Africa, Cana 000000 UNITED KENGDOM External Authorizing Official Email (lyabsu@nomal.com first Name Leroy Last Name Gibbs		Application	Environment Role Type
Official Teleph Official DSN Ph DSN Ho Email marpe.su First Name Marge Last Name Super Phone 888-555- Current Roles Current Roles	none 014-888-555-1234 Fax sone Fax sbile or ⊯Extern sper⊕da.mi En First Na Last Na	Street PO Box City State Postal Code Country nail Helen.soff@da.mi mme Helen I imme Soff I one 888-555-1212	London Armed Forces Europe, Africa, Cana 000000 UNITED KENGDOM External Authorizing Official Email (lyabsu@nomal.com first Name Leroy Last Name Gibbs		Application DFAS DJMS Navy	Environment Role Type PROD USER
Official Teleph Official DSN Ph DSN Ho Email marpe.su First Name Marge Last Name Super Phone 888-555- Current Roles Current Roles	none 014-888-555-1234 Fax sone Fax solle far sper@dia.mil En First Na Last Na 9876 Pho	Street PO Box City State Postal Code Country nail Helen.soff@da.mi mme Helen I imme Soff I one 888-555-1212	London Armed Forces Europe, Africa, Cana 000000 UNITED KENGDOM External Authorizing Official Email (lyabsu@nomal.com first Name Leroy Last Name Gibbs			and the second
Official Teleph Official DSN Ph DSN Mo External Supervis Email marge.su First Name Marge Last Name Super Phone 888-555- Current Roles DFAS DJMS Navy Prod Pending Requests	none 014-888-555-1234 Fax sone Fax solle far sper@dia.mil En First Na Last Na 9876 Pho	Street PO Box City State Postal Code Country nail Helen.soff@da.mi mme Helen I imme Soff I one 888-555-1212	London Armed Forces Europe, Africa, Cana 000000 UNITED KENGDOM External Authorizing Official Email (lyabsu@nomal.com first Name Leroy Last Name Gibbs		DFAS DJMS Navy	PROD USER
Official Teleph Official DSN Ph DSN Mo Email marge.su First Name Marge Last Name Super Phone 888-555- Current Roles Carrent Roles DFAS DJMS Navy Prod	none 014-888-555-1234 Fax sone Fax sbile or SExtern per@dla.mil En First Na 9876 Pho I - Navy Inquiry User Field Role Name	Street PO Box City State Postal Code Country nail Helen.soff@da.mi mme Helen I imme Soff I one 888-555-1212	London Armed Forces Europe, Africa, Cana 000000 UNITED KINGDOM External Authorizing Official Email ligibis@nomail.com Iinst Name Lercy Last Name Gibbs Phone 888-555-4564		DIFAS DJMS Navy Status Current Approv	PROD USER

Figure 190: External Security Officer Decision - User Information

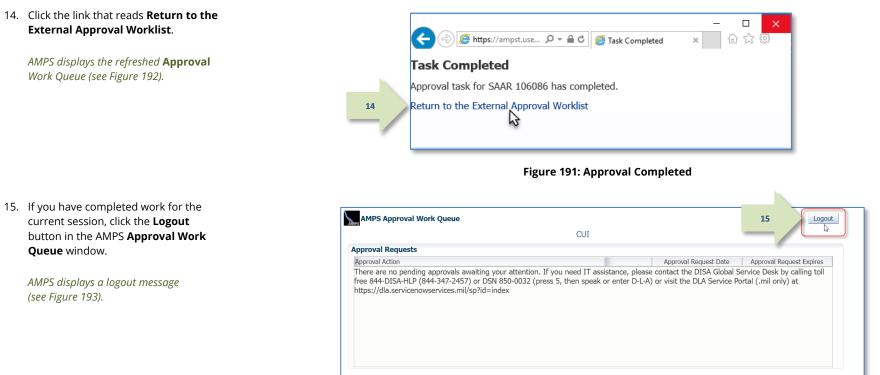


Figure 192: Modify Approver Information

16. Review the logout message and close the browser.

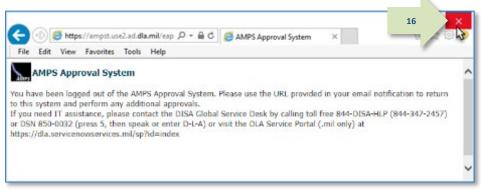


Figure 193: AMPS Approval System - Logout Message

17. After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.

## Sample User Notification: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** The External Security Officer has completed an approval for SAAR #106086. The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

18. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

After the External Security Officer approves the request, the status shows the SAAR has been forwarded to the External Authorizing Official for approval. If there is no External Authorizing Official for the role being requested, the next approver in the queue is the Data Owner.

17

A user can check SAAR listings in **Pending Requests** to track the progress of any open SAAR.

### Note:

After a SAAR has been fully approved or rejected, AMPS moves this listing to the SAAR History table.

## **External Authorizing Official Approval**

An External Authorizing Official (EAO) is required as an approver for certain roles available to some external users. AMPS notifies this approver of a pending approval action after the Security Officer submits an approval for the role request.

The procedure in this section provides the steps to follow for getting access to an External Authorizing Official work queue and addressing the action required to approve a role request.

### Procedure for EAO Approval

 After a User's Security Officer approves a role request, AMPS sends the following email notifications to the user with the request's status, indicating the role request is waiting for the External Authorizing Official's approval.

## Sample User Notifications: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

Note:

email addresses.

**Body:** The External Security Officer has completed an approval for SAAR #106086.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Your external approvers must be three separate and distinct individuals with different

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** SAAR #106086 is awaiting External Authorizing Official approval.

This request was submitted in AMPS on 09/18/2017 09:36:54 EDT. No action is required from you at this time. This task expires on 10/09/2017 12:32:26 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After a Security Officer approves a role request, AMPS sends an email notification to the user-specified **External Authorizing Official** indicating that a SAAR has been submitted for the EAO's approval.



### Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** SAAR #106086 - Request User Access for Teck, Denny (EDT0379) (DLA External) has been submitted for approval.

This request for DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007 was submitted in AMPS on 09/18/2017 09:36:54 EDT.

#### Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=0210%3Ay1Rq24i%2BQEQ3KDaRobgXRHvLMwXFTmqj2iRA8qVufK4%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/09/2017 12:32:26 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

- 3. The EAO copies the URL provided \_ X in the EAO's Action Required 3 × 슈 ☆ 🏶 😃 https://amps.dla.mil/eaportal/ notification, pastes this URL into a File Edit View Favorites Tools Help browser instance, and navigates to the AMPS Approval Work Queue. AMPS displays a link to the SAAR that requires an action from an External Authorizing Official (see Figure 195).
  - Figure 194: External Approver's URL

4. In the **Approval Actions** list, the EAO clicks the SAAR indicated in the email notification.

AMPS displays one of two possible screens:

- Verify Approver (See Step 5), or
- The External Authorizing Official Approval screen for the specified SAAR (see Step 6).

Approval Requests		
Approval Action	Approval Request Date	Approval Request Expire
SAAR #106086 - Request User Access for Teck, Denny (EDT0379) (DLA External) (DFAS DJMS Navy	9/19/2017	10/9/2017

Figure 195: Approval Work Queue - Select an Approval Action

 OPTIONAL STEP: The EAO reviews the content of the External Authorizing Official Verify Approver screen, if it is displayed.

> If this approval is the first request for the External Authorizing Official from the identified Requestor, AMPS asks the EAO to verify his or her identity as the external user's EAO.

If the approver is the correct External Authorizing Official for this requestor, the approver should click **Verify**.

This step eliminates the possibility that any other EAO approver can act on the named requestor's role requests in the future.

Account Management and Provisioning System (AMPS)	AMPSEXTERNALSERVICE
CUI	
Verify Approver	
ijgibbs@nomail.com is identified as the External Authorizing Official for Denny Teck. Please click Verify to acknowledge you are ijgibbs@nomail.com	or R 5 Verify Reject
Authorizing Official ljgibbs@nomail.com Email	
Requestor Name Denny Teck	
Requestor Email denny.teck@email.com	
Requestor Phone 014-000-555-1234	

Figure 196: Verify Approver Screen - External Authorizing Official

- The EAO fills in the required fields, as needed, and reviews the role and user information to ensure the user has requested the correct role.
- 7. The EAO clicks the **Additional** Information tab.

AMPS displays the Additional Information screen (see Figure 198).

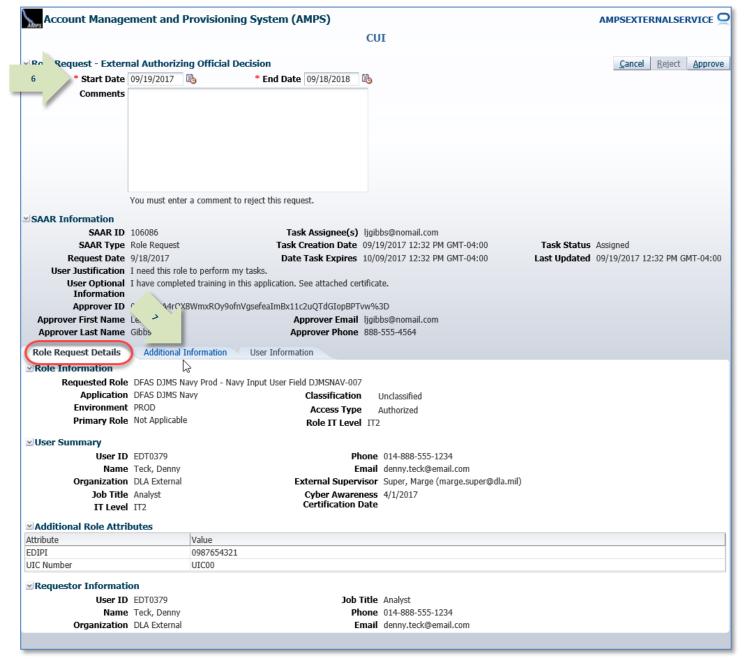


Figure 197: External Authorizing Official Decision – Role Request Details

<ol> <li>In the Additional Information screen tab, note the SAAR</li> </ol>		Account Manage	ement and Provisio	ning System (A	MPS) CUI				
Approval History.					001				
		Role Request - Exter							<u>Cancel</u> <u>Reject</u> <u>Approve</u>
The SAAR Approval History table			09/19/2017 🖏	* End Date	09/18/2018 🚳				
records the identifying contact		Comments							
information for the current role									
request. Entries for the current									
approver are entered after the									
approver completes and submits a									
decision.									
aecision.									
			You must enter a comme	nt to reject this reque	est.				
Also note the option to download and		SAAR Information							
review any attached documents.		SAAR ID	106086 Role Request		k Assignee(s) ljgibb: Creation Date 09/19		MT 04:00	Tack St	atus Assigned
		Request Date			Task Expires 10/09				ted 09/19/2017 12:32 PM GMT-04:00
9. The EAO clicks the <b>User</b>			I need this role to perform		Table Expired 10/03			Lust oput	
Information tab.			I have completed training	; in <sup>+'</sup> 's application. S	See attached certificate	h.			
information tab.		Information Approver ID	0329%3A4rOX8WmxROy	₽ <sup>7</sup> Bx110	2uQTdGIopBPTvw%3I				
		Approver First Name		<b>y</b>	prover Email ljgibb				
AMPS displays the User Information		Approver Last Name			prover Phone 888-5				
screen (see Figure 199).		Role Request Details	Additional Informatio	n User Informa	tion				
		<b>User Submitted Add</b>							
		Certificate of Completion.p			d Review Document				
	8								
	•	SAAR Approval Histo Approval Type	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments
		EAO	Thist Name	Last Marrie	Linai	Phone Number	Activity Date	outcome	comments
		ESO	Helen	Soff	Helen.soff@dla	888-555-1212	9/19/2017	APPROVE	
		ESU	Marge	Super	marge.super@	888-555-9876	9/19/2017	APPROVE	Approved by the External Superv

Figure 198: External Authorizing Official Decision - Additional Information

10. As an option, the EAO can enter comments to support the decision.

Comments are not required for an approval, but AMPS passes them to the next approver after the approval is submitted.

Comment text is a **required** entry if you want to **Reject** the user's request. These comments are forwarded to the user in an email that notifies the user about the request's rejection.

### 11. The EAO clicks **Approve**.

AMPS automatically . . .

- Sends the SAAR to the next approver,
- Removes the SAAR as assigned to the EAO from the AMPS Approval Work Queue, and
- Displays a **Task Completed** message (see Figure 200).

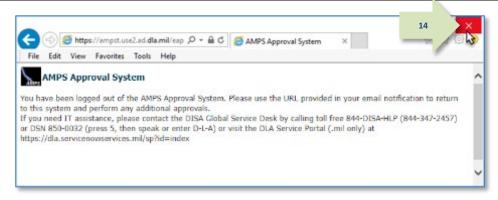
Account Manage	ement and Provision	oning System (AMP	S)			AMPSEXTERNALSERVICE
			С	UI		
	1.1.1					11
	nal Authorizing Offici					11 <u>R</u> eject Appro
* Start Date	09/19/2017 🔯	* End Date 09/	18/2018 🔯			
Comments	Approved by the Externa	al Authorizing Official,				
10						
	You must enter a comme	ent to reject this request.				
AR Information						
SAAR ID	106086	Task As	signee(s) ligibbs@noma	il.com		
SAAR Type	Role Request	Task Crea	tion Date 09/19/2017 12	2:32 PM GMT-04:00	Task Status Assigned	
Request Date	9/18/2017	Date Tas	k Expires 10/09/2017 12	2:32 PM GMT-04:00	Last Updated 09/19/2017 12	:32 PM GMT-04:00
User Justification	I need this role to perfor	rm my tasks.				
	I have completed trainin	ng in this application. See a	ttached certificate.			
Information						
		)y9ofnVgsefeaImBx11c2uQ				
Approver First Name			ver Email ljgibbs@noma			
Approver Last Name	GIDDS	Approv	er Phone 888-555-4564			
le Request Details	Additional Information	User Information				
lser Account Inform	nation					
	User ID EDT0379		Account Status Act	ive		
	First Name Denny		User Type Mili	tary		
	Middle Name		Branch US/	\F		
	Last Name Teck		Rank 1st	Lt		
	EDIPI/UPN		Citizenship US			
	Email denny.teo	:k@email.com				
han Aussian and Casti	Title Analyst fication Date 04/01/20	17				
		17				
lser Contact Inform	ation					
Official Telepho	one 014-888-555-1234	Office/Cub				
	ax	Stree	t 123 Berkeley			
Official F						
DSN Pho	one	PO Bo				
DSN Pho DSN F	one Fax	Cit	y London	Neiza Canada Middle East		
DSN Pho	one Fax	Cit Stat	y London e Armed Forces Europe,	Africa, Canada, Middle East		
DSN Pho DSN F	one Fax	Cit Stat Postal Cod	y London e Armed Forces Europe, s e 000000	Africa, Canada, Middle East		
DSN Pho DSN F Mob	one Fax Jile	Cit Stat Postal Cod Countr	y London e Armed Forces Europe, e 000000 y UNITED KINGDOM			
DSN Pho DSN F Mob External Superviso	one Fax bile or ⊻Extern	Cit Stat Postal Cod Countr nal Security Officer	y London e Armed Forces Europe, e 000000 y UNITED KINGDOM <b>∑ External Authorizi</b>	ng Official		
DSN Pho DSN F Mob External Superviso Email marge.sup	one Fax bile or ⊻Extern ber@dla.mil Em	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil	y London e Armed Forces Europe, a e 000000 y UNITED KINGDOM ✓ External Authorizin Email (jgibbs@na	ng Official		
DSN Pho DSN F Mob External Superviso Email marge.sup irst Name Marge	one Fax bile or ⊻Extern per@dla.mil Em First Nar	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen	y London e Armed Forces Europe, , e 000000 y UNITED KINGDOM	ng Official		
DSN Pho DSN F Mob External Superviso Email marge.sup irst Name Marge .ast Name Super	one Fax oile or ⊻Extern per@dla.mil Em First Nar Last Nar	Cit Stat Postal Cod Countr nail Security Officer nail Helen.soff@dla.mil me Helen soff	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com		
DSN Pho DSN F Mob External Superviso Email marge.sup first Name Marge .ast Name Super Phone 888-555-9	one Fax oile or ⊻Extern per@dla.mil Em First Nar Last Nar	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen	y London e Armed Forces Europe, , e 000000 y UNITED KINGDOM	ng Official omail.com		
DSN Pho DSN F Mob External Supervisio Email marge.sup irst Name Marge .ast Name Super Phone 88-555-9 turrent Roles	one Fax oile or ⊻Extern per@dla.mil Em First Nar Last Nar	Cit Stat Postal Cod Countr nail Security Officer nail Helen.soff@dla.mil me Helen soff	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com	Application	Environment Pole Turse
DSN Pho DSN F Mob External Superviso Email marge.sup irst Name Marge ast Name Super Phone 888-555-9 urrent Roles Current Roles	one Fax Sile Or ⊻Extern Der@dla.mil Em First Nar Last Nar 1876 Pho	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen me Soff one 888-555-1212	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com	Application DFAS DIMS Navy	Environment Role Type PROD USER
DSN Pho DSN F Mob External Supervisio Email marge.sup First Name Marge Last Name Super Phone 888-555-9 Current Roles Current Roles DDFAS DJMS Navy Prod -	one Fax oile or ⊻Extern per@dla.mil Em First Nar Last Nar	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen me Soff one 888-555-1212	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com	Application DFAS DJMS Navy	Environment Role Type PROD USER
DSN Pho DSN F Mob External Supervisio Email marge.sup irst Name Marge .ast Name Super Phone 88-555-9 turrent Roles Durrent Roles DFAS DJMS Navy Prod -	one Fax Sile Or ⊻Extern Der@dla.mil Em First Nar Last Nar 1876 Pho	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen me Soff one 888-555-1212	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com		PROD USER
DSN Pho DSN F Mob External Superviso Email marge.sup irst Name Marge ast Name Super Phone 888-555-9 urrent Roles Current Roles	one Fax Sile Or ⊻Extern Der@dla.mil Em First Nar Last Nar 1876 Pho	Cit Stat Postal Cod Countr nal Security Officer nail Helen.soff@dla.mil me Helen me Soff one 888-555-1212	y London e Armed Forces Europe, i e 00000 y UNITED KINGDOM	ng Official omail.com		

Figure 199: External Authorizing Official Decision - User Information

12.	The EAO clicks <b>Return to the</b> <b>External Approval Worklist</b> in the <b>Task Completed</b> message. <i>AMPS returns to the</i> <b>Approval Work</b> <i>Queue (see Figure 201).</i>	12       Task Completed         Approval task for SAAR 106086 has completed.         Return to the External Approval Worklist         Image: State of the state
13.	The EAO clicks the <b>Logout</b> button in the AMPS <b>Approval Work</b> <b>Queue</b> window.	AMPS Approval Work Queue
	AMPS displays a logout message (see Figure 202).	Approval Requests         Approval Action       Approval Request Date       Approval Request Expires         There are no pending approvals awaiting your attention. If you need IT assistance, please contact the DISA Global Service Desk by calling toll         free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at         https://dla.servicenowservices.mil/sp?id=index

#### Figure 201: Approval Work Queue – Logout Button

14. The EAO reviews the logout message and closes the browser.



#### Figure 202: AMPS Approval System - Logout Message

15

## Sample User Notification: Status

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

**Body:** The External Authorizing Official has completed an approval for SAAR #106086.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Subject: Notification: SAAR #106086 - Request User Access for Denny Teck (EDT0379) (DLA External) (DFAS DJMS Navy) 09/18/2017 09:36:54 EDT

Body: SAAR #106086 is awaiting Data Owner approval.

This request was submitted in AMPS on 09/18/2017 09:36:54 EDT. No action is required from you at this time.

This task expires on 10/09/2017 13:48:31 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

16. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

After the External Authorizing Official approves the request, the status shows the SAAR has been forwarded to the Data Owner for approval.

A user can check SAAR listings in **Pending Requests** to track the progress of any open SAAR.

## Note:

After a SAAR has been fully approved or rejected, AMPS moves this listing to the SAAR History table.



## Data Owner Approval

The following procedure explains how to approve a role request by starting at the AMPS Home page.

This procedure applies to internal user and external user role requests.

 After the Security Officer approves a role request, AMPS sends an email notification to the user with the request's status.



Sample User Notification: Status

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** The Security Officer has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

#### After the Security Officer approves a role request, AMPS sends an additional email notification to the user indicating the approval of the request has been forwarded to the Data Owner.



## Sample User Notification: Status

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** SAAR #106077 is awaiting Data Owner approval.

This request was submitted in AMPS on 09/14/2017 09:27:35 EDT. No action is required from you at this time. This task expires on 10/04/2017 13:04:52 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Sample Approver Notification

Subject: Action Required: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

**Body:** SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval. This request for DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 was submitted in AMPS on 09/14/2017 09:27:35 EDT.

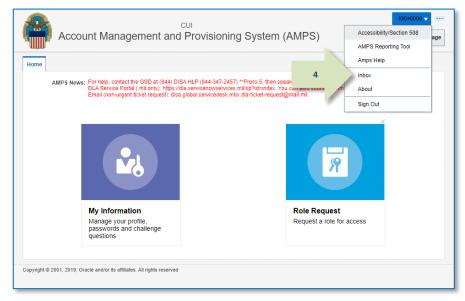
Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/04/2017 13:04:52 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 In the AMPS banner, click your User ID to open the User ID dropdown menu, then click Inbox from the menu.

> AMPS opens the **Approval Details** screen to the **My Tasks** tab (see Figure 204).



#### Figure 203: Inbox Command

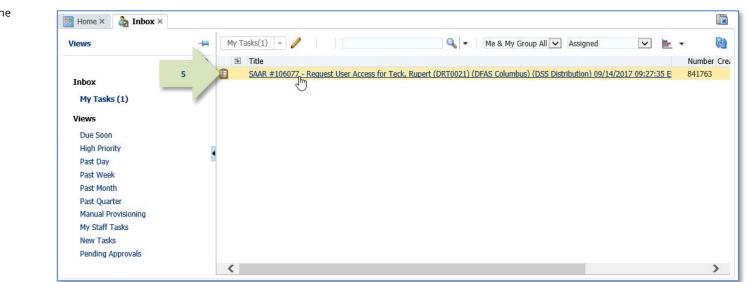


Figure 204: My Tasks

5. On the **My Tasks** screen, click the SAAR number indicated in the email notification.

AMPS displays the **Data Owner** Application Access Decision screen for the SAAR (see Figure 205).

## Data Owner Decision Screen and Tabs

Most approval screens for Data Owners have standard content as shown in the sample screen (see Figure 205). EBS Data Owners see a screen with an additional Segregation of Duties/Governance, Risk and Compliance (SOD/GRC) section that reports possible SOD conflicts. See **Appendix F: SOD/GRC Reports in the Role Request Approval Process** for more information.

6.	In the <b>Data Owner Decision</b>	🖪 Home X 🔏 Inbox X	📰 SAAR #106077 - Request Us ×			
	screen, complete the entries for required fields.			(DRT0021) (DFAS Colu	umbus) (DSS Distribution) 09/14/2017 09:27:35 El	DT <u>R</u> eject <u>Approve</u>
	a. Start Date (auto-filled):	R 'e Request - Data	Owner Decision			
	Described anter The Chart		09/14/2017 <b>* En</b>	<b>J Date</b> 09/09/2037		
	<ul> <li>End Date (auto-filled): Required entry. Change this date, as needed. External User role assignments are limited to 365 days.</li> </ul>		You must enter a comment to reject th	is request.		
	c. <b>Comments:</b> As an option,	SAAR Information				
	enter comments to support the decision. Comments are not required for an approval, but AMPS passes them to the next approver when they are entered. <i>Comments appear on the</i>	Request Date User Justification User Optional Information Role Request Details	Role Request 2017 Vic ole to perform my tasks. Additional Information User In	Task Creation Date 09/ Date Task Expires 10/0	IS DISTRIBUTION PROD - APPLICATION DATA OWNER /14/2017 01:05 PM GMT-04:00 Task Status As /04/2017 01:05 PM GMT-04:00 Last Updated 09	signed /14/2017 01:05 PM GMT-04:00
	Additional Information tab.	•	DSS Distribution Prod - NON DLA - IN			
		••	DSS Distribution		Unclassified	
7.	Click the Additional Information	Environment Brimary Bok	t PROD Primary Only		Authorized	
/.	tab.	Philliary Kole		Role IT Level IT:	-3	
	tab.	User Summary				
			DRT0021		e 888-555-1212	
	AMPS displays the Additional		Teck, Rupert		I Rupert.Teck@dla.mil	
	Information screen		DFAS Columbus Financial Analyst	Supervisor Annual Revalidation	r (DCS9808) Super, Colleen	
	(see Figure 206).	IT Leve		Date		
				Cyber Awareness Certification Date		
		Requestor Informat	ion			
		User ID	DRT0021	Job Title	e Financial Analyst	
			e Teck, Rupert		e 888-555-1212	
		Organization	DFAS Columbus	Email	il Rupert.Teck@dla.mil	

Figure 205: Data Owner Approval Screen

## Account Management and Provisioning System (AMPS)

8.	As an option in the <b>Additional</b>	🔡 Home × 👌 Inbox ×	🔛 SAAR #106077 - Requ	est Us ×							
	<b>Information</b> tab, you can download and review any of the	SAAR #106077 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT									
	documents the user has included	☑ Role Request - Data	Owner Decision								
	as supporting information.	* Start Date	09/14/2017	* End Date	09/09/2037						
		Comments									
	To view a document, click Download and Review Document.										
	AMPS downloads the PDF file and automatically opens the document in Adobe Reader.		You must enter a comm	ent to reiect this reau	est.						
		SAAR Information									
		SAAR ID	106077	Tas	k Assignee(s) DSS [	DISTRIBUTION PRO	OD - APPLICATI	ON DATA OWNER			
9.	Click User Information.		Role Request		Creation Date 09/14				us Assigned		
5.		Request Date User Justification	<ul> <li>9/14/2017</li> <li>I need this role to perfo</li> </ul>		Task Expires 10/04	/2017 01:05 PM G	MI-04:00	Last Updat	ed 09/14/2017 01:05 PM GMT-04:00		
	AMDS displays the lines	User Optional		9							
	AMPS displays the User	Information									
	(see Figure 207).	Role Request Details	Additional Informati		tion						
	8	User Submitted Add	litional Supporting D	ocumentation 13							
		There are no attachments	for this SAAR								
		SAAR Approval Hist	ory								
		Approval Type	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments		
		DO SO	Albert	Soff	Albert.Soff.civ	54321	9/14/2017	APPROVE	Approved by the Security Offi		
		SU	Colleen	Super		1-555-555-1212		APPROVE	Approved by the supervisor.		
		SOD	David	Sod	David.Sod.civ@	1-444-555-1212	9/14/2017	COMPLETE	Reviewed the role request for		

Figure 206: Data Owner Decision Screen - Additional Information

#### Account Management and Provisioning System (AMPS)

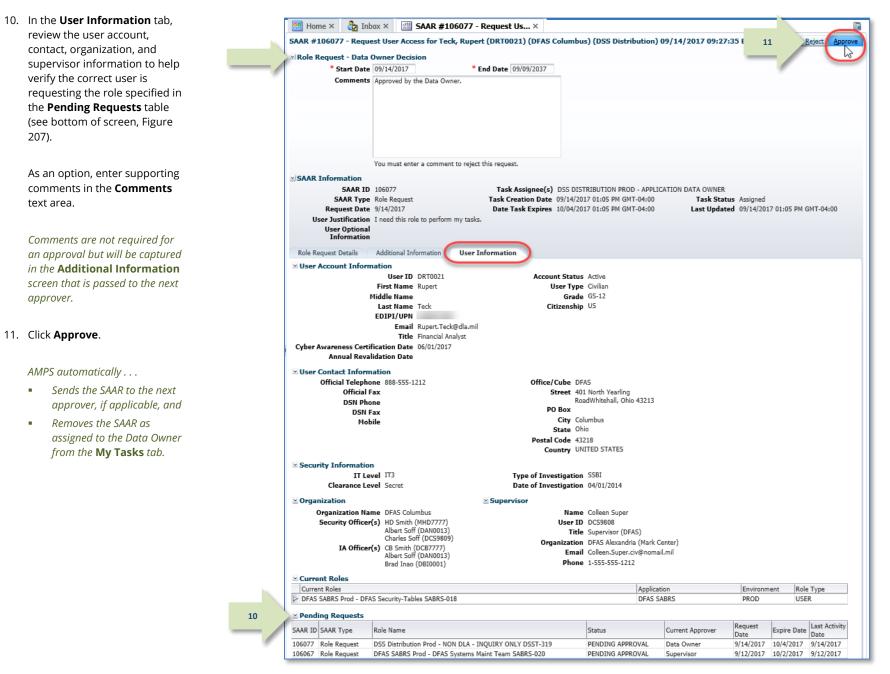


Figure 207: Data Owner Decision Screen - User Information Tab

 After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.

## Sample User Notification: Status

Subject: Notification: SAAR #102046 - Request User Access for Simon Teck (DST9218) (DFAS Columbus) (DFAS SABRS) 08/01/2016 10:56:57 EDT

**Body:** The Data Owner has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

13. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

12

If the role is a DLA role...

The status shows the SAAR is **TICKETED**. This approved request is forwarded to the *application Provisioner* for action.

#### If the role is a DFAS role...

The status shows the SAAR has been forwarded to the **Information Assurance Officer** for approval.

## Note:

After a SAAR has been fully approved or rejected, AMPS moves this listing to the SAAR History table.

## Information Assurance Officer Approval (DFAS users only)

The following procedure explains how to approve a role request by starting at the AMPS Home page. This procedure applies only to customer applications, such as DFAS applications that require an IAO approval.

1

2

## Note:

DLA applications do not require IAO approval. However, if a DLA user requests a DFAS role, an approval by a DFAS IAO is required.

 After the DFAS Data Owner approves a Role Request, AMPS sends an email notification to the User indicating whether or not the request has been approved.

## Sample User Notification: Status

Subject: Notification: SAAR #106077 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DSS Distribution) 09/14/2017 09:27:35 EDT

Body: The Data Owner has completed an approval for SAAR #106077.

The outcome for this task is APPROVE.

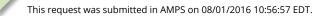
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After the DFAS Data Owner approves a Role Request, AMPS sends an email notification to the user with the request's status.

## Sample User Notification: Status

Subject: Notification: SAAR #106067 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DFAS SABRS) 09/12/2017 10:15:37 EDT

Body: SAAR #102046 is awaiting Information Assurance Officer approval.



No action is required from you at this time.

This task expires on 08/21/2016 14:03:43 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After the DFAS Data Owner approves a Role Request, AMPS sends an email notification to the user's Information Assurance Officer (IAO), indicating that a SAAR has been submitted for the IAO's approval.



## Sample Approver Notification

Subject: Action Required: SAAR #106067 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DFAS SABRS) 09/12/2017 10:15:37 EDT

Body: SAAR #106067 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval.

This request for DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 was submitted in AMPS on 09/12/2017 10:15:37 EDT.

Please visit AMPS at this URL:

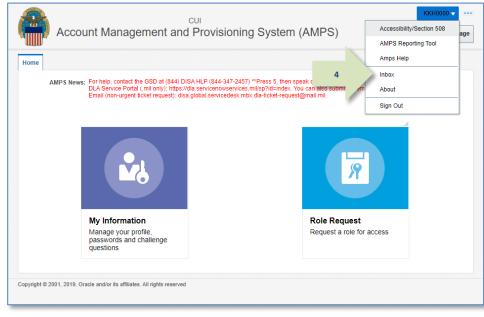
https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/04/2017 15:00:32 EDT.

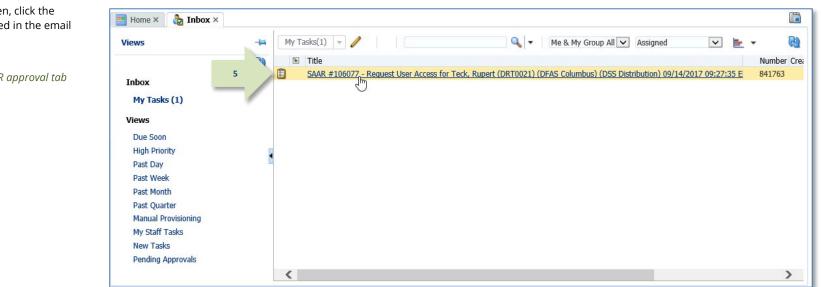
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 In the AMPS banner, click your User ID to open the User ID dropdown menu, then click **Inbox** from the menu.

> AMPS displays the **Inbox** tab and automatically opens the standard **My Tasks** view for the currently logged in user (see Figure 209).



#### Figure 208: Inbox Command



#### Figure 209: Approval Details - My Tasks

5. In the **My Tasks** screen, click the SAAR number indicated in the email notification.

AMPS displays the SAAR approval tab for the selected SAAR (see Figure 210).

- 6. In the Information Assurance Officer Application Decision screen, fill in the required fields:
  - Cyber Awareness Training
     Date (auto-filled from user
     record, if available): Enter or
     select the correct date for the
     requestor's Cyber Awareness
     Training Date, as needed.
  - DLA users only: an IAO
     approval for role requests is not
     required.

6

7. Click Additional Information.

AMPS displays the **Additional** Information tab (see Figure 211).

🔝 Home × 👌 Inbax × 📑	SAAR #106067 - Request Us ×				[
SAAR #106067 - Reques	t User Access for Teck, Rupe	rt (DRT0021) (DFAS Colu	mbus) (DFAS SABRS) 09/12	/2017 10:15:37 EDT	Reject Approve
☑ Role Request - Inform	ation Assurance Officer Deci	sion			
* Start Date (	9/14/2017 *	End Date 09/07/2037			
Comments					
	ou must enter a comment to rejec	t this request			
		t uns request.			
Cyber Awareness Certif	ication Date 6/1/2017				
SAAK Information					
SAAR ID			AS COLUMBUS IAO APPROVER		
SAAR Type	Rr Request		14/2017 03:00 PM GMT-04:00	Task Status Assigned	M CHT 04-00
Request Date User Justification	to perform my job t	• •	04/2017 03:00 PM GMT-04:00	Last Updated 09/14/2017 03:00 F	m GM1-04:00
User Optional I		ication. Certificate is attached.			
Information		icadon, ceruncate is attached.			
Dala Davida Dataila	Additional Information Use	er Information			
Role Request Details	N	r Information			
Role Information		M . I T			
Application	DFAS SABRS Prod - DFAS Systems				
Environment			Unclassified		
Primary Role		Access Type Role IT Level IT2	Authorized		
-		KOIE II LEVEL 112	2		
✓ User Summary					
User ID			888-555-1212		
	Teck, Rupert		Rupert.Teck@dla.mil		
-	DFAS Columbus Financial Analyst	Supervisor Annual Revalidation	(DCS9808) Super, Colleen		
IT Level		Annual Revaildation Date			
11 Level	115	Cyber Awareness			
		Certification Date			
☑ Additional Role Attrib	utes				
Attribute	Value				
SABRS ACID (UserID)	87654				
Requestor Informatio	n				
Requestor Informatio		Joh Title	Financial Analyst		
User ID			Financial Analyst 888-555-1212		

Figure 210: Information Assurance Officer Decision Screen – Role Request Details Tab

8.	As an option in the <b>Additional</b>	[	🔝 Home × 👌	Inbox ×	当 SAAR #106067 - Req	uest Us ×							
	Information tab, you can download		SAAR #10606	57 - Reque	st User Access for T	eck, Rupert (DRT	021) (DFAS Colu	mbus) (DFAS SA	BRS) 09/12/2	2017 10:15:37	7 EDT <u>R</u> eject <u>A</u>	pprove	
	and review any of the documents the		☑ Role Request - Information Assurance Officer Decision										
	user has included as supporting		-	Start Date			09/07/2037						
	information.		c	Comments									
	To view a document, click Download and Review Document.												
	AMPS downloads the PDF file and				You must enter a comn	nent to reject this requ	est.						
	automatically opens the document in		* Cyber Awar	eness Certi	fication Date 6/1/20	17							
	Adobe Reader.		SAAR Infor										
				SAAR ID	106067	Tas	<b>k Assignee(s)</b> DFA	S COLUMBUS IAO	APPROVER				
					Role Request		Creation Date 09/1				atus Assigned		
				juest Date	9/12/2017 I need this role to perfo		Task Expires 10/0	04/2017 03:00 PM 0	GMT-04:00	Last Upda	ted 09/14/2017 03:00 PM GMT-04:00		
9.	Click User Information.				I have received training		ertificate is attached.						
			In	formation									
			Role Request	Details	Additional Informat	ion User Inform	ation						
	AMPS displays the User Information tab	8	<b>⊻User Subm</b>	itted Addi	tional Supporting D	ocumentation 🖑							
	(see Figure 212).	/	Certificate of Co	ompletion.pd	f	Download a	nd Review Document	Ē.					
			SAAR Appr	roval Histo	rv.								
			Approval Type		First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments		
			IAO										
			DO SO						9/14/2017 9/14/2017	APPROVE		- 11	
			SU						9/14/2017	APPROVE			
								-					

#### Figure 211: Information Assurance Officer Decision - Additional Information Tab

- In the User Information tab, review the user account, contact, organization, and supervisor information to help verify the correct user is requesting the role specified in the Pending Requests table (see bottom of screen).
- 11. As an option, enter supporting comments in the **Comments** text area.

Comments are not required for an approval but will be passed to the next approver in the Additional Information screen.

#### 12. Click Approve.

AMPS automatically provides the customer's provisioning service per the application's service agreement with AMPS: either a provisioning ticket directed to application provisioners or automated provisioning through an AMPS-to-application connector.

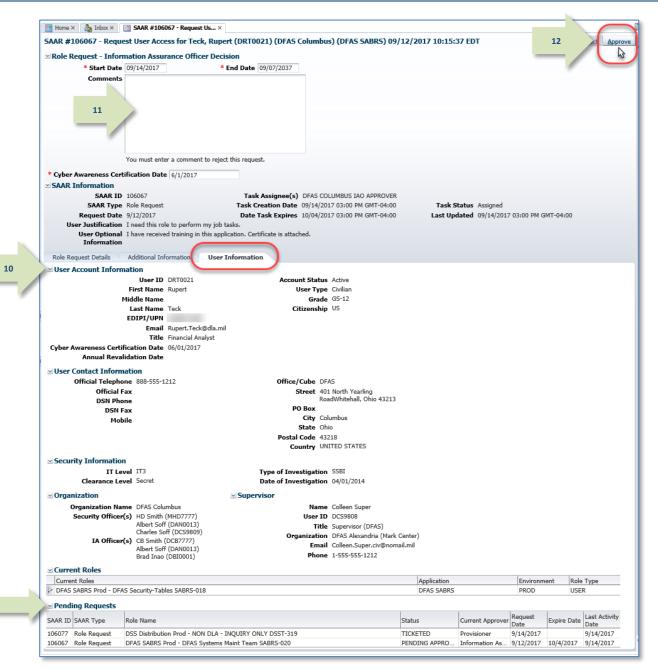


Figure 212: Information Assurance Officer Decision - User Information Tab

13

 AMPS sends an email notification to the user regarding the approval's status.

## Sample User Notification: Status

Subject: Notification: SAAR #106067 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (DFAS SABRS) 09/12/2017 10:15:37 EDT

**Body:** The Information Assurance Officer has completed an approval for SAAR #106067.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

AMPS displays information from a completed SAAR in the Current
 Roles and Request History tables of the user's Applications & Roles tab on the My Information screen.
 If, however, the access requires provisioning, the SAAR will still be in the Pending Requests table.

In the example (Figure 213) the listing shows the SAAR has been approved but not yet provisioned. The SAAR status is "**TICKETED**".

After the role is provisioned, the system name and account are listed in the **Provisioned Accounts** section.

See the section entitled **What Comes After the Final Approval?** (page 199) for more information.

🔡 Home ×	🛀 🍦 My Inform	ation ×									
Display N	ame Rupert Tec	k (DRT0021)									
User Inf	formation	pplications & R	oles								
Curre	nt Roles								Request	Role Remov	ve Role
Curren	t Roles			Applica	tion			Environ	ment	Role Type	
DFAS S	SABRS Prod - DF/	AS Security-Table	s SABRS-018	DFAS S	SABRS			PROD		USER	
<b>⊻ Additi</b>	onal Role Attr	ibutes							Update A	Additional Att	ributes
Role Nam	e			Attr	ribute		Valu	е			
DFAS SA	BRS Prod - DFAS	Security-Tables	SABRS-018	SAE	BRS ACID	(UserID)	876	654			
Provis	sioned Accoun	ts									
System Ty	уре		System Nam	e				Provisioned A	Access		
DFAS PRO	DD - SABRS PROV	/ISIONER	DFAS Prod -	SABRS				SABRS-018 T	KA#SAB1,	TKA#SAB3,	M
OID			DLA OID					DRT0021			
⊻ Pendi	ng Requests									Cancel R	equest
SAAR ID	SAAR Type	Role Name				Status		Curren	t Approver	Request Date	Exp
106077	Role Request	DSS Distribution						Provisi	oner	9/14/2017	
106067	Role Request	DFAS SABRS Pr	od - DFAS Sys	stems Ma	aint T	TICKETED		Provisi	oner	9/12/2017	
<											>
Reque	est History										
SAAR #	SAAR Type	Resource(s)						Status		Last Activity	
106074	Role Request	DFAS SABRS Pr	od - ADHOC v	v/o Cmd	Line SA	3RS-005		CANCEL	LED	9/12/2017	
101323	Role Request	DFAS SABRS Pr	od - DFAS Sys	stems Ma	aint Tean	n SABRS-0	20	REJECT	ED	9/27/2016	
101309	Role Request	DFAS SABRS Pr						REJECT		9/7/2016	

Figure 213: Applications & Roles - Provisioned Accounts and Current Roles

# What Comes After the Final Approval?

At this stage, the role approval process is complete. The next stage involves provisioning the role, which includes the following processes:

- Creating the user's account in the application.
- Assigning the appropriate permissions to the user's account, which enables the user to perform tasks in the application.

Provisioning methods vary by customer:

• If your application is set up for automated provisioning, AMPS will complete that process and notify you when your application account has been created based on the role you requested. As a user, you will be able to access your account approximately 20 minutes after AMPS sends the notification.

- Other customers prefer to perform provisioning themselves in one of two ways:
  - **Remedy Ticketing:** Receive a Remedy ticket, generated by AMPS, with provisioning data included in it.
  - **Total AMPS Ticketing:** Use an automatically generated AMPS ticket as a source of information for setting up the account. This process is called Total AMPS.

## Total AMPS

The **Provisioning Process: Total AMPS** section in this *User's Guide* provides a description of the Total AMPS procedure for provisioning a role through a ticketing process. See page 204.

# **Role Request Approval Subprocesses**

Role request approval subprocesses include alternate paths for handling role requests. The following table introduces a subprocess for alternate procedures described in this section.

This subprocess	Enables an approver to
Reject a Role Request	Deny a user a request for a role.
	The request rejection process occurs during the approval process itself, and any approver can reject a role request. AMPS requires the rejecting user to enter reasons for the rejection in the Comments field. The reasons entered may provide the basis for corrective action on the part of the
	user or other approvers.

## How to Reject a Role Request

	In AMPS, any approver who has a valid reason to reject a role request can do so during the standard approval process. The procedures that follow illustrate the process in AMPS and explain the few steps required to bring up a role request approval form and select a rejection, rather than an approval, option.
	• Follow this procedure if you are a <b>Supervisor</b> or other approver and you need to reject a user's role request.
	• Follow this procedure <b>if you are NOT the user's Supervisor</b> , which means you are not authorized to approve the user's role request and, therefore, must reject the role request.
Where to start:	To reject a role request, start on the <b>Home</b> page, and navigate to the <b>Approval Details</b> screen, which lists pending tasks.
	If a user has requested an incorrect role, but the role has been fully approved and provisioned, a Role Removal procedure can remove the role from the user's account. See the section entitled <b>Role Removal</b> .

 After a user submits a role request, AMPS notifies the Supervisor by email of a pending action.

## Sample Approver Notification

Subject: Action Required: SAAR #106083 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (AMPS) 09/15/2017 14:15:50 EDT



#### Body:

SAAR #106083 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) has been submitted for approval. This request for DFAS Prod - BI Publisher Developer DFAS-801 was submitted in AMPS on 09/15/2017 14:15:50 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

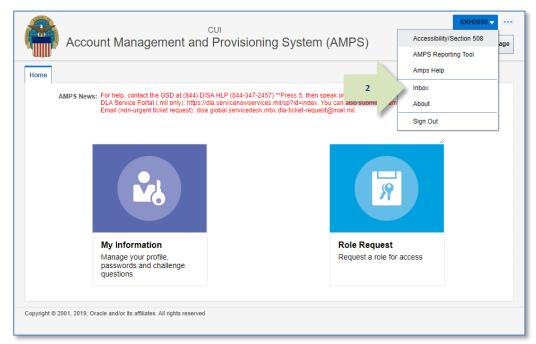
Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/05/2017 14:15:58 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

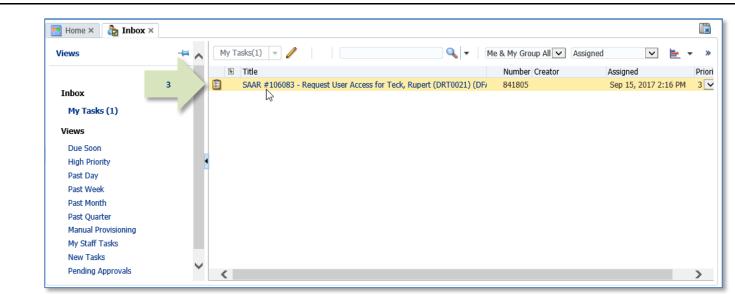
 In the AMPS banner, click your User ID to open the User ID dropdown menu, then click **Inbox** from the menu.

AMPS opens the **Inbox** tab screen.

The SAAR is listed in the My Tasks list (see Figure 215).



#### Figure 214: Inbox Command



#### Figure 215: Inbox Tab - My Tasks List

3. In the **My Tasks** list, click the SAAR number indicated in the email notification.

AMPS opens the **Approval Decision** screen for the appropriate approver (see Figure 216).

In the example provided in this procedure, the approver's screen illustrated is the Supervisor Decision screen. However, the same steps apply to other approvers. 4. After making a determination to reject a role request, the approver must enter text to summarize the reasoning for the rejection.

This text goes in the **Comments** text area. Entering this text activates the **Reject** button.

AMPS saves these comments as part of the SAAR record.



The text in the Comments in Figure 216 is for illustrative purposes only. Please enter text relevant to the SAAR before clicking the Reject button.

## Note:

An approver can also review data on the Additional Information or User Information tab before making the decision to reject the current role request.

#### 5. Click **Reject**.

AMPS displays a confirmation request (see Figure 217).

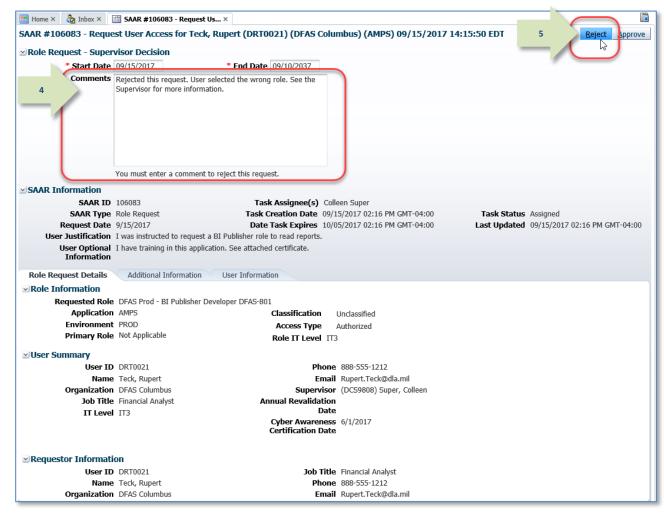


Figure 216: Approver's Decision Screen

Reject Approve

- 6. AMPS displays a request for confirmation of the rejection action.
- Click **OK** to confirm the rejection. 7.

AMPS automatically . . .

- Removes the SAAR as assigned to the • current approver from the approver's My Tasks tab.
- Stores the number of the rejected SAAR ٠ and its information for display in the user's role status tab.

Unclassified Environment PROD Access Type Authorized Primary Role Not Applicable Role IT Level IT3 User Summary User ID DRT0021 Phone 888-555-1212 Name Teck, Rupert Email Rupert.Teck@dla.mil Organization DFAS Columbus Supervisor (DCS9808) Super, Colleen Job Title Financial Analyst Annual Revalidation Date IT Level IT3 Cyber Awareness 6/1/2017 Certification Date Requestor Information User ID DRT0021 Job Title Financial Analyst Name Teck, Rupert Phone 888-555-1212

Classification

SAAR #106083 - Request User Access for Teck, Rupert (DRT0021) (DFAS Columbus) (AMPS) 09/15/2017 14:15:50 EDT

this request.

User Inform

Message from webpage

Are you sure you want to reject this request?

OK

Comments Rejected this request. User selected the wrong role. See the Supervisor for more information.

\* End Date 09/10/2037

Figure 217: Confirmation of the Reject Request

Email Rupert.Teck@dla.mil

Х

Cancel

Task Status Assigned

Last Updated 09/15/2017 02:16 PM GMT-04:00

## Sample User Notification: Rejection Notice

Organization DFAS Columbus

Subject: Notification: SAAR #106083 - Request User Access for Rupert Teck (DRT0021) (DFAS Columbus) (AMPS) 09/15/2017 14:15:50 EDT

Body: The Supervisor has completed an approval for SAAR #106083.

🔡 Home × b Inbox × 📋 SAAR #106083 - Request Us... ×

You must enter a com

User Justification I was instructed to request a BI Publish User Optional I have training in this application. See a

Additional Information

Requested Role DFAS Prod - BI Publisher Developer DFAS-801

Role Request - Supervisor Decision

SAAR Information

\* Start Date 09/15/2017

SAAR ID 106083 SAAR Type Role Request

Request Date 9/15/2017

Application AMPS

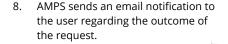
Information

**Role Request Details** 

Role Information

The outcome for this task is REJECT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index



Check with your Supervisor to correct any deficiency in your request and submit a new role request.



# **Provisioning Process: Total AMPS**

When a Provisioner for a user's organization receives a notification to assign a user to an application with a certain role, the request for that role has been approved. The Provisioner's task is to assign the user the requested role. Users should check with their Supervisors for more information about how provisioning tickets are handled for an application. This section discusses one ticket-handling method called "Total AMPS."

Total AMPS represents a ticketing method that provides an alternative to Remedy ticket procedures for customers who perform manual provisioning. The procedure in this section furnishes the steps a Total AMPS provisioner takes to perform the following tasks in AMPS:

- Open a Total AMPS ticket,
- Fill in comments to indicate work in progress, as needed, as well as work completed, and
- Complete the Total AMPS ticket.

A provisioner can open the ticket, enter comments, and save the commented ticket without completing it, if necessary, to document the provisioning process.

AMPS notifies the user through email when provisioning of the role is complete.

## Note:

Manual provisioning takes place outside the AMPS provisioning process itself; completing a ticket within AMPS signals to the system that provisioning is complete. Records of completed Total AMPS tickets appear on AMPS reports.

# How to Provision a Role through Total AMPS

 AMPS sends the requesting user an email notification indicating the SAAR has been submitted for provisioning.

#### Sample User Notification

Subject: AMPS Application Processing for SAAR #106067

#### Body:

1

AMPS Application Processing request for SAAR 106067 has started.

Request For: DLA Login: DRT0021 Name: Teck, Rupert Phone: 888-555-1212 Email: Rupert.Teck@dla.mil EDIPI/UPN: 1286972493

Access Information: SAAR #: 106067 Effective Date: 09/12/2017 End Date: 09/07/2037

Add Job Role: DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020

Applications and Access:

Resource: DFAS Prod - SABRS Add: CICS\$TST Add: M\$SABSAT Add: M\$SABSIT Add: MQ\$SAT Add: ROSCOE\$ Add: SABRS-020 TKA#SAB1 Add: TAK@CICS Add: TJOBS\$ Add: TKA\$SAB1 Add: TKA\$SAB1 Add: TKA\$SAB4 Add: TKA\$SAB5 Add: TKA\$SAB5 Add: TSA\$SAB4 Add: TPANUSR\$ Add: TSO\$

Data Owner Comments: (none)

Justification: I need this role to perform my job tasks.

Optional Information: I have received training in this application. Certificate is attached.

Role Request SAAR requested by Rupert Teck on 09/12/2017

 AMPS sends the application's Provisioner an email notification indicating a SAAR has been submitted for provisioning.

## Note:

If the Data Owner added any comment text to the Data Owner approval screen, those comments are included on the Total AMPS provisioning ticket for a role request.

## Sample Provisioner Notification

**Subject:** AMPS Application Processing for SAAR #106067 requires your attention.

AMPS Application Processing request for SAAR 106067 requires your attention.

Request For: DLA Login: DRT0021 Name: Teck, Rupert Phone: 888-555-1212 Email: Rupert.Teck@dla.mil EDIPI/UPN: 1286972493

Body:

Access Information: SAAR #: 106067 Effective Date: 09/12/2017 End Date: 09/07/2037

Add Job Role: DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020

Applications and Access:

Resource: DFAS Prod - SABRS Add: CICS\$TST Add: M\$SABSAT Add: M\$SABSIT Add: M\$SABSIT Add: ROSCOE\$ Add: SABRS-020 TKA#SAB1 Add: TAK@CICS Add: TJOBS\$ Add: TKA\$SAB1 Add: TKA\$SAB1 Add: TKA\$SAB5 Add: TKA\$SAB4 Add: TPANUSR\$ Add: TSO\$

Data Owner Comments: (none)

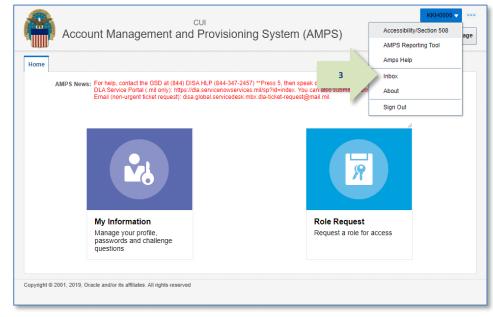
Justification: I need this role to perform my job tasks.

Optional Information: I have received training in this application. Certificate is attached.

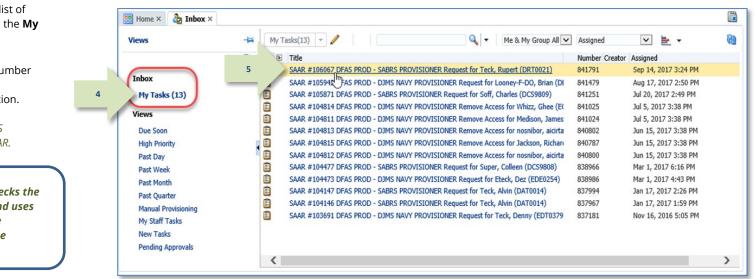
Role Request SAAR requested by Rupert Teck on 09/12/2017

 In the AMPS banner, click your User ID to open the User ID dropdown menu, then click **Inbox** from the menu.

> AMPS displays the **My Tasks** view for the current Provisioner (see Figure 219).



#### Figure 218: User ID Dropdown Menu – Inbox Command



#### Figure 219: Sample Provisioner's Approval Details - My Tasks Tab

- The Provisioner checks the list of provisioning tickets listed in the My Tasks view.
- 5. The Provisioner clicks the number and title of the SAAR that corresponds to the notification.

AMPS displays the Total AMPS provisioning ticket for the SAAR.

#### Tip:

At this point, the provisioner checks the ticket details (see Figure 220) and uses the information to provision the requested role for the user in the specified resource.

- 6. The Total AMPS ticket offers the provisioner these features. The provisioner can . . .
  - a. Click the **Claim** button, and then enter comments and click **Save Comments** to preserve current work and maintain exclusive control over the ticket for three calendar days.

AMPS saves and closes the request, enabling the provisioner to close and later reopen the incomplete ticket to perform the prescribed provisioning work.

- Enter comments and click Save
   Comments to preserve the
   Provisioning ticket. Reopen the
   ticket, as needed, to enter final
   comments in the required
   Comments text area.
- c. Click **Work is Complete** when provisioning is complete.

AMPS closes the request. AMPS also moves a record into the user's **SAAR History** indicating that the role has been provisioned to the user's account (see Figure 221).

				69
Tana × 🍐 Inice × 🔄 SAAR #100007 Dras	1900 · _ X			
SAAR #106067 DFAS PROD - SABRS PROVI		0021)	Gam	Save Comments   Work is Complete
Application Request				
Current Task Owner: Current Resource Responsibility: DFRS PROD	- SAIRS PROVISIONER		63	60
Last Updated: Sep 14, 20			<b>0</b> .	60
UserID Assigned:				
· Commonts: Work comp	leted by the provisioner.			
6b				
Work Details				
Request For:				
DKA Login: DRT0021				
DLA Login: DKT0021 Name: Teck, Rupert Phone: 888-555-1212				
Enal: Rupert.Teck@da.ml EDIPI_UPIx: 1286972483				
Access Information:				
SAAR #: 106067 Effective Date: 01/12/2017 End Date: 01/07/2037				
Add Job Role: DFRS SABRS Prod - DFRS Systems I	taint Team SABRS-020			
Applications and Access:				
Resource: DFAS Prod - SABRS Add: CICSETST				
Ast: MISAIGAT				
ABE MISABSIT ABE MOSSAT				
Add: ROSCOES Add: SABRS-020 TKA/FSAB1				
Ast: TAKBOCS				
Add: TX0856 Add: TX485A81				
Add: TKA65A05				
ASI: TKASSABA ASI: TRANLERS				
Add: TSO5				
Dota Owner Comments: (none)				
Justification: I need this role to perform my job tar	ks.			
Optional Information: I have received training in th	is application. Getificate is attached.			
Role Request SAAR requested by Rupert Teck on 0	9/12/2017			
Additional Role Attributes     Volue				
ABRS ACID (USWID) 87654				
User Summary				
User ID DRT0021	Phone 865			
Name Teck, Rupert Organization DF/IS Columbus	Email Rup Supervisor (CC)	ert. Teckipidia. mil 59608): Super, Colleen		
Job Title Financial Analyst.	Annual Revulidation			
IT Level IT3	Dete	10.03		
	Cyber Awareness 6/1/ Certification Date	2017		
Current Roles				
Current Roles			Application	Environment Role Type
DFAS SABRS Prod - DFAS Security-Tables SABRS-	018		DFAS SAIRS	PROD USER

Figure 220: Sample Application Request Provisioning Ticket - Total AMPS

AMPS completes the provisioning process by moving the role record from the user's **Pending Requests** table to the user's **Current Roles** table in the **Applications & Roles** tab of **My Information**.

AMPS lists the completed SAAR in **SAAR History**.

oisplay N	lame Rupert Te	ck (DRT0021)									
User Ir	formation	Applications & I	Roles								
⊻ Curre	nt Roles							Req	uest Role	Remove	R
Curre	nt Roles			App	lication		Envi	ronment	Role -	Гуре	
DFAS	SABRS Prod - DI	FAS Security-Tabl	es SABRS-018	DF/	S SABRS		PRO	D	USER		
> DFAS	SABRS Prod - DI	FAS Systems Main	t Team SABRS-020	0 DFA	AS SABRS		PRO	D	USER		
⊻ Addit	ional Role Att	ributes						Upda	ate Additi	onal Attrib	bu
Role Nan	10			Attribute		Value		_			
DFAS S			SABRS-018 Team SABRS-020	SABRS AC	ID (UserID)	87654					
System T		115	System Name			Provie	sioned Access				
/	DD - SABRS PRO	VISIONER	DFAS Prod - SAB				B1. ΤΚΔ#9	5ΔB3. M\$	USR160	_	
	OD - SABRS PRO		DFAS Prod - SAB				S-020 TKA#SA				
OID			DLA OID			DRT0					
⊻ Pend	ing Requests								C	Cancel Red	ļu
SAAR ID	SAAR Type	Role Name			Status		Current Appro	ver Reque	est Ex	pire Date	
	Role Request	DSS Distributio	n Prod - NON DLA	- INQUIR	TICKETED	)	Provisioner	9/14/2	2017		1
<										>	
⊻ Requ	est History										
SAAR #	SAAR Type	Resource(s)					State	IS	Last A	Activity	
106083	Role Request	DFAS Prod - BI	Publisher Develop	er DFAS-80	)1		REJE	CTED	9/15/	2017	
106067	Role Request	DFAS SABRS P	rod - DFAS System	is Maint Tea	am SABRS-0	20	COM	PLETED	9/14/	2017	
106074	Role Request	DEAS SARRS P	rod - ADHOC w/o (	Cmd Line S	ABRS-005		CAN	CELLED	9/12/	2017	

Figure 221: Provisioned User's Applications & Roles Tab - Current Roles

 AMPS sends the user an email confirmation indicating that administrative staff have completed provisioning of the role.

7

## Sample User Notification: Confirmation of Role Provisioning

Subject: AMPS Application Processing for SAAR #106067

Body: Your request for role DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 with access to DFAS SABRS (SAAR 106067) has been fully approved and provisioned.

Your account has been set up with the permissions associated with the role you requested, and you can now access the application.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# **Role Maintenance**

Role maintenance procedures enable you to perform the following tasks:

- Update additional role attributes.
- Remove a role from your AMPS account and the corresponding applications.

# How to Update Additional Attributes

AMPS captures a wide range of basic information in the My Profile areas of AMPS that is required by the resources it provisions. Some roles, however, require additional information, such as access codes, that pertain to resources. AMPS also captures this information in the form of Additional Role Attributes. To achieve this aim, AMPS must store and manage those attributes required by the various resources that it provisions. This information includes attributes such as name, telephone, email, etc., as well as the accesses required on the resources. In many cases the standard set of attributes provided by AMPS is not enough to satisfy the access provisioning requirements on an external system. As an example, consider an IT resource that provides users with access to data specific to a certain "Site ID." In these cases, the AMPS team can configure the system to collect additional custom attribute values from the user when they initiate a role request. These additional attributes are specific to the user and related to the role the user is requesting. Attribute values are also included in the role request approval process and are ultimately used to provision the user's access to IT resources.

After a user role request is approved and resource access is provisioned, access to these additional attribute values is available through the **Applications & Roles** screen, which a user can access within the **My Information** area of AMPS. AMPS enables users to request a modification of these attribute values without having to remove the existing role and request a new role. However, because modifying these attributes can affect a user's access to external IT resources, an attribute change request follows the same approval path as the original role request. The attribute update request also includes the same information as the original role request, such as user information, justification, and optional attachments.

## Approval Paths for Attribute Update Requests

An attribute change requests follows the approval path for the original role request. However, if a group of roles share an attribute but have a different role path, AMPS uses the path shared by the most roles in the group.

DLA and DFAS agencies have different rules for some approvers, and these rules apply to attribute updates:

#### A Note on Attribute Change Requests...

Note that in past versions of AMPS, the system provided attribute changes through a vehicle called a "999 role." With the release of AMPS 17.2.0, the system no longer uses 999 roles. Instead, users update additional role attributes through a sequence of screens similar to a role request.

User Category	Supervisor	Security Officer	External Authorizing Official	Data Owner	Information Assurance Officer
DLA <i>internal</i> user	Yes	Not required	N/A	Yes	Not required
DFAS <i>internal</i> user	Yes	Yes	N/A	Yes	Yes
DLA <i>external</i> user	Yes, external supervisor	Yes, external security officer	Yes, if the role requires an EAO review	Yes	Not required
DFAS <i>external</i> user	Yes, external supervisor	Yes, external security officer	Yes, if the role requires an EAO review	Yes	Yes
Vendor	N/A	N/A	N/A	Yes	N/A

#### The following sequences illustrate Attribute Update approval paths:

- In the typical approval path for DLA attribute update requests, Security Officer approvals are not required. Security Officers have no knowledge of application-specific attributes; therefore, DLA does not require their approval.
- All DFAS attribute update requests for DFAS roles require approvals from a Security Officer.
- DLA attribute change requests, like other role requests, do not require an approval by an Information Assurance Officer.
- All DFAS attribute update requests for DFAS roles require an approval by an Information Assurance Officer.

#### **Shared Attributes**

Most users do not have two or more roles that share the same attribute. However, for those situations where roles have shared attributes, AMPS addresses attribute updates using these rules:

- If two or more roles share the same attribute, AMPS assumes all the roles with the same role path also share the attribute value. AMPS generates one SAAR for each set of roles to which the updated attributes belong.
- Some roles may have shared attributes along with non-shared attributes. In this case, AMPS groups the non-shared attributes together on the same SAAR associated with the role to which they belong.

#### Multiple Approvers: Data Owners or Information Assurance Officers

Some additional rules for attribute change requests affect how AMPS handles a SAAR with multiple Data Owners or, in the case of DFAS roles, multiple IAOs. If AMPS identifies multiple Data Owners for different roles with shared attributes, AMPS accepts the decision of the first Data Owner to submit a decision.

Similarly, if AMPS identifies multiple IAOs for a DFAS role attribute change request, AMPS accepts the decision of the first IAO to submit a decision.

#### **Cross-organization Requests**

In some cases, a DLA user or DLA external user may request a DFAS role that has attributes, or a DFAS user or DFAS external user may request a DLA role that has attributes. Such requests are called "Cross-organization requests." Refer to the section on Cross-organization Requests, on page 126 in the *AMPS User Guide*, for more information.

## Attribute Role Requests: Special Circumstances

Because role requests and role attribute change requests occur on different SAARs, users may have situations in which they submit a role request or extension, and also find a need to update attributes for the role in a pending request. The following sections describe the conditions for these situations.

#### Role Request and Additional Role Attribute Updates

If a user submits a role request and decides to update attributes while the request is still pending approval, the user has two options:

- Cancel the role request and submit a new role request using the appropriate attribute values.
- Wait until the SAAR approval process is completed and submit an attribute update request.

In a different scenario, a user may have attributes set for one role in an application. If the user adds a request for a different role in the same application with the same attributes, and does so before the original role request is completed, AMPS must choose which attribute values to set. In this case, AMPS sets the attributes based on the last SAAR approved.

#### Role Extension and Additional Role Attribute Updates

If you have an expiring role with associated additional attributes, you can request an extension for the role, but you cannot update the attributes in the extension. However, you can submit a separate attribute update request while the role extension request is pending approval. The attribute update request is included in a SAAR that is approved separately from the role extension request.

## External Users: Update and Approval of Role Attributes

External users have access to the attribute change process through the **My Information** screen. Beginning with AMPS release 17.2.0, AMPS presents the process of requesting an attribute update through a series of screens reviewed and filled in by the user. The following procedure explains how an external user completes and submits an attribute update request.

#### External Users: How to Request Attribute Changes

What you can do:	External users with CAC authentication, or authentication through External Certificate Authority (ECA) or Federal Bridge Certificate Authority (FBCA) open their AMPS accounts using a CAC or other authentication card, such as a PIV card.
	External users (non-certificate users): User registration, user ID, and password are required authentication credentials for non-certificate-enabled external users. Use your ID and password to log in to AMPS.
	You can update a role attribute if it is available for update through the <b>Request Attribute Changes</b> module. If it is not available, AMPS does not display the attribute. Discuss the requirement for an attribute change with your supervisor.
Where to start:	Start the latest version of Edge, Firefox, or Chrome.
	Authenticate your identity with the appropriate credentials and launch AMPS. The system opens the AMPS Home page automatically.

#### Account Management and Provisioning System (AMPS)

#### User Documentation: User Guide

1. Log in to AMPS.

AMPS displays the **Self Service Home** page and identifies the logged-in user by ID.

2. On the **Self Service Home** page, click the **My Information** tile.

AMPS displays a **Privacy Act Statement** appropriate to your organization (see **Appendix E, Privacy Act Statements**). Read the statement and click **Accept** to proceed.

AMPS displays the **My Information** screen (see Figure 223).

3. In the My Information screen, click the Applications & Roles tab.

AMPS displays the **Applications & Roles** tab (see Figure 224).

Account Management a	and Provisioning System (AMPS) 🔒 ser service 🎲 Manage	
AMPS News: For help, contact the GSD at (84 DLA Service Portal (.mil only): ht	14) DISA HLP (84-1-347-3457) "Press 5, then speak or enter D-L-A thor lidia servicenoviservices millis?Vde-index: You can also submit an email to DISA GSD ); disa global servicedesk.mbx.dla-ticket-request@mail.ml.	
	6	
2		
My Information Manage your profile, passwords and challenge	Role Request Request a role for access	
questions		

Figure 222: AMPS Self Service Home Page – My Information Tile

	3			Set Security Que	stions	ange Password	Cancel Sa
User Accov 3 ati		5050054					
	User ID First Name			Account Status * User Type		$\checkmark$	
	iddle Name	Dez					
	Last Name	Etack		* Grade		~	
	EDIPI/UPN	Eleck		* Citizenship	US	$\checkmark$	
		clark.eteck@gma	ail.com				
		External User for					
* Cyber Awareness Certific	cation Date	04/01/2017	1				
User Contact Informati	on						
User Contact Information * Official Telephone	on		Office/Cub				
User Contact Information * Official Telephone Official Fax	on		Office/Cub * Stree	t 123 Any Street			
User Contact Informati * Official Telephone Official Fax DSN Phone	on		Office/Cube * Stree PO Bo	t 123 Any Street			
User Contact Informati * Official Telephone Official Fax DSN Phone DSN Fax	on		Office/Cub * Stree PO Bo: * Cit	t 123 Any Street x y Richmond			
User Contact Informati * Official Telephone Official Fax DSN Phone	on		Office/Cub * Stree PO Bo * Cit * State	t 123 Any Street x y Richmond e Virginia			Y
User Contact Informati * Official Telephone Official Fax DSN Phone DSN Fax	on		Office/Cub * Stree PO Bo * Cit * State	t 123 Any Street x y Richmond e Virginia 123000			V

#### Figure 223: My Information

4. Locate the Additional Role Attributes table.

This table lists all the roles associated with additional attributes. Some of these attributes are updates from the user.

4

5. Click the **Edit Additional Attributes** button to proceed.

AMPS launches **Request Attribute Changes** (see Figure 225).

isplay N	ame Dez Eteck	(EDE0254)							
		•							
User In	formation	Applications & R	oles						
∠ Curre	nt Roles						R	equest Role	Remove Role
Curren	nt Roles			App	lication		Environme	ent Role	Туре
> ARN F	Prod - QAR VIM	User VIMQAR-009		ARM	1		PROD	USE	R
> DFAS	DJMS Navy Proc	d - Navy Inquiry Us	er Field DJMSNAV-006	DFA	S DJMS N	Navy	PROD	USE	R
Addit	ional Role Att	tributes					5		nal Attribute
Role Nan	ne		Attribute	V	alue		$= \Delta$	6	3
ARN Pro	od - QAR VIM US	ser VIMQAR-009	(70) DoD Wi	de	Yes				
DFAS D	JMS Navy Prod	Navy Inquiry Use	Field DJMSNAV-(EDIPI		2222				
DFAS D	JMS Navy Prod	Navy Inquiry Use	Field DJMSNAV-( UIC Number		5432A				
	sioned Accou	nts	a						
System T			System Name			ioned Access			1
		NT PROVISIONER	ARN PROD - ARN DFAS PROD - DJMS NAVY			ccount request for a NAV-006	DCMA QAR	user (AMPS F	Kole ID: VI
OID	OD - DJMS NAV	Y PROVISIONER	DEAS PROD - DJMS NAVY		EDE02				
010			DDA OID		EDEUA				
🛛 Pendi	ing Requests							Ca	ncel Reques
SAAR ID	SAAR Type	Resource(s)		Status		Current Approver	Request Date	Expire Date	Last Activit Date
104473	Role Request	DFAS DJMS Nav	ry Prod - Navy Input User Fiel	TICKETED	)	Provisioner	3/1/2017	()	3/1/2017
Poque	est History								
	SAAR Type	Resource(s)					Status	Inch	Activity
	Role Request		d - Air Force Seller FES-300				REJECTED		/2017
	Role Request		VIM User VIMQAR-009				COMPLET		/2017
	Role Request		d - Air Force Buyer (see LOA) F	ES-302			CANCELLE		/2017
	Role Request		od - MC General User SABRS-0				REJECTED		/2016
101327									
	Role Request	DFAS MOCAS P	rod - External MOCAS Users MC	DCAS-054			REJECTED	) 4/1/2	2015

Figure 224: Update Additional Attributes - Edit Button

6. You are no longer required to enter your Date of Birth.

AMPS no longer collects this data.

Note: External users who authenticate their access identity with a user ID and password are no longer required to enter the Social Security (SSN) number when an SSN field is displayed.

These data fields, when displayed, contain non-editable faux data.

7. Click **Next** to proceed.

equest Attribute Changes for De	z Etec	k				
User Information Attribute Chang	<b>jes</b> Jus	stification Summ	ary		7 9	Cancel Next
User Account Information						45
Us	ser ID	EDE0254		Account Status	Active	
* First	Name	Dez	6	Date of Birth	1/1/9999 🚯	No longer collecte
Middle	Name			* User Type	Civilian 🗸	
* Last	Name	Eteck		+ Grade		
EDIPI	/UPN			* Citizenship		
	Email	clark.eteck@gma	ail.com	cruzensnip		
	Title	External User for	Testing			
Cyber Awareness Certification	Date	04/01/2017	69			
User Contact Information						
Official Telephone 888-5	55-121	2	Office/Cube			
Official Telephone 888-5     Official Fax	55-121	2	* Street	123 Any Street		
Official Telephone 888-5     Official Fax     DSN Phone	55-121	2	* Street PO Box	123 Any Street		
Official Telephone 888-5     Official Fax	55-121	2	* Street PO Box			
Official Telephone 888-5     Official Fax     DSN Phone	55-121	2	<ul> <li>Street</li> <li>PO Box</li> <li>City</li> <li>State</li> </ul>	123 Any Street Richmond Virginia		
Official Telephone 888-5     Official Fax     DSN Phone     DSN Fax	55-121	2	* Street PO Box * City * State * Postal	123 Any Street Richmond Virginia		
* Official Telephone 888-5 Official Fax DSN Phone DSN Fax	555-121	2	<ul> <li>Street</li> <li>PO Box</li> <li>City</li> <li>State</li> <li>Postal</li> <li>Code</li> </ul>	123 Any Street Richmond Virginia		×
* Official Telephone 888-5 Official Fax DSN Phone DSN Fax	555-121		<ul> <li>Street</li> <li>PO Box</li> <li>City</li> <li>State</li> <li>Postal</li> <li>Code</li> </ul>	123 Any Street Richmond Virginia 23000 UNITED STATES	uthorizing Official	

Figure 225: Update Additional Attributes – User Account Information

8. The Attribute Changes screen displays a dropdown box that enables you to select the application that includes the role or roles assigned to your account.

To select an application, click the drop-down box and click the application name from the list.

Wait for AMPS to refresh the screen.

This action displays a table listing the attributes and their associated roles (see Figure 227).

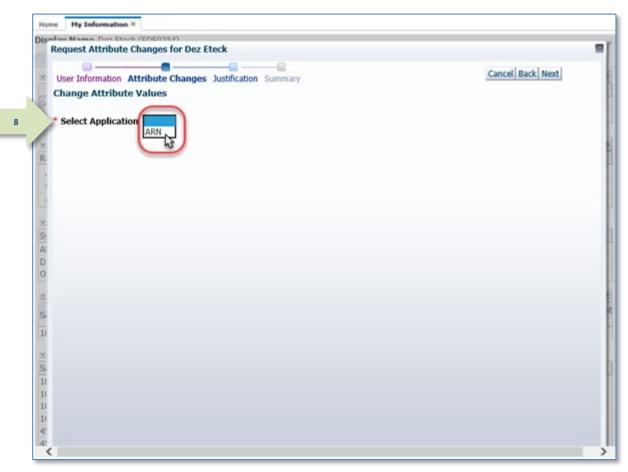


Figure 226: Update Additional Attributes – Select Application

9. Use the available screen tools to update the attribute.

AMPS displays a tool tip box that describes the purpose of the attribute.

Some attributes may have predefined values listed in a drop-down box. Figure 227 illustrates this type of attribute.

Other attributes may be displayed in modifiable text fields that enable you to enter updated values.



Figure 227: Update Additional Attributes – Select Attribute and New Value

10. After you select or enter the updated attribute value, click the **Next** button.

AMPS proceeds to the **Justification** screen (see Figure 229).

me My Information	×		
	Attribute Changes Justification	Summary	10 Back Next
Attributes			Roles
	(70) DoD Wide No	~	ARN Prod - QAR VIM User VIMQAR-009

Figure 228: Update Additional Attributes – Selection Completed

 The Request Justification & Supporting Details screen requires you to enter text reflecting a complete and thorough basis for the attribute change request.

Enter this text in the required **Justification** text area.

- 12. As an option, you can add as many as three PDF attachments to support the justification.
  Click the Browse button to locate and attach a file. Repeat this action for additional files.
  Attachments must be PDF files, and each file can be no larger than two megabytes.
  Do not upload any files that contain PII.
- 13. To proceed, click the **Next** button.

Hor	My Information X				
Dis	Request Attribute Changes for D	ez Eteck			8
X	User Information Attribute Change			13 ok Next	
	Justification Role attribute ha		Optional		_
	Rule attribute in	is changed.	Information		
12	Attachment 1	Browse			
	Attachment 2	Browse			
S	Attachment 3	Browse			
N S 11 N S 11 11 11	<	naller than 2MB each. lable Information (PII) shall not be	uploaded (i.e. SSN, DOB, etc	).	>
10 13 14 42					

Figure 229: Request Update Changes – Justification

accuracy.

Account Management and Provisioning System (AMPS)

14. Review the **Summary** information for

#### 15. To proceed, click the Submit

AMPS displays the Attribute Request Confirmation screen (see Figure 231).

accuracy.		
The <b>Role Request Summary</b> screen recaps the key information to be submitted for review and approval.	Disalaw Name Des Etwek (EDECISEA) Request Attribute Changes for Dez Etwe User Information Attribute Changes Jus	
The <b>Changed Attributes</b> table lists each new attribute value and shows which role or roles are associated with the attribute.	14 Role Request Summary Please review the information below be Use the Back button to change any info	fore submitting this request. rmation, and use the Submit button to complete this request.
<i>If you need to correct any entries, click the</i> <b>Back</b> <i>button to return to previous screens</i> .	R User Dez U User ID EDEC	0254 Gra
To proceed, click the <b>Submit</b> button.	Organization DLA External Supervisor colle	

Home My Information ×

User Type Civilian Grade GS-12 External Security Officer callista.soff@email.com External Authorizing Official blake.eao@email.com O A D Justification Role attribute has changed. Comments Attachments **Changed Attributes** Attribute Values Roles (70) DoD Wide No ARN Prod - QAR VIM User VIMQAR-009 5 11 11 10 42 4

Figure 230: Request Attribute Changes - Summary

Cancel Back Subr

15

83

icon.

Pending Requests table.

- 16. Review the SAAR number, role name, and Home My Information × attributes listed on the confirmation screen Disnlay Name Det Eteck (EDE0154) and close the window by clicking on the close **Request Attribute Changes for Dez Eteck** 16 **Attribute Request Confirmation** Your request has been submitted for approval. The following SAARs have been created: AMPS adds the attribute change SAAR to the user's SAAR Role(s) Attribute(s) 106226 ARN Prod - QAR VIM User VIMQAR-009 ARN\_70\_DOD\_WIDE AMPS will notify you by email message regarding the status of each SAAR. This window can now be closed. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index 11 18 11 Figure 231: Attribute Request Confirmation
- 17. AMPS displays SAAR information and status in the user's Pending Requests table. (See How to Check Your Role Status on page 97).

The Status and Current Approver listings reflect the SAAR's approval stage.

 AMPS sends an email notification indicating that the SAAR has been submitted for approval.

At each stage of the approval process, AMPS continues to send email notifications of the SAAR's progress.

# Sample User Notification: Confirmation

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT Body: SAAR #106226 is awaiting External Supervisor approval.

This request was submitted in AMPS on 10/03/2017 08:54:02 EDT. No action is required from you at this time.

This task expires on 10/23/2017 08:54:13 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# How to Approve a Role Attribute Update Request

Users:	This procedure explains how approvers handle an attribute update request. AMPS sends email notifications that alert the user about the status of the request. A user can check their <b>Pending Requests</b> table to monitor the progress of a request through the approval process.
Approvers:	This procedure outlines and describes the steps for reviewing and approving an attribute update request. After a user submits a request to update role attributes, AMPS submits request in the form of a SAAR to a standard approval process. AMPS notifies each approver by email message when a user submits a request for an attribute update. This procedure features sample email notifications to illustrate the timing and content of the email notification process.

## **External Supervisor Approval**

 After a user submits a request to update attributes, AMPS sends an email notification to the user's Supervisor, indicating that a SAAR awaits the Supervisor's approval action.

Copy the AMPS URL provided in the email notification.

# Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT
 Body: SAAR #106226 - Attribute Change Request for Eteck, Dez (EDE0254) (DLA External) has been submitted for approval.
 This request was submitted in AMPS on 10/03/2017 08:54:02 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportalflow.xml&ApprovalID=3073%3A6iRnHaQYREAxOAYGtm1c6In7wgqZsCOGkjlZUkcAKu8%3D

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/23/2017 08:54:13 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

- 2. Open a browser-Edge, Firefox, or Chromeand paste the copied URL into the address field.
- 3. Press Enter or click the launch button that activates the URL search.

If this occasion is the first time you have been tasked with an approval, AMPS displays an **Approver Information Update** screen (see Figure 233).

#### Otherwise, AMPS opens the **Approval Work Queue** (see Figure 234).

## Note:

If you have already entered this information on a previous approval for the requesting user, AMPS does not display the Approver Information Update screen.

Skip step 4 of this procedure if you have already entered this information, which AMPS associates with the requestor.

4. Enter your first name, last name, and phone number in the fields.

Click the **Save** button.

AMPS opens the **Approval Work Queue** (see Figure 234).

	2	https://amps.dla.mil/eaportal/faces/		×	- □ × 슈☆戀©
_	1	Edit View Favorites Tools Help	3		
	-				

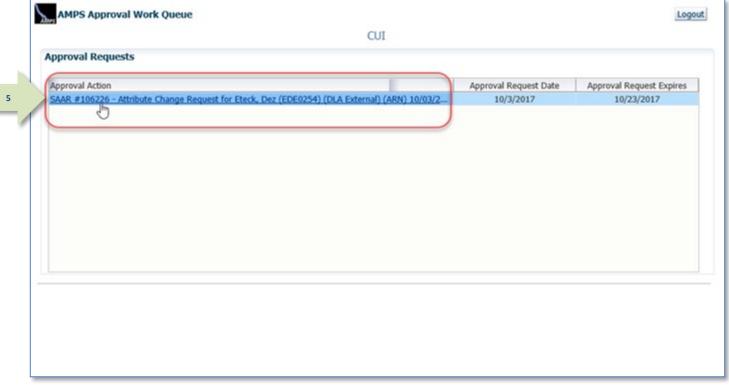
#### Figure 232: Main Menu - My Information Command

		CUI		
		rmation before moving on to	your approvals.	This information will be saved for future approvals.
Approver Informa	tion Update			
Email	colleen.super@email.com			
* First Name	Colleen			
* Last Name	Super			
* Phone Ni her	888-555-5555			
4	Save Cancel			
	63			

#### Figure 233: Approver Information Update

5. In the **Approval Requests** list, locate and click the SAAR listing that matches the SAAR number and requestor information in the email notification.

For a first-time approver, AMPS opens the **Verify Approver** screen (see Figure 235).



# Note:

Skip step 6 if you have already verified that you are the AMPS Supervisor for this requestor.

Go to Step 7.

 Click Verify if you are the AMPS Supervisor for the requestor identified on the Verify Approver screen.

> AMPS displays the Attribute Change Request -External Supervisor Decision screen (see Figure 236.)

Account Manag	ement and Provision	ing System (AMPS)	
		CUI	
Verify Approver			
Colleen Super (colleen.: Supervisor Email	super@email.com) or Reje	ct to reject Verify <u>Reject</u>	Eteck. Please click Verify to acknowledge you are
Requestor Name	Dez Eteck	6	
Requestor Email	clark.eteck@gmail.com		
Requestor Phone	888-555-1212		

Figure 234: Approval Requests - Open a SAAR

#### Figure 235: Supervisor's Approval Decision Screen - Verify Approver

7.

8.

Review the information on the <b>Attribute</b> <b>Change Request Details</b> screen.	Account Management and Provisioning System (AMPS)	AMPSEXTERNALSERVICE
Change Request Details screen.	CUI	
<i>If you have an issue with any of the information, you can consult with the requestor to clarify the purpose or content of the information.</i>	≥ Attribute Change Request - External Supervisor Decision Comments	<u>Cancel</u> <u>R</u> eject <u>Approv</u>
<ul> <li>The AMPS Supervisor can reject this request, if necessary, by following these steps:</li> <li>Enter the reason for the rejection in the Comments field. This action activates the Reject button.</li> <li>Click the Reject button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.</li> </ul>		: <b>Status</b> Assigned Ip <b>dated</b> 10/03/2017 08:54 AM GMT-04:00
Click the Additional Information tab.	7 Attribute Change Request Details Additional Information User Information User Information Role(s) to Update ARN Prod - Q/ Application ARN Classification Unclassified Environment PROD Primary Role Not Applicable Role IT Level IT3	
<i>AMPS displays the</i> <b>Additional Information</b> <i>tab on the decision screen (see Figure 237).</i>	✓ User Summary       User ID       EDE0254       Phone       888-555-1212         Name       Eteck, Dez       Email       clark.eteck@gmail.com         Organization       DLA External       External Superviso       Super, Colleen         Job Title       External User for Testing       Cyber Awareness       4/1/2017         Job Title       External User for Testing       Cyber Awareness       4/1/2017         ✓ Additional Role Attributes       External User for Testing       Value         (70) DoD Wide       No       Value       Value         User ID       EDE0254       Job Title       External User for Testing         Name       Eteck, Dez       Phone       888-555-1212         Organization       DLA External       Email       dark.eteck@gmail.com	

Figure 236: External Supervisor Decision –Attribute Change Request Details

9. Review the SAAR Approval History table.

Because the AMPS Supervisor is the first approver to handle the SAAR, AMPS has not recorded any approver actions yet.

AMPS will fill in the details of the Supervisor's action after the Supervisor has completed an action on this decision screen. AMPS retains this information and displays it when the SAAR is reopened.

The AMPS Supervisor can reject this request, if necessary, by following these steps:

- Enter the reason for the rejection in the **Comments** field. This action activates the **Reject** button.
- Click the **Reject** button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.
- 10. Click the User Information tab.

*AMPS displays the* **User Information** *tab on the decision screen (see Figure 238).* 

Account Manage	ement and Provisioning Sy	stem (AMPS)				AMPSEXTERNALSERVICE
			CUI			
✓ Attribute Change Red	quest - External Supervisor De	cision				Cancel Reject Approve
Comments						
SAAR Information						
SAAR ID			colleen.super@email.co			
	Attribute Change Request		10/03/2017 08:54 AM G		Task Status	
Request Date Approver ID	6519%3A4nNY2nteJ%2FavPDWWg	-	10/23/2017 08:54 AM G wC94%3D	MII-04:00	Last Updated	10/03/2017 08:54 AM GMT-04:00
Approver First Name			colleen.super@email.co	om		
Approver Last Name		Approver Phone	888-555-5555			
	Role attribute has changed.					
User Optional Information						
Attribute Chang 9	Additional Informat	ion User Informatio	n			
SAAR Approval Histo		- 6				
Approval Type	First Name Last N		Phone Number	Activity Date	Outcome	Comments
ESU		40		10/3/2017		

Figure 237: Attribute Change - Additional Information

11. Review the information provided in the **User Information** tab to finalize the decision.

As an option, the AMPS Supervisor can fill in comments that explain or justify the approval.

The AMPS Supervisor can also reject this request, if necessary, by following these steps:

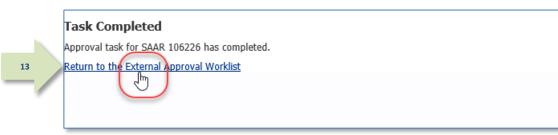
- Enter the reason for the rejection in the **Comments** field. This action activates the **Reject** button.
- Click the **Reject** button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.
- 12. To proceed, click the **Approve** button.

AMPS displays the **Task Completed** message (see Figure 239).

AMPSEXTERNALSERVICE Account Management and Provisioning System (AMPS) CUI Attribute Change Request - External Supervisor Decision 12 Cancel Reject Comments Attribute change approved by the External Supervisor. SAAR Information SAAR ID 106226 Task Assignee(s) colleen.super@email.com Task Creation Date 10/03/2017 08:54 AM GMT-04:00 SAAR Type Attribute Change Request Task Status Assigned Request Date 10/3/2017 Date Task Expires 10/23/2017 08:54 AM GMT-04:00 Last Updated 10/03/2017 08:54 AM GMT-04:00 Approver ID 6519%3A4nNY2nteJ%2FavPDWWgHOgljekiqS12a6ZagIFPpDwC94%3D Approver First Name Colleen Approver Email colleen.super@email.com Approver Last Name Super Approver Phone 888-555-5555 User Justification Role attribute has changed. User Optional Information Attribute Change Request Details Additi User Information 11 User Account Information User ID EDE0254 Account Status Active User Type Civilian First Name Dez Middle Name Grade GS-12 Citizenship US Last Name Eteck EDIPI/UPN Email clark.eteck@gmail.com Title External User for Testing Cyber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Office/Cube Official Fax Street 123 Any Street DSN Phone PO Box DSN Fax City Richmond State Virginia Mobile Postal Code 23000 Country UNITED STATES External Supervisor External Security Officer External Authorizing Official Email callista.soff@email.com Email colleen.super@email.com Fmail blake.eao@email.com First Name Colleen First Name First Name Last Name Super Last Name Last Name Phone 888-555-5555 Phone Phone Current Roles Current Roles Application Environment Role Type ARN Prod - QAR VIM User VIMQAR-009 PROD USER ARN USER DFAS DJMS Navy Prod - Navy Inquiry User Field DJMSNAV-006 DFAS DJMS Navy PROD Pending Requests Request Last Activity SAAR ID SAAR Type Resource(s) Status Current Approver Expire Date Date Date 106226 Attribute Chan ARN PENDING APPRO... External Super. 10/3/2017 10/23/2017 10/3/2017 104473 Role Request DFAS DJMS Navy Prod - Navy Input User Field DJMSNAV-007 TICKETED 3/1/2017 3/1/2017 Provisioner

Figure 238: Attribute Change - User Information

13. In the **Task Completed** message, click the link to return to the **Approval Worklist**, also labeled as the **AMPS Approval Work Queue** (see Figure 240).



## Figure 239: Confirmation of Completed Approval

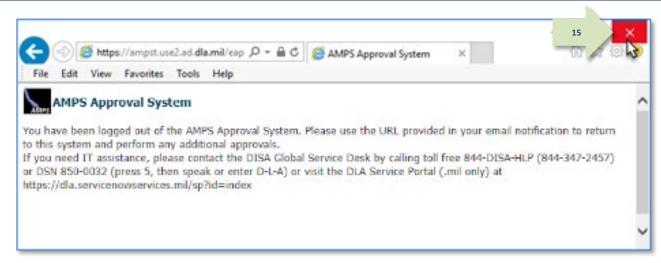
14. If there are no approvals listed for action, or you have completed work with SAARs for the current session, click the **Logout** button.

This action closes the **AMPS Approval Work Queue** and displays a logout confirmation message (see Figure 241).

AMPS Approval Work Queue		14 Logout
CUI		
pproval Requests		
Approval Action	Approval Request Date	Approval Request Expires
There are no pending approvals awaiting your attention. If you need IT assistance free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or ente https://dla.servicenowservices.mil/sp?id=index		

Figure 240: AMPS Approval Work Queue – Logout

15. Click the close browser icon to close the message.



#### Figure 241: Logout Confirmed

 After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the AMPS Supervisor decision.

16

17

## Sample User Notification: Status

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

Body: The External Supervisor has completed an approval for SAAR #106226.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the status of the approval.

## Sample User Notification: Next Approver

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

**Body:** SAAR #106226 is awaiting External Security Officer approval.

This request was submitted in AMPS on 10/03/2017 08:54:02 EDT.

No action is required from you at this time.

This task expires on 10/23/2017 15:11:48 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## External Security Officer Approval

After a user submits a request to update attributes, AMPS sends an email notification to the user's external Security Officer, indicating that a SAAR awaits the Security Officer's approval action.

**1.** As the external Security Officer, copy the AMPS URL provided in the email notification.

## Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT
 Body: SAAR #106226 - Attribute Change Request for Eteck, Dez (EDE0254) (DLA External) has been submitted for approval.
 This request was submitted in AMPS on 10/03/2017 08:54:02 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=0503%3AcrYBrCN8%2BEm5SZ%2BfEsFhSCMWBzMiNt1U6Hf%2F4O%2BW9lg%3D

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/23/2017 15:11:48 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

- 2. Open a browser-Edge, Firefox, or Chromeand paste the copied URL into the address field.
- 3. Press Enter or click the launch button that activates the URL search.

If this occasion is the first time you have been tasked with an approval for the requesting user, AMPS displays an **Approver Information Update** screen (see Figure 243).

Otherwise, AMPS opens the **Approval Work Queue** (see Figure 244).

						- 🗆 🗙
2	ettps://amps.dla.n	nil/eaportal/faces/	Q - →	3	×	슈 ☆ 🛱 🙂
Fi Ed	t View Favorites	Tools Help	5			

Figure 242: Main Menu - My Information Command

# Note:

If you have already entered this information on a previous approval for the requesting user, AMPS does not display the Approver Information Update screen.

Skip step 4 in this procedure if you have already entered this information, which AMPS associates with the requestor.

4. Enter your first name, last name, and phone number in the fields.

Click the **Save** button.

5. In the **Approval Requests** list, locate and click the SAAR listing that matches the SAAR number and requestor information in the email notification.

For a first-time approver, AMPS opens the **Verify Approver** screen (see Figure 245).



(see Figure 244).

.

CUI	
ase take a moment to verify your user information before moving on to your approvals. This information will be saved for future approvals.	
prover Information Update	
Email callista.soff@email.com	
* First Name Callista	
* Last Name Soff	
A Save Cancel	



	Approval Request Date	
	Approval request balle	Approval Request Expires
DLA External) (ARN) 10/03/2	10/3/2017	10/23/2017

Figure 244: Approval Requests - Open a SAAR

# Note:

If you have already verified that you are the AMPS Supervisor for this requestor, AMPS does not display the Verify Approver screen again.

Skip step 6 and go to Step 7.

 Click Verify if you are the AMPS Security Officer for the requestor identified on the Verify Approver screen.

AMPS displays the Attribute Change Request -External Security Officer Decision screen (see Figure 246).

Account Management and Provisioning System (AMPS)	AMPSEXTERNALSERVICE Q
CUI	
Verify Approver	
Callista Soff (callista.soff@email.com) is identified as the External Security Officer for Dez Eteck. I Callista Soff (callista.soff@email.com) or Reject to reject. Verify Reject Security Officer Callista Soff(callista.soff@email.	Please click Verify to acknowledge you are
Requestor Name Dez Eteck	
Requestor Email clark.eteck@gmail.com Requestor Phone 888-555-1212	

Figure 245: Supervisor's Approval Decision Screen - Verify Approver

7.	Review the information on the <b>Attribute</b> <b>Change Request Details</b> screen.	Account Management and Provisioning System (AMPS)	AMPSEXTERNALSERVICE
	lf you have an issue with any of the information, you can consult with the requestor	Attribute Change Request - External Security Officer Decision     Comments	<u>Cancel</u> <u>R</u> eject <u>Approv</u>
	to clarify the purpose or content of the information.		
	The AMPS Security Officer can reject this request, if necessary, by following these steps:	✓ SAAR Information	
	request, if necessary, by jonowing these steps.	SAAR ID 106226 Task Assignee(s) callista.soff@email.com	
	Enter the reason for the rejection in the <b>Comments</b> field. This action activates the	SAAR Type         Attribute Change Request         Task Creation Date         10/03/2017 03:12 PM GMT-04:0           Request Date         10/3/2017         Date Task Expires         10/23/2017 03:12 PM GMT-04:0           Approver ID         2165%3Amz3i1UwdzcVG6xR4JTqPlRxNKi6sl2nd2nYFrc98Rqc%3D         Component of the second of t	
	Reject button.	Approver First Name Callista Approver Email callista.soff@email.com	
	• Click the <b>Reject</b> button. This action stops	Approver Last Name Soff Approver Phone 888-555-2121	
	the approval process and notifies the	User Justification Role attribute has changed. User Optional	
		Information	
	requestor that the change request has	·	
	been rejected by the approver for the	≤ Security Information	
	stated reason.	* IT Level IT2   * Type of Investigation SSBI	Security Review Flag Not Flagged for Review
		* Clearance Level Secret   * Date of Investigation 04/01/2012	
			~
	7	Attribute Change Request Details Additional Information User Information	
		≥ Role Information	
3.	Click the Additional Information tab.	Role(s) to Update ARN Prod - O' VIMQAR-009	
		Application ARN 6 Classification Unclassified	
		Primary Role Not Applicab. Pole TL Level UT3	
	AMPS displays the Additional Information	Primary Role Not Applicab. Role IT Level IT3	
	tab on the decision screen (see Figure 247).	✓ User Summary	
		User ID EDE0254 Phone 888-555-1212	
		Name Eteck, Dez Email clark.eteck@gmail.com	
		Organization DLA External DLA External Supervisor Super, Colleen Job Title External User for Testing (colleen.super@email.com	)
		IT Level         T2         Cyber Awareness         4/1/2017           Certification Date         Certification Date         Certification Date	
		✓ Additional Role Attributes	
		Attribute Value	
		(70) DoD Wide No	
		✓ Requestor Information	
		User ID EDE0254 Job Title External User for Testing	
		Name Eteck, Dez Phone 888-555-1212	

Figure 246: External Security Officer Decision –Attribute Change Request Details

AMPS will fill in the details of the Security Officer's action after the Security Officer has completed an action on this decision screen. AMPS retains this information and displays it when the SAAR is reopened.

Account Management and Provisioning System (AMPS)

The External Security Officer sees the previous

9. Review the SAAR Approval History table.

The External Security Officer can reject this request, if necessary, by following these steps:

- Enter the reason for the rejection in the **Comments** field. This action activates the **Reject** button.
- Click the Reject button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.

9

10. Click the User Information tab.

AMPS displays the **User Information** tab on the decision screen (see Figure 248).

Account Manage	ement and Provisio	ning System (A	MPS)				AMPSEXTERNALSERVI
				CUI			
✓ Attribute Change Red	west - External Secu	ity Officer Decisio	00				Cancel Reject Ar
Comments							
✓ SAAR Information							
SAAR ID				lista.soff@email.com			
	Attribute Change Reques			03/2017 03:12 PM (		Task Status	
Request Date				23/2017 03:12 PM (	3M1-04:00	Last Updated	10/03/2017 03:12 PM GMT-04:00
	2165%3Amz3i1UwdzcVG						
Approver First Name			•	lista.soff@email.com			
Approver Last Name	Soff Role attribute has change		prover Phone 888	0-000-2121			
User Optional Information							
Security Information							
* IT Level ITZ	2 🗸	*1	Type of Investiga	tion SSBI	~	* Securit	y Review Flag Not Flagged for Review
* Clearance Level Se			Date of Investiga				
Clearance Lever Se		· · ·	bute of investiga	04/01/2012	-0		
Attribute Change Request	t Details Additional	Information L	Jser Information				
SAAR Approval Histo			3				
Approval Type	First Name	Last Name	Imail	Phone Number	Activity Date	Outcome	Comments
ESO					10/3/2017		
ESU	Colleen	Super 🔊	olleen.super@	p 888-555-5555	10/3/2017	APPROVE	Attribute change approved by the External S

Figure 247: Attribute Change - Additional Information

11. Review the information provided in the **User Information** tab to finalize the decision.

As an option, the External Security Officer can fill in comments that explain or justify the approval.

The Security Officer (SO) can also check the requestor's security information and update the Security Information fields, as needed. The Date of Birth field is displayed on this screen, but does not contain the user's DOB. This data is no longer collected by AMPS.

The External Security Officer can also reject this request, if necessary, by following these steps: 11

- Enter the reason for the rejection in the **Comments** field. This action activates the **Reject** button.
- Click the **Reject** button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.

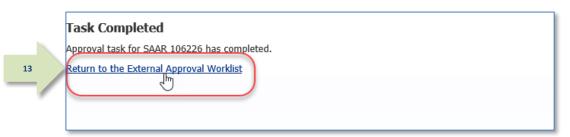
#### 12. To proceed, click the **Approve** button.

AMPS displays the **Task Completed** message (see Figure 249).

Account Management and Provisioni	ng System (AMPS)	CUI			APP	SEXTERNALSERVIC
		001				E
Attribute Change Request - External Security					12	Cancel Beject App
Comments Approved by the Security Of	ficer,			_		
SAAR Information SAAR ID 106226 SAAR Type Attribute Change Request Request Date 10/3/2017 Approver ID 2165%4Ams218UwdscVG6d Approver First Name Callista Approver Last Name Soff User Justification Role attribute has changed. User Optional Information	Approver Email callist Approver Phone 888-5	2017 03:12 PM GMT-04:0 2017 03:12 PM GMT-04:0 a.soff@email.com		bas Assigned ed 10/03/2017 03:12 PM GMT-04:00	0	
Security Information	121					
* IT Level IT2 🗹	* Type of Investigatio			arity Review Flag Not Flagged for F	Review 🗹	
* Clearance Level Secret	Date of Investigation	n 04/01/2012	3			
Jser Account Information User ID EDE0254 First Name Dez Middle Name	Account Stat	rth No longer collected. pe Ovilian	)			
User Account Information User ID EDE0254 First Name Dez Middle Name Last Name Eteck EDIPI/UPN Email clark.eteck@	Account Stat Date of Bi User Ty Gra Citizensi gmail.com	rth No longer collected. pe Ovilian de 65-12	)			
User Account Information User ID EDE0254 First Name De: Middle Name Last Name Etck EDIP//UM Email dark.etcklip Title Edernal Use Syber Awareness Certification Date 04/01/2017	Account Stat Date of Bi User Ty Gra Citizensi gmail.com	rth No longer collected. pe Ovilian de 65-12	)			
User Account Information User ID EDE0254 First Name Da: Middle Name Last Name Etack EDIPJ/UPN Email (dark.etacki) Title External Use yber Awareness Certification Date 04(01/2017	Account Stat Date of Bi User Ty Gra Citizensi gmail.com	rth No longer collected. pe Ovilian de 65-12	)			
User Account Information User ID EDE0254 First Name Da: Middle Name Last Name Eack EDIPJ/UM Email dark.etack@ Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Fac	Account State of Bi Date of Bi User Ty Gra Gra Citizensl office/Cube Street	rth No longer collected. pe Ovilian de 65-12	)			
User Account Information User ID EDE0254 First Name Dez Middle Name Last Name Eteck EDIPJ/UM Email clarkateck® Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Official Telephone 888-555-1212	Account Stat Date of Bill User Ty Gra Critizensi office/Cube Street PO Box	th Yolonger collected. pp Ovflan de G5-12 Np US 123 Any Street.	)			
User Account Information User ID ED60154 First Name Dez Middle Name Last Name Eeck ED191/UM Email clarketeck@ Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 808-555-1212 Official Fax DSN Phone DSN Fax	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street PO Box City	th solonger collected. pp Gvillan de GS12 up US 123 Any Street Richmond	)			
User Account Information User ID EDE0254 First Name Dez Middle Name Last Name Eteck EDIPJ/UM Email clarkateck® Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Official Telephone 888-555-1212	Account State Date of Bill User Ty Gra Crizensi genal.com for Testing Office/Cube Street PO Box Chy State Postal Code	th Kolonger collected. pe Gvillan de G5-12 hip US 123 Any Street Richmond Virginia	ן			
User Account Information User ID EDE0154 First Name Des Middle Name Last Name Eteck EDIPI/UWI Email clarketeck@ Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 889-555-1212 Official Telephone 889-555-1212	Account Stat Date of Bill User Ty Gra Citizensi gmail.com for Testing Office/Cube Street PO Box City State Postal Code Country State Postal Code Country State	th No longer collected. ge Ordlan de 05-12 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mal Authorizing Offic	5			
User Account Information User ID EDE0254 First Name Do: Piddle Name Last Name Eteck EDIP1/UPN Email Carketock@ Title External User Yeber Awareness Certification Date 04/01/2017 User Contact Information Official Fax DSN Phone DSN Phone DSN Phone DSN Fax Mobile	Account Stat Date of Bi User Ty Gra Citizens office/Cube Street P0 Box Gity State Postal Code Country state Postal Code Country tal Security Officer	th NoTonger collected. ge Gvillan de GS-12 Ng US 123 Any Street Richmond Veginia 23000 UNITED STATES mail blake.eso@email.co	5			
User Account Information User ID EDE0254 First Name De: Middle Name Last Name Etck EDIPJ/UM Email dark.etck@ Title Enami User Syber Awareness Certification Date 04/01/2017 User Contact Information Official Fax DSN Phone DSN Fax Mobile	Account Stat Date of Bill User Ty Gra Citizensi gmail.com for Testing Office/Cube Street PO Box City State Postal Code Country State Postal Code Country State	th Volonger collected. pp Gvillan de G5-12 up U5 123 Any Street Richmond Virginia 23000 UNITED STATES mail bake.eao()email.c ame	5			
User Account Information User ID EDE0254 First Name Do: Piddle Name Last Name Eteck EDIP1/UP4 Email Carketedep Title External User Official Fax DSN Phone DSN Fax Hobile External Supervisor Email colleen.super@email.com First Name Colleen Last Name Softs:555555 Pho	Account Stat Date of Bill User Ty Gra Citizensi genal.com for Testing Office/Cube State PO Box City State Po Box City State County State St	th Volonger collected. pp Gvillan de G5-12 up U5 123 Any Street Richmond Virginia 23000 UNITED STATES mail bake.eao()email.c ame	5			
User Account Information User ID EDE0254 First Name Do: Middle Name Last Name Eteck EDIP1/UM Email Carketock@ Title External Use Contact Information Official Telephone 880-555-1212 Official Telephone 880-555-1212 Official Telephone 880-555-1212 Official Telephone 880-555-1212 Official Telephone 880-555-1212 Official Telephone State DSN Phone DSN Fax Hobile	Account Stat Date of Bi User Ty Gra Citizensi gmail.com for Testing Office/Cube State Po Box City State Po Box City State County State County State County State County State City State County State County State County State County State County State County State County State County State County State County State County State County State County State County State County State County State State County State County State County State County State County State Stat	th Nolonger collected. ge Ordlan de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail blake.eao(temail.co ame ame	5	Application	Environ	ment Role Type
User Account Information User Account Information User D EDE0254 First Name De: Piddle Name Last Name Etat Name Etat Name EDIPJ/UPH Email Cark-etack® Title Edenal Use yber Awareness Certification Date 04/03/2017 User Contact Information Official Fax DSN Phone DSN Fax Hobile External Supervisor Email colleen.super@email.com Email colle	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street PO Box City State Postal Code Country State Postal Code Country State Country State Country State	th Nolonger collected. ge Ordlan de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail blake.eao(temail.co ame ame	5	ARN	PROD	USER
User Account Information User ID EDE0154 First Name De: Middle Name Last Name Eteck EDIPI/UM Email clark-atecklip Title External Use yber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Official Telephone DSN Phone DSN Phone DSN Phone DSN Phone DSN Phone Current Roles ARN Prod - QAR VIM User VIMQAR-009 DFAS DIMS Navy Prod - Navy Ingairy User Field DIM	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street PO Box City State Postal Code Country State Postal Code Country State Country State Country State	th Nolonger collected. ge Ordlan de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail blake.eao(temail.co ame ame	5			
User Account Information User ID EDE0254 First Name De: Middle Name Last Name Eteck EDIPJ/UMI Email clark-ateck® Title External Use Official Fachone 888-555-1212 Official Telephone 888-555-121 Official Telephone 888-555-1212 Official Telephone 888-55-1212 Official Telephone 888-555-1212 Official Telephone 888-55-1212 Official Telephone 888-55-55-12	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street Po Box City State Postal Code Country State Postal Code Country State State State State State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State S	th Nolonger collected. de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail Balax-acolitemail.co ame ame	5	ARN DFAS DJMS Navy	PROD	USER USER
User Account Information User ID EDE0254 First Name De: Middle Name Last Name Eteck EDIPJ/UMI Email clark-eteck® Title External Use Official Telephone 888-555-1212 Official Telephone 888-555	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street Po Box City State Postal Code Country State Postal Code Country State State State State State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State S	th Nolonger collected. de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail Balax-acolitemail.co ame ame	5	ARN	PROD	USER
User Account Information User ID ED60254 First Name De: Middle Name Last Name Eteck ED191/UM Email dark.eteck@ Title Edemail Use Cyber Awareness Certification Date 04/01/2017 User Contact Information Official Fax DSN Phone DSN Plax Hobile  Setternal Supervisor Email colleen.super@email.com First Name Colleen Current Roles Current Roles ANN Prod - QAR VIM User VIMQAR-009 OPAS DMS Navy Prod - Navy Inquiry User Field DIM Phone DSN Fax ANN Prod - VAR VIM User VIMQAR-009 OPAS DMS Navy Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone Super Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Prod - Navy Inquiry User Field DIM Phone DSN Stary Phone Phone DSN Field DIM Phone DSN Field DIM Phone DSN Field DIM Phone DSN Stary Phone Phone DSN Field DIM Ph	Account Stat Date of Bi User Ty Gra Citizensi office/Cube Street Po Box City State Postal Code Country State Postal Code Country State State State State State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State Country State S	th Nolonger collected. de G512 Np US 123 Any Street Richmond Virginia 2000 UNITED STATES mail Balax-acolitemail.co ame ame	sal on	ARN DFAS DJMS Navy	PROD PROD Request	USER USER Expire Date Last Act Date

Figure 248: Attribute Change - User Information

13. In the **Task Completed** message, click the link to return to the **Approval Worklist**, also labeled as the **AMPS Approval Work Queue** (see Figure 250).



## Figure 249: Confirmation of Completed Approval

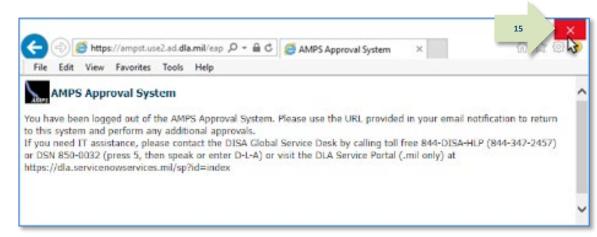
14. If there are no approvals listed for action, or you have completed work with SAARs for the current session, click the **Logout** button.

This action closes the **AMPS Approval Work Queue** and displays a logout confirmation message (see Figure 251).

AMPS Approval Work Queue		14 Logout
CUI		L3
Approval Requests		
Approval Action	Approval Request Date	Approval Request Expires
There are no pending approvals awaiting your attention. If you need IT assi free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak o https://dla.servicenowservices.mil/sp?id=index		

Figure 250: AMPS Approval Work Queue – Logout

15. Click the close browser icon to close the message.



#### Figure 251: Logout Confirmed

 After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the Security Officer decision.



# Sample User Notification: Status

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

Body: The External Security Officer has completed an approval for SAAR #106226.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

17. After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the approval.

# Sample User Notification: Next Approver

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

Body: SAAR #106226 is awaiting Data Owner approval.

This request was submitted in AMPS on 10/03/2017 08:54:02 EDT.

No action is required from you at this time.

This task expires on 10/24/2017 15:28:35 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

### Data Owner Approval: External and Internal Users

This procedure illustrates the steps an application Data Owner takes to approve a SAAR for a Total AMPS-enabled application.

 After the previous approver approves a role request, AMPS sends an email notification to the application's Data Owner, indicating that a SAAR has been submitted for the Data Owner's approval.

# Sample Approver Notification

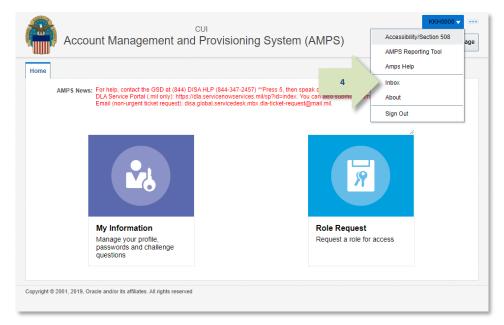
Subject: Action Required: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

**Body:** SAAR #106226 - Attribute Change Request for Eteck, Dez (EDE0254) (DLA External) has been submitted for approval. This request was submitted in AMPS on 10/03/2017 08:54:02 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/23/2017 15:11:48 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>



#### Figure 252: User ID Dropdown - Inbox Command

 In the AMPS banner, the Data Owner clicks their User ID to open the dropdown menu, then clicks **Inbox** from the menu.

AMPS opens the **Inbox** screen to the My Tasks view (see Figure 253).

3. On the **My Tasks** screen, click the SAAR number indicated in the email notification.

AMPS displays the **Attribute Change Request - Data Owner Decision** screen for the SAAR (see Figure 254).

🗄 Home × 🛛 🏠 Inbox	×	
Views	- My Tasks(2) V Me & My Group All V Assigned V	
Inbox My Tasks (2)	3 Title SAAR #106226 - Attribute Change Request for Eteck, Dez (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT SAAR #106105 equest User Access for Ritual, Morning (DMR0031) (DLA Information Operations-Richmond-J6) (DFA ADS	) (
Views		
Due Soon		
High Priority Past Day		
Past Week		
Past Month		
Past Quarter		
Manual Provisioning		
My Staff Tasks		
New Tasks		
Pending Approvals		
	<	>

Figure 253: My Tasks

	the Data Owner Decision	*		
	reen, review the SAAR formation and change request	SAAR #106226 - Attribute Change Request for E	teck, Dez (EDE0254) (DLA External) (ARN) 10/03/2017	08:54:02 EDT
	etails.	☑ Attribute Change Request - Data Owner Decisi	on	
ue	ctalls.	Comments		
th	e AMPS Data Owner can reject is request, if necessary, by llowing these steps: Enter the reason for the	4		
	rejection in the <b>Comments</b>			
	field. This action activates the	SAAR Information		
	<b>Reject</b> button.	SAAR ID 106226	Task Assignee(s) Brenda Down	
•	Click the <b>Reject</b> button. This action stops the approval	SAAR Type         Attribute Change Request           Request Date         10/3/2017           User Justification         Role attribute         nged.	Task Creation Date         10/04/2017 03:28 PM GMT-04:00           Date Task Expires         10/24/2017 03:28 PM GMT-04:00	Task Status Reassigned Last Updated 10/04/2017 06:03 PM GMT-04:00
	process and notifies the requestor that the change request has been rejected by the approver for the stated reason.	User Optional Information Attribute Change Request Details Role Information Role(s) to Update ARN Prod - QAR VIM User VI	3	
		Application ARN	Classification Unclassified	
		Environment PROD	Access Type Authorized	
		Primary Role Not Applicable	Role IT Level IT3	
	ick the Additional Information	User Summary		
ta	b.	User ID EDE0254	Phone 888-555-1212	
A٨	<i>IPS displays the</i> Additional	Name Eteck, Dez	Email clark.eteck@gmail.com	
	formation screen	Organization DLA External	External Supervisor Super, Colleen	
	e Figure 255).	Job Title External User for Testing	(colleen.super@email.com)	
(30	e rigure 200).	IT Level IT2	Cyber Awareness 4/1/2017 Certification Date	
		Additional Role Attributes		
		Attribute Value		
		(70) DoD Wide No		
		Requestor Information		
		User ID EDE0254	Job Title External User for Testing	
		Name Eteck, Dez	Phone 888-555-1212	
		Organization DLA External	Email clark.eteck@gmail.com	
			ginancom	

Figure 254: Attribute Change Request – Details

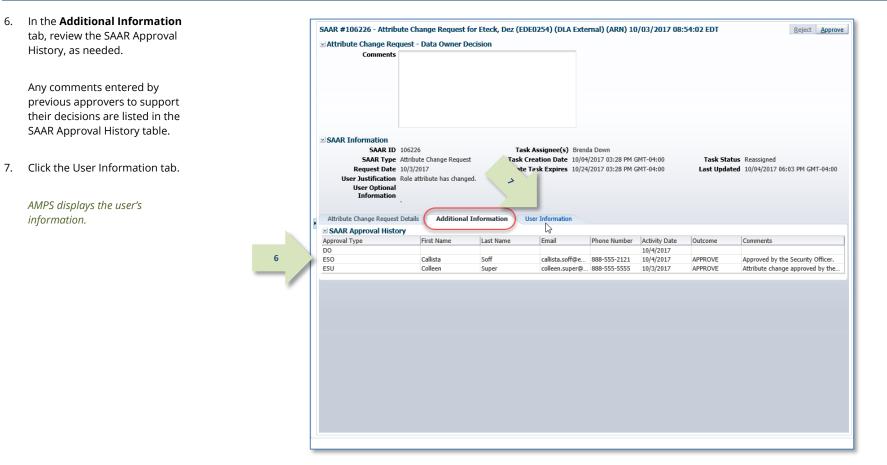


Figure 255: Attribute Change Request - Additional Information Tab

security information.

AMPS automatically . . .

Closes the Data Owner
 Decision screen,

8. In the **User Information** tab, you can review key information about the user's account, contact, and

- Sends the SAAR to the next stage in the workflow, and
- Removes the SAAR as an Assigned item from the Data Owner's My Tasks tab.

	SAAR #106226 - Attribute × ute Change Request for Eted		A External) (ADM)	10/03/2017 00-54-4	12 EDT	9 Reject App
		K, Dez (EDE0254) (DI	A External) (ARN)	) 10/03/2017 08:54:0	IZ EDI	9 <u>Reject App</u>
-	juest - Data Owner Decision					
Comments	Approved by the Data Owner.					
SAAR Information						
SAAR ID	106226	Task Assignee(s	) Brenda Down			
	Attribute Change Request		e 10/04/2017 03:28 F	PM GMT-04:00	Task Status Reassigned	
Request Date			s 10/24/2017 03:28 F		Last Updated 10/04/2017 06:	03 PM GMT-04:00
•	Role attribute has changed.					
User Optional	-					
Information						
Attribute Change Request	Details Additional Informatio	n User Informatio	n			
User Account Inform	ation					
Soci recount inform	User ID EDE0254	Acces	unt Status Active			
	First Name Dez	Acc	User Type Civilian			
	fiddle Name		Grade GS-12			
	Last Name Eteck		Citizenship US			
	EDIPI/UPN					
	Email clark.eteck@gmail.o	om				
	Title External User for Te					
Cyber Awareness Certif	ication Date 04/01/2017	-				
User Contact Inform	ation					
Official Telephor		Office	/Cube			
Official Fa			Street 123 Any Stre	et		
DSN Pho			PO Box			
DSN F			City Richmond			
Mobi			State Virginia			
		Posta	l Code 23000			
			ountry UNITED STAT	TES		
C	_					
Security Information						
II Lev Clearance Lev	vel IT2		estigation SSBI			
Clearance Lev	/el Secret	Date of Inv	estigation 04/01/20	112		
External Supervisor	r 🛛 🖂 External Se	curity Officer	External Author	izing Official		
Email colleen.sup	er@email.com Email c	allista.soff@email.com	Email blake.e	eao@email.com		
First Name Colleen	First Name O	allista	First Name			
Last Name Super	Last Name S		Last Name			
Phone 888-555-55	i55 Phone 8	88-555-2121	Phone			
Current Roles						
Current Roles					Application	Environment Role Type
> ARN Prod - QAR VIM Use					ARN	PROD USER
> DFAS DJMS Navy Prod -	Navy Inquiry User Field DJMSNAV-	006			DFAS DJMS Navy	PROD USER
Pending Requests						
	D(-)			Chaban	0	Request Last Act
SAAR ID SAAR Type	Resource(s)			Status	Current Approver	Date Expire Date Date
	1					
106226 Attribute Chan	ARN DFAS DJMS Navy Prod - Navy Inpu			PENDING APPROVAL TICKETED	Data Owner Provisioner	10/3/2017 10/24/2017 10/4/20 3/1/2017 3/1/201

Figure 256: Attribute Change Request - User Information

 After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.

## Sample User Notification: Status

Subject: Notification: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT

Body: The Data Owner has completed an approval for SAAR #106226.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

11. In addition, AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97).

## If the role is for a DLA application...

#### The status shows the SAAR is **TICKETED**.

AMPS forwards this approved DLA request to the **Provisioning** process for action. No role requests or other requests require an approval by an Information Assurance Officer.

## If the role is a DFAS role...

*The status shows the SAAR has been forwarded to the* Information Assurance Officer *for approval.* 

# 10

12. AMPS notifies the external user that processing for the attribute change request SAAR has begun.

AMPS has forwarded the SAAR to the Provisioner's task list.

## Sample User Notification:

Subject: AMPS Application Processing for SAAR #106226

Body:

12

AMPS Application Processing request for SAAR 106226 has started.

Request For: DLA Login: EDE0254 Name: Eteck, Dez Phone: 888-555-1212 Email: clark.eteck@gmail.com EDIPI/UPN: 1286972493 Access Information: SAAR #: 106226

Attribute Change on Job Role: ARN Prod - QAR VIM User VIMQAR-009

Current Applications and Access: Resource: ARN PROD - ARN

Access: VIM account request for a DCMA QAR user (AMPS Role ID: VIMQAR-009)

Data Owner Comments: Approved by the Data Owner.

Justification: Role attribute has changed.

Optional Information: (none)

Attribute Change Request SAAR requested by Dez Eteck on 10/03/2017

## Provisioner: How to Provision Attribute Updates

This procedure illustrates the steps a provisioner takes to complete a SAAR for a Total AMPS- enabled application.

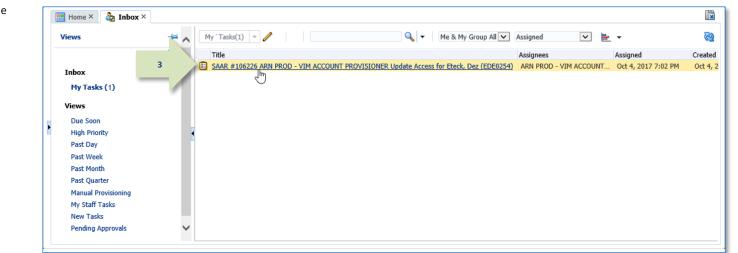
For a Remedy-enabled application, AMPS sends this information to a Remedy system that produces a Remedy ticket for the provisioner.

Applications set up for automatic provisioning do not require manual provisioning

1.	After all approvers have approved a SAAR	Sample Provisioner Notification: Total AMPS Ticket
	for a Total AMPS role, AMPS forwards the SAAR to the provisioner group.	Subject: Action Required: SAAR #106226 - Attribute Change Request for Dez Eteck (EDE0254) (DLA External) (ARN) 10/03/2017 08:54:02 EDT Body:
		1       AMPS Application Processing request for SAAR 106226 requires your attention.         Request For:
	AMPS notifies the provisioner that the SAAR	DLA Login: EDE0254
	awaits action.	Name: Eteck, Dez
		Phone: 888-555-1212
		Email: clark.eteck@gmail.com
		EDIPI/UPN: 1286972493
		Access Information:
		SAAR #: 106226
		Attribute Change on Job Role: ARN Prod - QAR VIM User VIMQAR-009
		Current Applications and Access:
		Resource: ARN PROD - ARN
		Access: VIM account request for a DCMA QAR user (AMPS Role ID: VIMQAR-009)
		Data Owner Comments: Approved by the Data Owner.
		Justification: Role attribute has changed.
		Optional Information: (none)
		Attribute Change Request SAAR requested by Dez Eteck on 10/03/2017

2. After you launch AMPS, the system opens CUI the Self Service Home page. Click your Account Management and Provisioning System (AMPS) Accessibility/Section 508 aae User ID to open the dropdown menu, AMPS Reporting Tool Amps Help then click the Inbox command from the Home Inbox menu. 2 AMPS News: For help, contact the GSD at (844) DISA HLP (844-347-2457) \*\* Press 5, then speak or enter D-L-A DLA Service Portal (.mil only): https://dla.servicenowservices.mil/sp?id=index. You can also submit an en About Email (non-urgent ticket request): disa.global.servicedesk.mbx.dla-ticket-request@mail.mil. Sign Out AMPS opens the logged-in provisioner's My Tasks view. My Information **Role Request** Manage your profile, Request a role for access passwords and challenge questions Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reserved

#### Figure 257: Self-Service Home Page – Inbox Command



#### Figure 258: Provisioner's My Tasks View

**3.** In the My Tasks view, locate and click the SAAR in the provision notation.

AMPS opens the Total AMPS ticket for the selected SAAR (see Figure 259).

4. Review the contents of the ticket.

The ticket contains the type of action required and the details of the approved change in the **Additional Role Attributes** table.

*If you, as the provisioner, need more time to act on the request, you have the* **Save Comments** *option.* 

You can enter text in the **Comments** area, click the **Save Comments** button, and close the ticket without completing it.

The ticket remains in your **My Tasks** list until you click the **Work is Complete** button.

5. To signify ticket processing is finished, click the **Work is Complete** button.

*This action closes the ticket and removes it from the provisioner's* **My Tasks** *list in AMPS.* 

Some customers may generate AMPS reports that list open tickets and ticket closures, which makes closing each Total AMPS ticket an important step in completing the approval process.

📰 Home × 👌 Inbox × 📰 SAAR #10	6226 ARN PROD - \	v ×					X
SAAR #106226 ARN PROD - VIM	ACCOUNT PROV	/ISIONER Update Access for I	Eteck, Dez (EDE0254)	Claim	5	Work is Comple	te
Application Request					$-\Lambda$	3	)
Current Task Owner:							
	ARM DROD - VEM	ACCOUNT BROWTSTONER					
Current Resource Responsibility:							
	Oct 4, 2017 7:02						
- Comments	work completed p Prod - QAR VIM U	er the attribute change on job role. Iser VIMQAR-009	AKN				
Work Details							
Request For: DLA Login: EDE0254 Name: Eteck, Dez Phone: 888-555-1212 Email: clark.eteck@gmail.com EDIPI/UPN: 1266972493							
Access Information: SAAR #: 106226							
Attribute Change on Job Role: ARN Pro Current Applications and Access: Resource: ARN PROD - ARN Access: VIM account request for							
Data Owner Comments: Approved by t	he Data Owner.						
Justification: Role attribute has change	d.						
Optional Information: (none)							
Attribute Change Request SAAR reques	sted by Dez Eteck (	on 10/03/2017					
Additional Role Attributes		۱					
Attribute	Value						
(70) DoD Wide	No						
<u> </u>							
✓ User Summary							
User ID EDE0254			888-555-1212				
Name Eteck, Dez			dez.eteck@gmail.com				
Organization DLA Externa Job Title External Use		External Supervisor	colleen.super@email.com)				
IT Level IT2	a tor resulty	Cyber Awareness					
		Certification Date					
Current Roles							
Current Roles			Application		Environment	Role Type	
ARN Prod - QAR VIM User VIMQAR-00			ARN		PROD	USER	
DFAS DJMS Navy Prod - Navy Inquiry	User Field DJMSN/	AV-006	DFAS DJMS Navy		PROD	USER	$\sim$

**Figure 259: Completed Provisioning Ticket** 

 The user can log on to his or her account and check the **Applications & Roles** tab to monitor the SAAR's approval progress.

The example in Figure 260 shows that the current SAAR's status is COMPLETED. The updated attribute is displayed in the **Additional Role Attributes** table.

Display N	Name Dez Eteck (	EDE0254)								
User Ir	nformation A	pplications &	Roles							
🗹 Curre	ent Roles								Request Role	Remove Role
Curre	ent Roles					Application		Environ	nent Role	Туре
ARN I	Prod - QAR VIM Us	er VIMQAR-00	9			ARN		PROD	USE	R
DFAS	DJMS Navy Prod -	Navy Inquiry	User Field DJMSNAV-006			DFAS DJMS	S Navy	PROD	USE	R
🗹 Addit	tional Role Attri	ibutes							Edit Addition	nal Attributes
Role Nar	ne		Attribute	Val	ue					
ARN Pr	od - QAR VIM Use	r VIMQAR-009	(70) DoD Wide	N						
DFAS D	JMS Navy Prod - N	Navy Inquiry Us	er Field DJMSNAV-(EDIPI	2	122					
			132A							
<b>≥ Provi</b>	isioned Account	ts								
System 7	71		System Name		Provisioned Access					
			R ARN PROD - ARN		VIM account request	for a DCMA QAR u	iser (AMPS Role ID: V	IMQAR-009	)	
	OD - DJMS NAVY	PROVISIONER			DJMSNAV-006					
OID			DLA OID		EDE0254					
≥ Pend	ing Requests								Ca	ncel Request
SAAR ID	SAAR Type	Resource(s)				Status	Current Approver	Request Date	Expire Date	Last Activity Date
104473	Role Request	DFAS DJMS N	avy Prod - Navy Input User Field DJMS	SNAV-00	7	TICKETED	Provisioner	3/1/2017		3/1/2017
🗵 Requ	est History									
SAAR #	SAAR Type	Re	source(s)				Status	$\Box \nabla$ La	t Activity	
106226	Attribute Change	Request AR	N				COMPLETED	10	4/2017	
105989	Role Request	En	ergy FES Prod - Air Force Seller FES-30	00			REJECTED	9/	1/2017	
105936	Role Request	AR	N Prod - OAR VIM User VIMOAR-009				COMPLETED	8/	6/2017	

Figure 260: User's Applications & Roles - Additional Role Attributes

After provisioning is finished and the provisioner officially closes the ticket, AMPS notifies the user by email that the attribute update has been completed.

# Sample Notification: Total AMPS Ticket Processing is Completed

Subject: AMPS Application Processing for SAAR #106226

Body: Your request to update attributes associated with your access to ARN (SAAR 106226) has been completed.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

## Internal Users: How to Request Attribute Changes

This procedure outlines and describes the steps taken by an internal user to edit role attributes.

1. Log in to AMPS.

AMPS displays the **Self Service Home** page and identifies the logged-in user by ID.

2. In the main working area, click the **My** Information tile.

AMPS displays a **Privacy Act Statement** appropriate to your organization (see **Appendix E, Privacy Act Statements**). Read the statement and click **Accept** to proceed.

AMPS displays the **My Information** screen (see Figure 262).

	CUI d Provisioning System (AMPS)	0 💌 🚥
DLA Service Portal (.mil only): https://	DISA HLP (844-347-2457) **Press 5, then speak or enter D-L-A //dla.servicenowservices.mil/sp?id=index. You can also submit an email to DISA GSD sa.global.servicedesk.mbx.dla-ticket-request@mail.mil.	
My Information Manage your profile, passwords and challenge questions	Role Request Request a role for access	
Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reserved https://prov.amps1.dla.mil/identity/faces/home#		

Figure 261: AMPS Self Service Home Page – My Information Tile

3. In the My Information screen, click the Applications & Roles tab.

AMPS displays the **Applications & Roles** tab (see Figure 263).

	🔡 Home × 🍦 My Informatio	n×				
	Display Name Alvin Teck (DAT	ГОО14)				
	User Information App	plications & Roles		Sat	Security Questions Change Password	d Cancel Save
	User Account Inform			Jet	Security Questions Change Lassword	a cancer save
	Ser Account Infor	User ID DAT0014		Account St	atus Active	
		First Name Alvin			Type Civilian	
	м	iddle Name				
		Last Name Teck			rade GS-12	
	I	EDIPI/UPN 1286972493		* Citizen	iship US 🗸	
		Email Alvin.Teck@dla.r	nil			
		* Title Analyst				
	* Cyber Awareness Certifie	cation Date 04/01/2017	É <b>⊘</b>			
	Annual Revalio	dation Date 7/26/2018				
	User Contact Informati					
	* Official Telephone	888-555-1212	Office/Cube	INFORMATION OPE	ERATIONS	
	Official Fax		* Street	8000 JEFFERSON D	AVIS HIG	
1	DSN Phone		PO Box			
	DSN Fax		* City	Richmond		
	Mobile		* State	Virginia	$\checkmark$	
				23297-5002		
			Code			_
			* Country	UNITED STATES		~
	☑ Organization		Supervisor	r		
		🥖 Update Organization			🥒 Update Supervisor	
	Organization Name	DFAS Columbus		Name	Austin Super	
	Security Officer(s)	HD Smith (MHD7777)		User ID	DAN0014	
		Albert Soff (DAN0013) Charles Soff (DCS9809)			Senior Manager	
		Francis-DFAS-Security Officer		5	DFAS Columbus	
		Johnson (DFJ0012)			Austin.Super.civ@notmail.mil	
	IA Officer(s)	CB Smith (DCB7777) Albert Soff (DAN0013)		Phone	1-234-555-1212	
		Brad Inao (DBI0001)				
		Francis-DFAS-IAO Johnson				
		(DJF0043)				

Figure 262: My Information

4. Locate the Additional Role Attributes table.

This table lists all the roles associated with additional attributes. Some of these attributes are updates from the user.

5. Click the **Edit Additional Attributes** button to proceed.

AMPS launches **Request Attribute Changes** (see Figure 264).

4

104758 Role Removal

	lame Alvin Teck	(DA10014)									
User In	formation	Applications & R	oles								
<b>∠</b> Curre	ent Roles								Request Role Remove Rol		
Current Roles					A	Application		Environ	ment Role	е Туре	
DFAS	DCMS Prod - DS	K Air Force Entry [	DE-DAO (380100)	Profiles DSK-0	002 D	DFAS DCMS		PROD	USE	R	
DSS D	Distribution Prod	- NON DLA - INQU	IRY ONLY DSST-	319	D	SS Dist	ribution	PROD	USE	R	
	ional Role Att	ributes						5	Edit Additio	nal Attributes	
Role Nan	ne			Attribute		Value		$= \triangle$		3	
DFAS D	CMS Prod - DSK	Air Force Entry DE	-DAO (380100) P	DCMS DSK D	E-DAO	. 16					
DFAS D	CMS Prod - DSK	Air Force Entry DE	-DAO (380100) P	DCMS DSK U	SERID	New User					
DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) P ZKA Ce			ZKA Cert C		111 333						
DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) P ZPA Cert C					222 444						
Provi	sioned Accour	nts									
System Type System Name						Provisioned Access DSK-002 DSK Air Force Entry DE-DAO (380100) Profiles Role-ID: DSST-319 Default Group: NONDLAA User Groups: SI DAT0014					
DFAS PROD - DCMS DSK APPLICATION P DFAS PROD - DFAS DCMS DSS PROD - DSS DISTRIBUTION PROVIS DSS PROD - DSS Distribution OID DLA OID											
UID			DLA OID			D	ATUU14				
🗹 Pendi	ing Requests								Ca	ncel Reques	
SAAR ID	SAAR Type	Resource(s)		Status			Current Approver	Request Date	Expire Date	Last Activity Date	
104147	Role Request	DFAS SABRS Pro	od - CICSDEV Me	u Options TICKETED		ED	Provisioner	1/17/2017		1/17/2017	
104146	Role Request	DFAS SABRS Pro	d - ADHOC w/o Cmd Line S TICKETED		ED	Provisioner	1/17/2017		1/17/2017		
Requ	est History										
	SAAR Type	Resource(s)						Status	Last	Activity	
106259	Role Request	DFAS DCMS Pro	IS Prod - DSK Air Force Entry DE-DAO (38010			00) Prof	0) Profiles DSK-002 COMF		TED 10/5	5/2017	
104802	Role Request	DFAS ADS Prod	- 5207 - 00 Centr	ral Site ADS-01	14	REJE		REJECT	ED 6/5/	2017	

Figure 263: Update Additional Attributes - Edit Button

DFAS Prompt Pay Prod - Support System Administrator PRPY-004

5/10/2017

COMPLETED

6. You no longer need to enter your Date of Birth.

AMPS no longer collects this data.

Also, external users who authenticate their access identity with a user ID and password must no longer need to enter the Social Security (SSN) number when an SSN field is displayed.

*This data cannot be entered or stored anywhere in AMPS.* 

7. Click **Next** to proceed.

Home My Information ×							
Request Attribute Changes	for Alvin Tee	:k					
User Information Attribute	Changes Ju	stification Summar	y			7	Cel Next
<b>⊻</b> User Account Informati	ion						$\bigcirc$
	User ID	DAT0014		Account Sta	tus Active		
м	First Name iddle Name	Alvin	6		irth 1/1/9999 vpe Civilian	N N	o longer collected
	Last Name	Teck					
	EDIPI/UPN				ade GS-12	~	
		Alvin.Teck@dla.mil Analyst		* Citizens	hip US	*	
		101 - St.	63				
* Cyber Awareness Certific		1 - 4 - 4	<b>B</b>				
Annual Revalio	lation Date	//20/2018					
≤ User Contact Informati	on						
* Official Telephone	888-555-121	2	Office/Cube	INFORMATION OP	ERATIONS		
Official Fax			* Street	8000 JEFFERSON D	DAVIS HIGH		
DSN Phone			PO Box				
DSN Fax			* City	Richmond			
Mobile			* State	Virginia			~
			* Postal Code	23297-5002			
			* Country	UNITED STATES			~
<ul> <li>Organization</li> </ul>			Supervisor				
organization	/ Update O	Irganization	_ oup of the other		/ Update Sup	pervisor	
Organization Name	DFAS Colum	bus		Name	Austin Super		
Security Officer(s)				User ID	DAN0014		
	Albert Soff ( Charles Soff	DAN0013) (DCS9809)			Senior Manage		
	Francis-DFA	S-Security Officer		Organization		iv@notmail.mil	
IA Officer(s)	Johnson (DF	2011/2012/2011			1-234-555-12		
LA Officer(s)	Albert Soff ( Brad Inao (D	DAN0013)		, none	1 201 000 12		

Figure 264: Update Additional Attributes – User Information

8.	The Attribute Changes screen displays a drop-down box that enables you to select the application that includes the role or roles	Home Hy Information × Request Attribute Changes for Alvin Teck					
	assigned to your account.	User Information Attribute Changes Justification Summary Change Attribute Values Change Attribute Values					
	To select an application, click the drop-down box and click the application name from the list. Wait for AMPS to refresh the screen.	* Select Application					
	This action displays a table listing the attributes and their associated roles (see Figure 266).						

Figure 265: Update Additional Attributes – Select Application

attribute.

values.

purpose of the attribute.

this type of attribute.

9. Use the available screen tools to update the Home My Information × 52 **Request Attribute Changes for Alvin Teck** -0-Cancel Back Next User Information Attribute Changes Justification Summary AMPS displays a tool tip box that describes the **Change Attribute Values** \* Select Application DFAS DCMS Some attributes may have predefined values Please select Site Codes NOTE: 00 gives access to all site codes for DE-DAO listed in a drop-down box. Figure 266 illustrates Attributes \* DCMS DSK DE-DAO (380100) 16:23 . SITE CODES SITE CODES DCMS DSK USERID ZKA Cert C Other attributes may be displayed in modifiable 9 text fields that enable you to enter updated DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002 24 25 \* ZPA Cert C 26 27 28 29 55

Figure 266: Update Additional Attributes – Select Attributes

10. After you select or enter the updated attribute value, click the **Next** button.

AMPS proceeds to the **Justification** screen (see Figure 268).

and all the second second second	<b>X</b> -1	
quest Attribute Changes for Alvir		
ser Information Attribute Changes	Justification Summary	10 31 Back Next
ange Attribute Values		
Select Application DFAS DCMS		
ttributes		Roles
* DCMS DSK DE-DAO (380100) SITE CODES		
DCMS DSK USERID		
* ZKA Cert C	111 -	DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002
	111 - 333 - +	
* ZPA Cert C	and the second se	
	444 - +	

Figure 267: Update Additional Attributes – Enter New Value

63

11. The Request Justification & Supporting **Request Attribute Changes for Alvin Teck Details** screen requires you to enter text reflecting a complete and thorough basis for 13 User Information Attribute Changes Justification Summary the attribute change request. **Request Justification & Supporting Details** Enter this text in the required **Justification** text area. 11 Justification Adding a site code. Optional Information 12. As an option, you can add as many as three PDF attachments to support the justification. Click the Browse button to locate and attach a file. Repeat this action for additional files. Attachments must be PDF files, and each file 12 Attachment 1 Attachment1.pdf Update... can be no larger than two megabytes. Attachment 2 Browse... Do not upload any files that contain PII. Attachment 3 Browse... Attachments must be PDF files, smaller than 2MB each. Files containing Personally Identifiable Information (PII) shall not be uploaded (i.e. SSN, DOB, etc). 13. To proceed, click the **Next** button.

Figure 268: Request Update Changes - Justification

Review the **Summary** information for accuracy.
 The **Role Request Summary** screen recaps

the key information to be submitted for review and approval.

14

The **Changed Attributes** table lists each new attribute value and shows which role or roles are associated with the attribute.

*If you need to correct any entries, click the* **Back** *button to return to previous screens.* 

15. To proceed, click the **Submit** button.

• My Information ×			
quest Attribute Changes for A	livin Teck		
lser Information Attribute Chang	as Justification Summary	15 al Back S	ubmit
ole Request Summary	s susanceuon summary		3
	low before submitting this request.	· · · · · · · · · · · · · · · · · · ·	
Use the Back button to change a	ny information, and use the Submit button to	o complete this request.	
User	Alvin Teck	User Type Civilian	
User ID	DAT0014	Grade GS-12	
Supervisor	Austin Super (DAN0014)		
Organization	DFAS Columbus		
Cyber Awareness Certification Date			
Justification	Adding a site code.	Comments	
Attachments	Attachment1.pdf		
hanged Attributes		Attribute Values Roles	
DCMS DSK DE-DA	AO (380100) SITE CODES 16 23	DFAS DCMS Prod - DSK Air For	rce Entry DE-D

Figure 269: Request Attribute Changes – Summary

16

82

 Review the SAAR number, role name, and attributes listed in the confirmation and close the window by clicking on the close window icon.

> AMPS adds the attribute change SAAR to the list of Pending Requests on your **My Information** screen (see Figure 263).

Home	My Information ×

Request Attribute Changes for Alvin Teck

#### Attribute Request Confirmation

Your request has been submitted for approval. The following SAARs have been created:

6			
	SAAR	Role(s)	Attribute(s)
	106260	DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002	DCMS_DSK_DE_DA0_380100_SITE_CDS
- 🔨	100200	DEAS DERIS FIGU - DSK All FOICE EILUY DE-DAO (300100) FIGILIES DSK-002	DCM5_D3K_DE_DA0_300100_311E_C

AMPS will notify you by email message regarding the status of each SAAR. This window can now be closed.

If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Figure 270: Attribute Request Confirmation

17. AMPS displays SAAR information and status in the user's Pending Requests table. (See **How to Check Your Role Status** on page 97). The **Status** and **Current Approver** listings reflect the SAAR's approval stage.

18. AMPS sends an email notification indicating that the SAAR has been submitted for approval.

At each stage of the approval process, AMPS continues to send email notifications of the SAAR's progress.

# Sample User Notification: Confirmation

Subject: Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT Body: SAAR #106260 is awaiting Supervisor approval.

This request was submitted in AMPS on 10/05/2017 11:37:51 EDT. No action is required from you at this time. This task expires on 10/25/2017 11:37:59 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

## Supervisor Approval

After a user submits a request to update attributes, AMPS sends an email notification to the user's Supervisor, indicating that a SAAR awaits the Supervisor's approval action.

1. Note the SAAR number in the email notification.

> This SAAR number appears in the Supervisor's Inbox, in the My Tasks view.

# Sample Approver Notification: Action Required

Subject: Action Required: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT



Body: SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) has been submitted for approval.

This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/

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Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/25/2017 11:37:59 EDT.

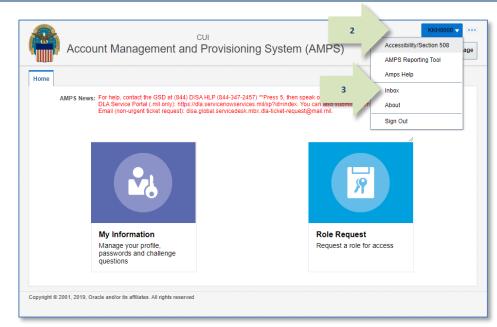
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

2. Launch AMPS in a browser: Edge, Firefox, or Chrome

The login ID reflects the identity of the currently logged in user.

 Click the User ID to open the dropdown menu, then click the **Inbox** command from the menu.

AMPS opens the **Inbox** screen (see Figure 272).



#### Figure 271: User ID Dropdown Menu – Inbox Command

× \* My Tasks(2) -0. -Me & My Group All 🗸 Assigned V 🖢 🔻 ଟ୍ର Views -■ Title Nu Cre Ass 60 SAAR #106092 - Request User Access for Teck, Simon (DST9218) (DFAS Columbus) (AMPS) 09/18/2017 16:32:01 EDT 8.. S. Inbox 4 SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT 8.. 0. My Tasks (2) Views Due Soon **High Priority** Past Day Past Week Past Month Past Quarter Manual Provisioning My Staff Tasks New Tasks Pending Approvals < >

#### Figure 272: Approval Requests - Open a SAAR

 In the My Tasks view, click the SAAR number indicated in the Action Required email notification.

AMPS opens a new tab and displays the Attribute Change Request – Supervisor Decision screen.

In the **Supervisor Decision** screen, AMPS displays the **Attribute Change Request Details** tab by default (see Figure 273).

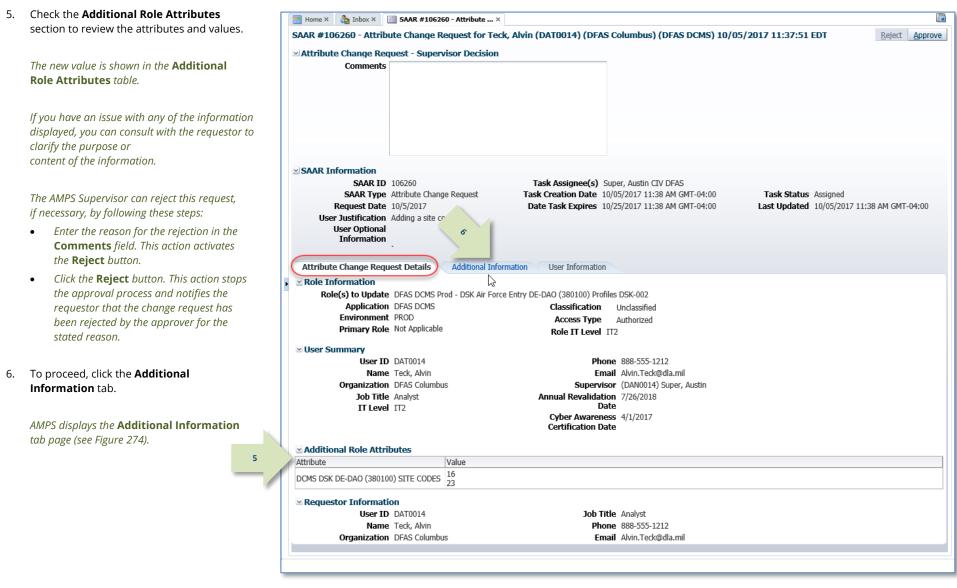


Figure 273: Supervisor Decision - Attribute Change Request Details

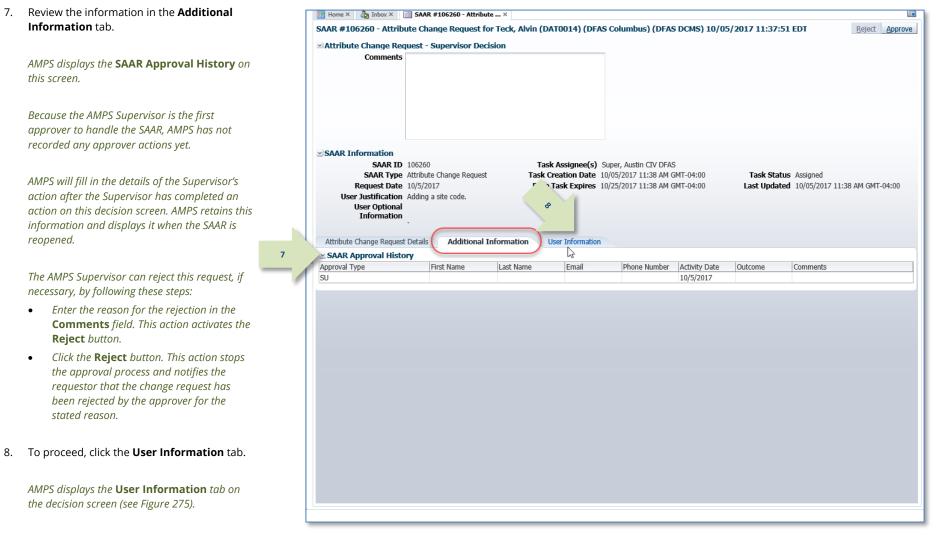


Figure 274: Supervisor Decision -Additional Information

8.

9. Review the information provided in the **User** 📑 Home 🗙 b Inbox 🗙 📑 SAAR #106260 - Attribute ... 🗙 **Information** tab to finalize the decision. SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCM5) 10/05/2017 11:37:51 EDT Attribute Change Request - Supervisor Decision Comments Attribute change approved by the Supervisor. As an option, the AMPS Supervisor can fill in comments that explain or justify the approval. The AMPS Supervisor can also reject this request, if necessary, by following these steps: SAAR Information *Enter the reason for the rejection in the* SAAR ID 106260 Task Assignee(s) Super, Austin CIV DFAS **Comments** field. This action activates the SAAR Type Attribute Change Request Task Creation Date 10/05/2017 11:38 AM GMT-04:00 Task Status Assigned Last Updated 10/05/2017 11:38 AM GMT-04:00 Request Date 10/5/2017 "Naty Task Expires 10/25/2017 11:38 AM GMT-04:00 Reject button. 10 User Justification Adding a site code. User Optional *Click the* **Reject** *button. This action stops* Information the approval process and notifies the Attribute Change Request Details Additional Informatio User Informa requestor that the change request has User Account Information been rejected by the approver for the User ID DAT0014 Account Status Active stated reason. First Name Alvin User Type Civilian Middle Name Grade GS-12 Last Name Teck Citizenship US EDIPI/UPN 10. To proceed, click the **Approve** button. Email Alvin.Teck@dla.mil Title Analyst Cyber Awareness Certification Date 04/01/2017 Annual Revalidation Date 7/26/2018 AMPS closes the decision screen and tab. and User Contact Information returns to the **Inbox** tab. Official Telephone 888-555-1212 Office/Cube INFORMATION OPERATIONS Official Fax Street 8000 JEFFERSON DAVIS HIGHWAY DSN Phone PO Box DSN Fax City Richmond Mobile State Virginia Postal Code 23297-5002 Country UNITED STATES Organization Supervisor Organization Name DFAS Columbus Name Austin Super Security Officer(s) HD Smith (MHD7777) User ID DAN0014 Albert Soff (DAN0013) Title Senior Manager Charles Soff (DCS9809) Organization DEAS Columbus Francis-DFAS-Security Officer Email Austin.Super.civ@notmail.mil Johnson (DFJ0012) Phone 1-234-555-1212 IA Officer(s) CB Smith (DCB7777) Albert Soff (DAN0013) Brad Inan (DBI0001) Francis-DFAS-IAO Johnson (DJF0043) Current Roles Current Roles Application Environment Role Type DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002 DEAS DOMS PROD USER DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 DSS Distribution PROD USER Pending Requests Request Expire Date Last Activity Date SAAR ID SAAR Type Resource(s) Status Current Approver Date 106260 Attribute Chan... DFAS DCMS PENDING APPRO. 10/5/2017 10/25/2017 10/5/2017 Superviso 104147 Role Request DFAS SABRS Prod - CICSDEV Menu Options SABRS-040 TICKETED 1/17/2017 1/17/2017 Provisioner 104146 Role Request DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 TICKETED Provisioner 1/17/2017 1/17/2017

Figure 275: Supervisor Decision – User Information

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- 11. **OPTIONAL:** Follow these steps to view the completed request screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.

AMPS automatically initiates a search based on the criteria entered.

In this example, the system displays the SAAR because it also has a status of **Completed**.

- c. Click the SAAR title to review the SAAR on screen (not shown).
- 12. After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the AMPS Supervisor decision.

12

13. After you complete an approval for an attribute update, AMPS sends an email notification to the user regarding the approval.

📑 Home × 👌 Inbox ×	11a 11b	
Views -	My Tasks(1) V / 106260 Q V Me & My Group All V Completed	v 🖻 - 📢
	Title	Number Cre As
11c Inbox My Tasks	SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2	2017 11:37:51 EDT 842308 C
Views Due Soon		
High Priority		
Past Day		
Past Week		
Past Month		
Past Quarter		
Manual Provisioning		
My Staff Tasks		
New Tasks Pending Approvals		
	<	>

## Figure 276: Inbox - My Tasks - Search for Completed SAAR

# Sample User Notification: Status

Subject: Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT

Body: The Supervisor has completed an approval for SAAR #106260.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Sample User Notification: Next Approver

Subject: Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT

**Body:** SAAR #106260 is awaiting Security Officer approval.

This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

No action is required from you at this time.

This task expires on 10/25/2017 13:52:17 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Security Officer Approval

After a Supervisor completes an approval for an attribute update, AMPS sends an email notification to the next approver regarding an action required on a pending approval task.

A Security Officer approval for DLA requests may not be required if the request is bypassed or automatically approved. See the section entitled **Security Officer: Internal Users** in this user guide for more information.

1. Note the SAAR number in the **Action Required** email notification.

The email message describes the type of SAAR submitted for review.



Subject: Action Required: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT

**Body:** SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) has been submitted for approval. This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/25/2017 13:52:17 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

<ol> <li>To begin the approval process, a Security Officer logs in to AMPS.</li> <li>AMPS displays the Self Service Home page and identifies the logged in user by ID.</li> </ol>	CUI Account Management and Provisioni	AMPS Reporting Tool Amps Help
<ol> <li>Click the User ID to open the dropdown menu, then click the <b>Inbox</b> command from the menu.</li> <li>AMPS displays the Security Officer's <b>My Tasks</b> view (see Figure 278).</li> </ol>	AMP S News: For help, contact the GSD at (844) DISA HLP (844-347-24 DLA Service Fortal ( mil only); https://dla.servicenowservic Email (non-urgent ticket request); disa.global.servicedesk.	ices.mil/sp?id=index. You carr also subm@m About
	My Information Manage your profile, passwords and challenge questions	Role Request Request a role for access
	Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reserved	

#### Figure 277: User ID Dropdown Menu - Inbox Command

4. From the **Title** column on the **My Tasks** view, click the SAAR identified in the **Action Required** notification.

AMPS opens the Attribute Change Request Security Officer Decision screen (see Figure 279).

/iews ⊣≓	My Tasks(5) 🔻 🥖 🦳 🔍 🔍 🔍 🔍 Me & My Group All 🔍 Assigned 🔍 🛓 🗸	
	च Title	√u Cre Ase Prio
4	SAAR #106260 Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT	8 0 3
Inbox	SAAR #106225 <sup>[11]</sup> Innual Account Revalidation for LOVE, ROSIE (1184988824) (DFAS) 10/02/2017 17:03:08 EDT	8 O3
My Tasks (5)	SAAR #106199 - Request User Access for Grumby, Jonas (DJG0050) (DFAS Alexandria (Mark Center)) (DFAS EUD) 09/29/2017 14:05:50 EDT	8 O3
	SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:30 EDT	8 S 3
Views	SAAR #106131 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 16:11:32 EDT	8 S 3
Due Soon		
High Priority		
Past Day		
Past Week		
Past Month		
Past Quarter		
Manual Provisioning		
My Staff Tasks		
New Tasks		
Pending Approvals		
r chung Approvais		

Figure 278: My Tasks - Security Officer

screen.

information.

screen.

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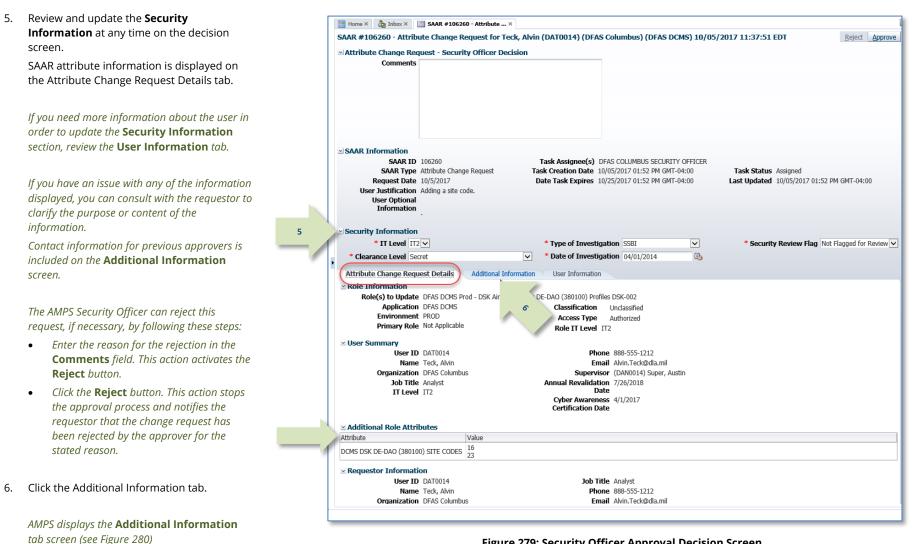


Figure 279: Security Officer Approval Decision Screen

7.	Review the SAAR Approval History table.								
	······································	🔡 Home × 👌 Inbox × 📰 S							
	If the Concerning there extended comments AMDC	SAAR #106260 - Attribute	Change Request fo	r Teck, Alvin (DAT	0014) (DFAS Co	olumbus) (DFAS	DCMS) 10/05	5/2017 11:37:	51 EDT Reject Approve
	If the Supervisor has entered comments, AMPS	✓ Attribute Change Reques	st - Security Officer	Decision					
	displays them on this screen.	Comments							
	Contact information for previous approvers is also included.								
8.	Click the User Information tab.								
		SAAR Information							
	AMPS displays the User Information tab	SAAR ID 106				5 COLUMBUS SECU			
	screen (see Figure 281).		ibute Change Request			5/2017 01:52 PM G			tus Assigned
	screen (see rigure 201).	Request Date 10/ User Justification Add		Date la	isk expires 10/2:	5/2017 01:52 PM G	M1-04:00	Last Upda	ted 10/05/2017 01:52 PM GMT-04:00
		User Optional	ang a site coue.						
		Information							
		✓ Security Information							
		* IT Level IT2 ✓		8	of Investigati		~	* Sec	curity Review Flag Not Flagged for Review
	× 1	Clearance Level Secret			of Investigation	on  04/01/2014	10		
		Attribute Change Request Det	ails (Additional II	nformation Use	er Information				
	7	SAAR Approval History			5				
		Approval Type	First Name	Last Name	Email	Phone Number		Outcome	Comments
		SO SU	Austin	Super	Austin Supar ci	. 1-234-555-1212	10/5/2017	APPROVE	Attribute change approved by the Supervisor.
		50	Ausun	Juper	Ausun.Super.c	. 1-254-555-1212	10/3/2017	AFFICOVE	Attribute change approved by the Supervisor.

Figure 280: Attribute Change Request – Additional Information

approval.

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9. Review the information provided in the **User** 📰 Home × 为 Inbox × 📰 SAAR #106260 - Attribute ... × Information tab to finalize the decision. 10 SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT Reject Approve Attribute Change Request - Security Officer Decision Comments Attribute change approved by the Security Officer. As an option, the AMPS Security Officer can fill in comments that explain or justify the The AMPS Security Officer can also reject this SAAR Information Task Assignee(s) DFAS COLUMBUS SECURITY OFFICER SAAR ID 106260 request, if necessary, by following these steps: SAAR Type Attribute Change Request Task Creation Date 10/05/2017 01:52 PM GMT-04:00 Task Status Assigned Request Date 10/5/2017 Date Task Expires 10/25/2017 01:52 PM GMT-04:00 Last Updated 10/05/2017 01:52 PM GMT-04:00 Enter the reason for the rejection in the User Justification Adding a site code. User Optional **Comments** field. This action activates Info rmation the Reject button. Security Information *Click the* **Reject** *button. This action stops* \* IT Level IT2 V  $\sim$ \* Security Review Flag Not Flagged for Review \* Type of Investigation SSBI the approval process and notifies the  $\mathbf{v}$ \* Date of Investigation 04/01/2014 6 Clearance Level Secret requestor that the change request has Attribute Change Request Details Additional Informati User Inform User Account Information been rejected by the approver for the User ID DAT0014 Account Status Active stated reason. User Type Civilian First Name Alvin Middle Name Grade GS-12 Last Name Teck Citizenship US EDIPI/UPN 10. To proceed, click the **Approve** button. Email Alvin Teck®dla mil Title Analyst Cyber Awareness Certification Date 04/01/2017 Annual Revalidation Date 7/26/2018 AMPS closes the decision screen and tab, User Contact Information Office/Cube INFORMATION OPERATIONS Official Telephone 888-555-1212 and returns to the Inbox tab. Street 8000 JEFFERSON DAVIS Official Fax DSN Phone HIGHWAY PO Box DSN Fax City Richmond Mobile State Virginia Postal Code 23297-5002 Country UNITED STATES Organization Supervisor Organization Name DEAS Columbus Name Austin Super Security Officer(s) HD Smith (MHD7777) User ID DAN0014 Albert Soff (DAN0013) Title Senior Manager Charles Soff (DCS9809) Organization DFAS Columbus Francis-DFAS-Security Officer Email Austin.Super.civ@notmail.mil Johnson (DFJ0012) IA Officer(s) CB Smith (DCB7777) Phone 1-234-555-1212 Albert Soff (DAN0013) Brad Inao (DBI0001) Francis-DFAS-IAO Johnson (DJF0043) Current Roles Current Roles Application Environment Role Type DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002 DFAS DCMS PROD USER DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319 DSS Distribution PROD USER Pending Requests Request Last Activity SAAR ID SAAR Type Resource(s) Status Expire Date Current Approve Date Date 106260 Attribute Chan DEAS DCMS PENDING APPRO... Security Officer 10/5/2017 10/25/2017 10/5/2017 104147 Role Request DEAS SABRS Prod - CICSDEV Menu Options SABRS-040 TICKETED Provisioner 1/17/2017 1/17/2017 104146 Role Request DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 TICKETED Provisioner 1/17/2017 1/17/2017

Figure 281: Attribute Change Request - User Information

AMPS Sustainment

- 11. **OPTIONAL:** Follow these steps to view the completed request screen, as needed. Start on the **Inbox** tab **My Tasks** view:
  - a. In the search field, enter the SAAR number for the decision you want to review.
  - b. In the status drop-down list, select either **Any** or **Completed**.
  - c. Click the SAAR title to review the SAAR on screen (not shown).

AMPS automatically initiates a search based on the criteria entered.

*In this example, the system displays the SAAR because it also has a status of* **Completed***.* 

 After a Security Officer completes an approval for an attribute update, AMPS sends an email notification to the user regarding the Security Officer's decision.

 After a Security Officer completes an approval for an attribute update, AMPS sends an email notification to the user regarding the next step in the approval process.

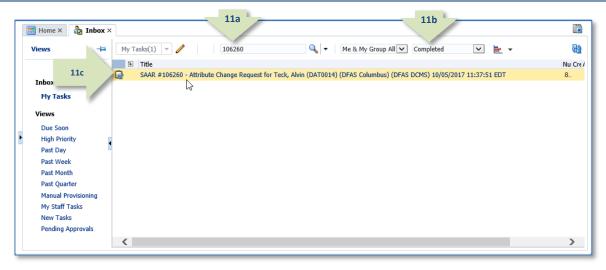


Figure 282: Inbox - Search for Completed SAAR

# Sample User Notification: Status

**Subject:** Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT **Body:** The Security Officer has completed an approval for SAAR #106260.

The outcome for this task is APPROVE.

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AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Sample User Notification: Next Approver

Subject: Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT

**Body:** SAAR #106260 is awaiting Data Owner approval.

This request was submitted in AMPS on 10/05/2017 11:37:51 EDT. No action is required from you at this time.

This task expires on 10/25/2017 14:22:48 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Data Owner Approval

After a Security Officer completes the approval for an attribute update, AMPS sends an email notification to the next approver regarding an action required on a pending SAAR.

1. Note the SAAR number in the **Action Required** email notification.

The email message describes the

type of SAAR submitted for review.

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# Sample Approver Notification: Next Approver

Subject:Action Required: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDTBody:SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) has been submitted for approval.This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/25/2017 14:22:48 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. To begin the approval process, a Data Owner logs in to AMPS.

AMPS displays the **Self Service Home** page and identifies the logged-in user by ID.

3. Click the User ID to open the dropdown menu, then click the **Inbox** command from the menu.

AMPS displays the Data Owner's **My Tasks** screen (see Figure 284).

Account Manager	cui ment and Provisioning	y System (AMPS)	age
DLA Service Portal (.)	GSD at (844) DISA HLP (844-347-2457) ' mil only): https://dla.servicenowservices.m ket request): disa.global.servicedesk.mbx	nil/sp?id=index. You can also submit a 🦯 📶 🛛 About	
My Information Manage your profi passwords and ch questions	ile,	Role Request Request a role for access	
Copyright © 2001, 2019, Oracle and/or its affiliates. A	All rights reserved		

#### Figure 283: User ID Dropdown Menu – Inbox Command

4. In the **My Tasks** screen's **Title** column, click the SAAR identified in the **Action Required** notification.

AMPS opens the Attribute Change Request - Data Owner Approval Decision screen (see Figure 285).

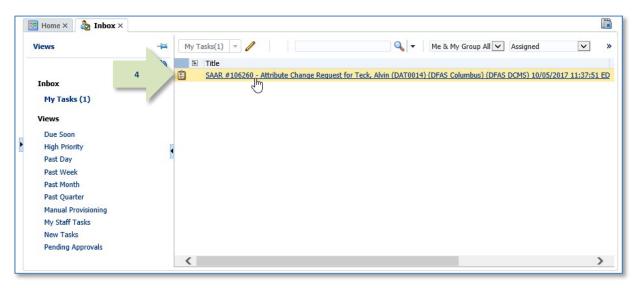


Figure 284: My Tasks - Data Owner

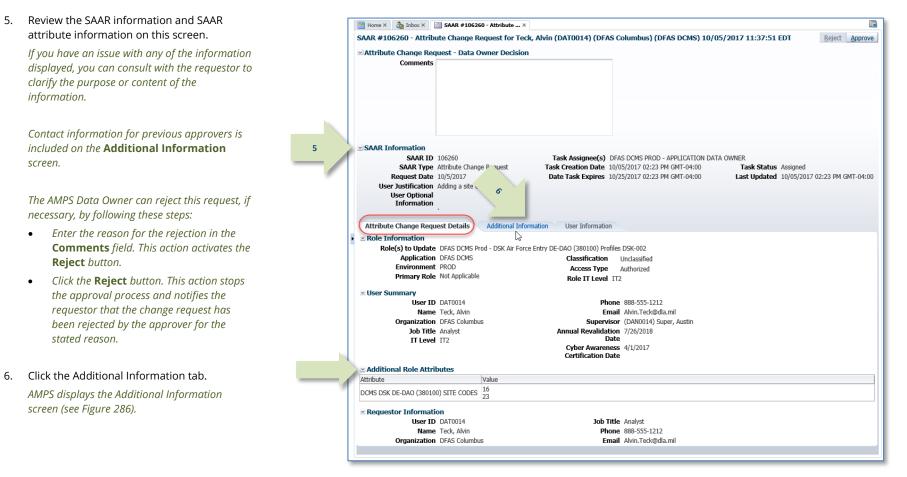
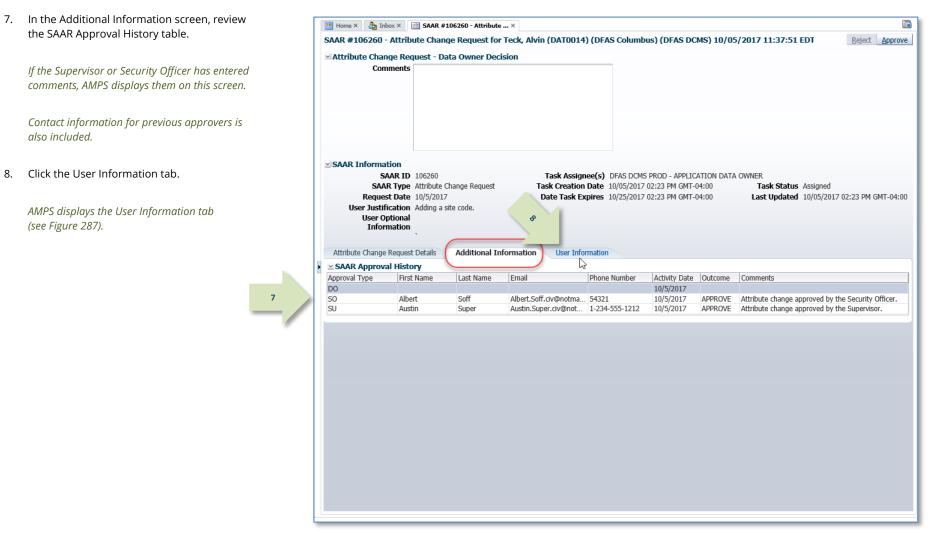


Figure 285: Data Owner Decision - Attribute Change Request Details



#### Figure 286: Attribute Change Request –Additional Information

The Data Owner can also reject this request, if necessary, by following these steps:

9. Review the information provided in the **User** 

Information tab to finalize the decision.

As an option, the application Data Owner

can fill in comments that explain or justify

- Enter the reason for the rejection in the **Comments** field. This action activates the Reject button.
- Click the **Reject** button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.

#### 10. To proceed, click the **Approve** button.

AMPS closes the decision screen and tab, and returns to the **Inbox** tab.

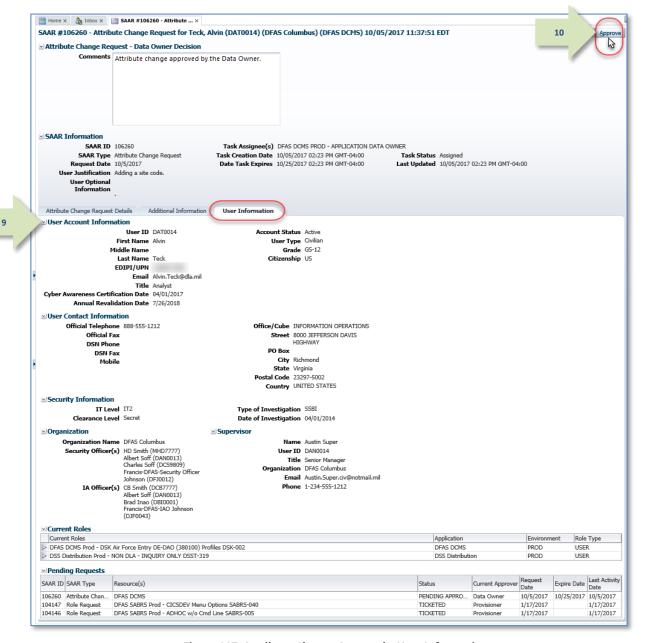


Figure 287: Attribute Change Approval – User Information

- 11. **OPTIONAL:** Follow these steps to view the completed request screen, as needed. Start on the **Inbox** tab **My Tasks** view:
  - a. In the **Search** field, enter the SAAR number for the decision you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.
  - c. Click the SAAR title to review the SAAR on screen (not shown).

AMPS automatically initiates a search based on the criteria entered.

*In this example, the system displays the SAAR because it also has a status of* **Completed**.

 After a Data Owner completes an approval for an attribute update, AMPS sends an email notification to the user regarding the Data Owner's decision.

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13. After a Data Owner completes an approval for an attribute update, AMPS sends an email notification to the user regarding the next step in the approval process.

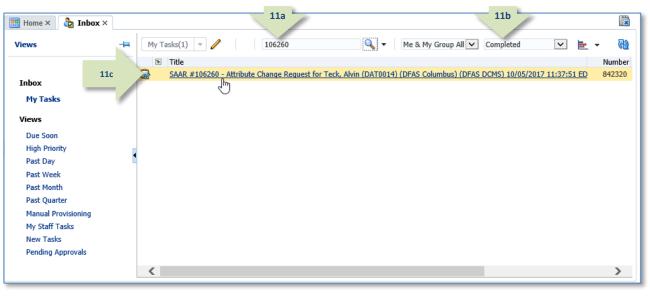


Figure 288: Search for Completed SAAR

## Sample User Notification: Status

**Subject:** Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT **Body:** The Data Owner has completed an approval for SAAR #102799.

The Data Owner has completed an approval for SAAR #106260. The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Sample User Notification: Next Approver

**Subject:** Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT **Body:** SAAR #106260 is awaiting Information Assurance Officer approval.

This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

No action is required from you at this time.

This task expires on 10/25/2017 14:35:32 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## Information Assurance Officer (IAO) Approval (DFAS Roles Only)

After a Data Owner completes the approval for an attribute update, AMPS sends an email notification to the next approver regarding an action required on a pending SAAR.

## Note:

DLA applications do not require an IAO review. If a DFAS user requests a DLA role, AMPS does not present the Information Assurance Officer Decision screens.

1. Note the SAAR number in the **Action Required** email notification.

The email message describes the type of SAAR submitted for review.

## Sample Approver Notification: Next Approver

Subject: Action Required: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT

**Body:** SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) has been submitted for approval. This request was submitted in AMPS on 10/05/2017 11:37:51 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/25/2017 14:35:32 EDT.

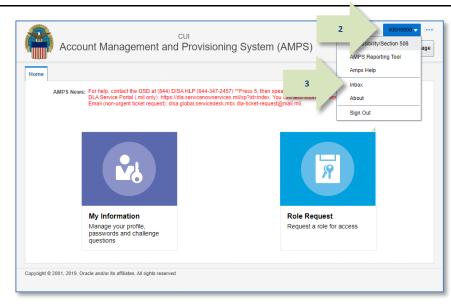
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>



and identifies the logged-in user by ID.

 Click the User ID to open the dropdown menu, then click the **Inbox** command from the menu.

AMPS displays the IAO's **My Tasks view** (see Figure 290).



#### Figure 289: User ID Dropdown Menu – Inbox Command

4. In the **Title** column of the **My Tasks** view, click the SAAR identified in the **Action Required** notification.

AMPS opens the Attribute Change Request -Information Assurance Officer Decision screen (see Figure 291).

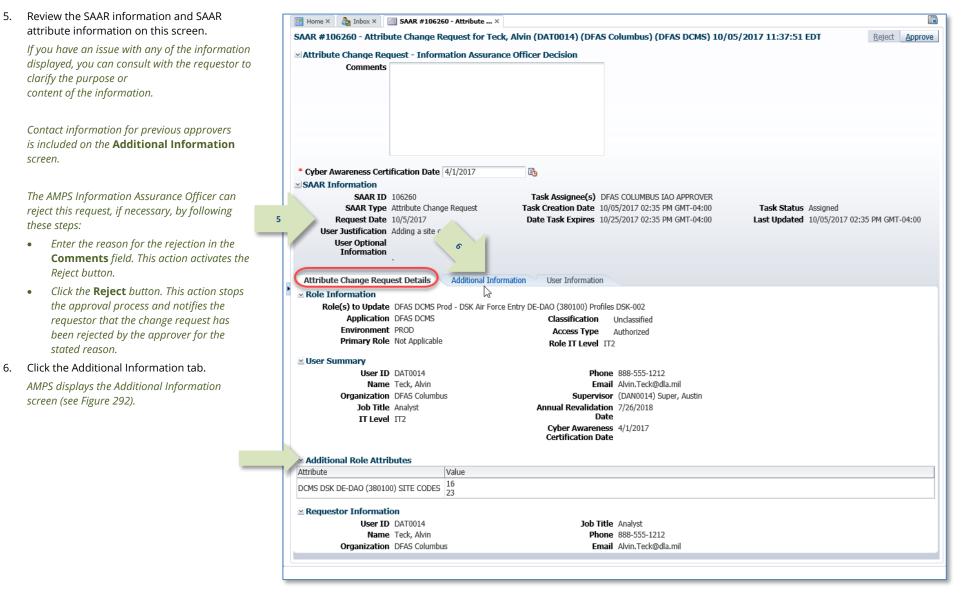
	🔡 Home × 👌 Inbox ×										×
	Views	#	My Ta	asks(2) 🔻 🥖 Title				Me & My Group Al	I 🗸 Assigned	✓ Number	»
	4 Inbox		Ē	SAAR #106260					DFAS DCMS) 10/05/2017	842322	
	My Tasks (2)			SAAR #106	- Expire or Extend	d Access for Fitzger	ald, Zorba (EZF00	23) (DLA External)	(DFAS DCMS) 09/26/2017	842049	
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Ľ	High Priority	4									
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	Past Quarter										
	Manual Provisioning										
	My Staff Tasks										
	New Tasks										
	Pending Approvals										
			<							2	>

Figure 290: My Tasks - Information Officer

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Contract No. SP4709-17-D-0045/SP4709-23-F-0090

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Figure 291: Attribute Change Request Details – Information Assurance Officer Decision

# Account Management and Provisioning System (AMPS)

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In the Additional Information screen, review the SAAR Approval History table.		× 🔄 SAAR #106260 - Attrib		DAT0014) (DFA	S Columbus) (	DEAS DCMS) 1	0/05/2017 11:37:51 EDT	Reject Approve
If the Supervisor, Security Officer, or Data Owner has entered comments, AMPS displays them on this screen.		Request - Information A						
Contact information for previous approvers is also included.								
Click the User Information tab.	SAAR Informatio							
AMPS displays the <b>User Information</b> tab (see Figure 293).	SAAR T Request D User Justifica User Optic		t Tasl	ask Assignee(s) & Creation Date te Task Expires	10/05/2017 02:35	5 PM GMT-04:00	Task Status Assigned Last Updated 10/05/2017	02:35 PM GMT-04:00
7	Informat Attribute Change Ret SAAR Approval H	quest Details Additional	Information	User Information				
		t Name Last Name	Email	Phone Number	Activity Date	Outcome	Comments	
	IAO				10/5/2017			
	DO Brer			1-888-555-1212		APPROVE	Attribute change approved by the D	
	SO Albe SU Aust		Albert.Soff.civ	54321 1-234-555-1212	10/5/2017	APPROVE	Attribute change approved by the Se Attribute change approved by the Su	

## Figure 292: Attribute Change Request - Information Assurance Officer - Additional Information

9. Review the information provided in the **User Information** tab to finalize the decision.

As an option, the Information Assurance Officer can fill in comments that explain or justify the approval.

The Information Assurance Officer can also reject this request, if necessary, by following these steps:

- Enter the reason for the rejection in the **Comments** field. This action activates the **Reject** button.
- Click the **Reject** button. This action stops the approval process and notifies the requestor that the change request has been rejected by the approver for the stated reason.

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#### 10. To proceed, click the **Approve** button.

AMPS closes the decision screen and tab, and returns to the **Inbox** tab.

👥 Home 🗙 👌 Inbox 🗙 🔛										(
5AAR #106260 - Attribut	e Change R	equest for Teck, A	Alvin (DAT0014) (DF/	AS Colun	nbus) (DFAS DCMS) 10	/05/2017	11:37:51 EDT	1	.0	d Appro
Attribute Change Reque	est - Inform	nation Assurance	Officer Decision					_	_ /	
		je approved by the In		_						<b>1</b>
O	fficer.	e approved by the in	Iormation Assurance							
* Cyber Awareness Certific	cation Date	4/1/2017	<b>B</b>							
SAAR INFORMATION SAAR ID 10	06760		Task Assignan(s)		LUMBUS IAO APPROVER					
SAAR Type At		no Request			17 02:35 PM GMT-04:00	т.	sk Status Assign	- d		
Request Date 10		je nequesi			17 02:35 PM GMT-04:00		t Updated 10/05		DM CMT-04-0	
User Justification Ad			Date Task Expires	10/25/201	17 02:55 PM GM1-04:00	LdSI	copulated 10/05	/201/ 02:55	PM GM1-04:00	5
User Optional	Joing a site co	Jue.								
Information										
and a set of										
Attribute Change Request D	etails Ad	dditional Information	User Information							
User Account Informat	ion									
· · · · · ·	User ID	DAT0014	Accou	nt Status	Active					
F	irst Name 🛛	Alvin	U	ser Type						
Mid	ddle Name				G5-12					
I	Last Name 🛾	Teck	Cit	tizenship	US					
E	DIPI/UPN									
		Alvin.Teck@dla.mil								
	Title A	Analyst								
Cyber Awareness Certifica	ation Date (	04/01/2017								
Annual Revalida	ation Date 7	7/26/2018								
✓User Contact Informat										
Official Telephone		12			ORMATION OPERATIONS					
Official Fax DSN Phone			s	treet 800	00 JEFFERSON DAVIS GHWAY					
			DC	Box						
DSN Fax Mobile				City Rid	hmond					
Mobile	1		,	State Virg						
				Code 232						
					ITED STATES					
Security Information										
IT Level			Type of Inve							
Clearance Level	Secret		Date of Inve	stigation	04/01/2014					
Organization			Supervisor							
-			Subcivisor							
Organization Name Security Officer(s)					Austin Super DAN0014					
Security Officer(s)	Albert Soff (									
	Charles Soff				Senior Manager DFAS Columbus					
	Francis-DFA	S-Security Officer	Orga			- 1				
	Johnson (DF				Austin.Super.civ@notmail. 1-234-555-1212	mii				
IA Officer(s)	CB Smith (D Albert Soff (	(DAN0012)		Phone	1-234-333-1212					
	Brad Inao (I									
	Francis-DFA	S-IAO Johnson								
	(DJF0043)									
✓ Current Roles										
Current Roles						Application		Environm	ent Role	Type
DFAS DCMS Prod - DSK Air	Force Entry f	DE-DAO (380100) Pre	ofiles DSK-002			DFAS DCMS		PROD	USE	
DSS Distribution Prod - NO						DSS Distributi	ion	PROD	USE	
Pending Requests								Deguard		Look Arts
	$ \Delta \nabla$	Resource(s)			Status		Current Approve	Request Date	Expire Date	Last Activi Date
SAAR ID SAAR Type							Information As		10/05/0017	
SAAR ID SAAR Type	quest	DEAS DCMS			PENDING APPROVAL					10/5/2017
SAAR ID SAAR Type 106260 Attribute Change Re		DFAS DCMS DFAS SABRS Prod - C	CICSDEV Menu Ontions 54	BRS-040	PENDING APPROVAL TICKETED		Provisioner		10/25/2017	
SAAR ID SAAR Type		DFAS SABRS Prod - C	CICSDEV Menu Options SA ADHOC w/o Cmd Line SAB					1/17/2017 1/17/2017	10/25/201/	10/5/2017 1/17/2017 1/17/2017

Figure 293: Attribute Change Request-Information Assurance Officer - User Information

- 11. **OPTIONAL**: Follow these steps to view the completed request screen, as needed. Start on the **Inbox** tab **My Tasks** view:
  - a. In the search field, enter the SAAR number for the decision you want to review.
  - b. In the status dropdown list, select either **Any** or **Completed**.
  - c. Click the SAAR title to review the SAAR on screen (not shown).

AMPS automatically initiates a search based on the criteria entered.

*In this example, the system displays the SAAR because it also has a status of* **Completed***.* 

12. After an Information Assurance Officer completes an approval for an attribute update, AMPS sends an email notification to the user regarding the IAO's decision.

🗄 Home X 👌 Inbox X	×
Views         Image: Height and H	ඔ
Title	Nu Cre#
11c       SAAR #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT         Inbox       Image: Saar #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT         My Tasks       Image: Saar #106260 - Attribute Change Request for Teck, Alvin (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT	8
Views	
Due Soon	
High Priority	
Past Day	
Past Week	
Past Month	
Past Quarter	
Manual Provisioning	
My Staff Tasks	
New Tasks	
Pending Approvals	
<	>

Figure 294: Inbox-My Tasks-Search for the Completed SAAR

# Sample User Notification: Status

**Subject:** Notification: SAAR #106260 - Attribute Change Request for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS DCMS) 10/05/2017 11:37:51 EDT **Body:** The Information Assurance Officer has completed an approval for SAAR #106260.

The outcome for this task is APPROVE.

12

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

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 After the IAO approval is completed, AMPS sends an email notification to the requestor indicating that the application provisioning has started.

## Sample Provisioner Notification

Subject: AMPS Application Processing for SAAR #106260

**Body:** AMPS Application Processing request for SAAR 106260 has started.

Request For: DLA Login: DAT0014 Name: Teck, Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: 099999990 Access Information: SAAR #: 106260 Attribute Change on Job Role: DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002 Current Applications and Access: Resource: DFAS PROD - DFAS DCMS Access: DSK-002 DSK Air Force Entry DE-DAO (380100) Profiles DSK-002 Data Owner Comments: Attribute change approved by the Data Owner. Justification: Adding a site code. Optional Information: (none)

Attribute Change Request SAAR requested by Alvin Teck on 10/05/2017

## **Provisioner Action**

This procedure outlines and describes the procedure followed by a Total AMPS provisioner for an application role defined for Total AMPS provisioning.

1. After the IAO approval is completed, AMPS sends the attribute update request by email to the Provisioner for final action.

# Sample Provisioner Notification

Subject: AMPS Application Processing for SAAR #106260 requires your attention.

Body: AMPS Application Processing request for SAAR 106260 requires your attention.

Request For: DLA Login: DAT0014 Name: Teck, Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: 0999999990

Access Information: SAAR #: 106260

Attribute Change on Job Role: DFAS DCMS Prod - DSK Air Force Entry DE-DAO (380100) Profiles DSK-002

Current Applications and Access: Resource: DFAS PROD - DFAS DCMS Access: DSK-002 DSK Air Force Entry DE-DAO (380100) Profiles

Data Owner Comments: Attribute change approved by the Data Owner.

Justification: Adding a site code.

Optional Information: (none)

Attribute Change Request SAAR requested by Alvin Teck on 10/05/2017

2. To begin the provisioning process, a Provisioner logs in to AMPS.

AMPS displays the **Self Service Home** page and identifies the logged in user by ID.

3. The Provisioner clicks the User ID, to open the dropdown menu, then clicks the **Inbox** command from the menu.

AMPS displays the Provisioner's **My Tasks** view (see Figure 296).

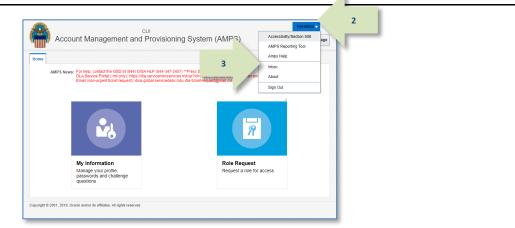


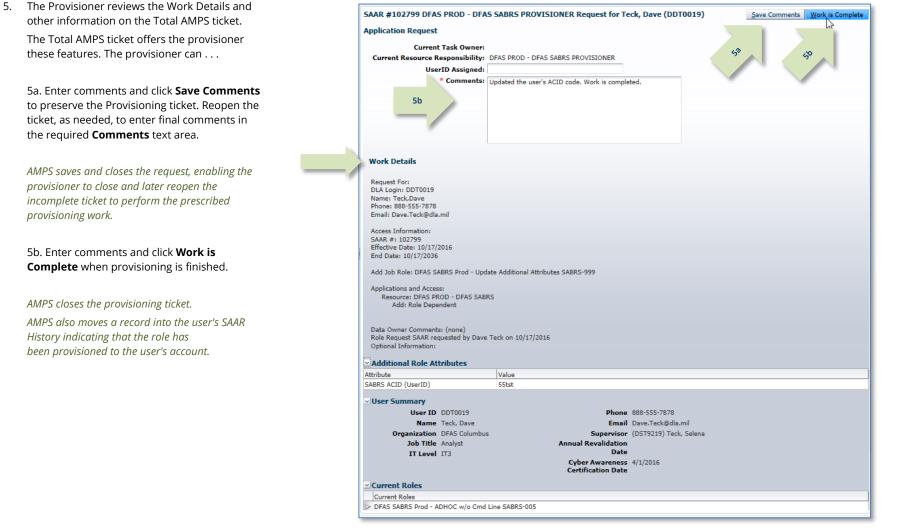
Figure 295: Main Menu - Provisioner

4. In the **My Tasks** view, the Provisioner clicks the SAAR identified in the **Action Required** notification.

AMPS opens the Provisioning ticket screen for the SAAR (see Figure 297).

🔡 Home × 🏠 Inbox ×		
Views	- My Tasks(1) V Me & My Group All V	»
	Title	Number Creator
Inbox	4 SAAR #102799 DEAS PROD - DEAS SABRS PROVISIONER Request for Teck, Dave (DDT0019)	836002
My Tasks (1)		
Views		
Due Soon		
High Priority		
Past Day		
Past Week		
Past Month		
Past Quarter		
Manual Provisioning		
New Tasks		
Pending Approvals	ζ	>
L		)

Figure 296: My Tasks – Provisioner



 After the Provisioner completes the work specified in the ticket. AMPS sends a final approval notice to the user.

# 6

#### Figure 297: Provisioner Ticket Screen

**Body:** Your request for role DFAS SABRS Prod - Update Additional Attributes SABRS-999 with access to DFAS SABRS (SAAR 102799) has been fully approved and provisioned. Your account has been set up with the permissions associated with the role you requested, and you can now access the application.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Sample User Notification: Status

Subject: AMPS Application Processing for SAAR #102799

# **Role Removal**

What you can do:	All users can submit a role removal request by selecting a role from a list of currently held roles and submitting the selection as a removal request. AMPS notifies you at each stage of the role removal submission and approval process. <b>The Role Removal process submits each role set for removal to the appropriate deprovisioning process: either a Total AMPS ticket or Remedy ticket</b> <b>is issued for deprovisioning, or the role is automatically deprovisioned in applications that have automatic provisioning.</b> Note that if you are an administrative user with access to the Application Access Removal module, you can remove a role from your own account, but the role removal request still requires Supervisor approval. Refer to the section entitled <b>Application Access Removal</b> for more information on
	this module.
For additional information about removing roles:	AMPS provides a separate user interface and procedures for Data Owners to remove roles from users, remove users from roles, and to perform such tasks in bulk. Please see the section entitled <b>Application Access Removal</b> for a complete description and procedural instructions.
About removing Primary Only roles:	AMPS enables you to remove a <b>Primary Only</b> role using the procedure in this section, but it may not be necessary. If, for example, you change jobs and need a different <b>Primary Only</b> role, you can request the new <b>Primary Only</b> role. AMPS displays an <b>Information</b> message cautioning you that you already have a <b>Primary Only</b> role. Close the message and proceed with the request; AMPS creates a single SAAR for removing the existing role and adding the new role.
Where to start:	Begin at the AMPS Home page.

## How to Request Removal of a Role

Users:This role removal procedure gives you the capability to remove a role you no longer need. Your AMPS supervisor must approve all role removal requests.Supervisors:AMPS sends role removal requests submitted by your subordinates to you for approval.

## 1. Log in to AMPS.

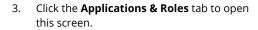
AMPS displays the **Self Service Home** page and identifies the logged in user by ID.

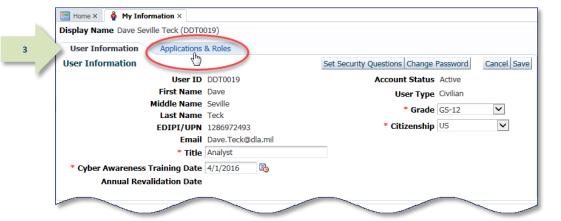
2. Click the **My Information** tile.

AMPS displays the **My Information** screen with access to two tabs: **User Information** and **Applications & Roles** (see Figure 299).

Account Management a	cui Ind Provisioning System (AMPS)	KKH0000 v 1
DLA Service Portal (.mil only): htt	4) DIGA NLP (944-547,2457) "Press 5, then speak or order D-L-A tips ildis servicencose miles round an example a service destination of the sound an example a service destination of the sound and service destination of the sound and s	email to DISA GSD
My Information Manage your profile, passwords and challenge questions	Role Request Request a role for access	
Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reset	rved	

#### Figure 298: AMPS Home Page





#### Figure 299: My Information

Display Name Dave Sevi	le Teck (DDT0019)					
User Information	Applications & Roles					
Current Roles				5	Remo	ove Role
Role Name		Application	Environr	ment Role Type		2
DFAS SABRS Prod - ADH	OC w/o Cmd Line SABRS-005	DFAS SABRS	PROD	User Role		
DFAS SABRS Prod - ROS	COE MENU SABRS-003	DFAS SABRS	PROD	User Role		
Additional Role Attrib	outes			Updat	e Additional At	ttribute
Role Name		Attribute	Value			
DFAS SABRS Prod - ADH DFAS SABRS Prod - ROS	OC w/o Cmd Line SABRS-005 COE MENU SABRS-003	SABRS ACID (Use	ID) tst45			
Provisioned Accounts						
System Type	System Name			Pro	visioned Acce	SS
DFAS PROD - DFAS SAB DFAS PROD - DFAS SABRS				Rol	le Dependent	
DFAS PROD - SABRS PR DFAS Prod - SABRS				SA	BRS-003 ROS	COE\$
DFAS PROD - SABRS PR DFAS Prod - SABRS				SA	BRS-005 TGF#	#ADHC
OID	DLA OID			DD	T0019	
Pending Requests					Cancel	Reques
SAAR ID SAAR Type	Role Name	Status		Current Approve	er Request Date	Expin
No data to display.						
<						>
SAAR History						
SAAR ID SAAR Type	Role Name			Status	Last Activity	Date
102797 Role Request	DFAS SABRS Prod - ROSCOE I			COMPLETED	10/18/2016	
102799 Role Request	DFAS SABRS Prod - Update A			PROCESSED	10/18/2016	
102794 Role Extension				COMPLETED	10/16/2016	
102793 Role Request	DFAS SABRS Prod - ADHOC w	/o Cmd Line SABRS-00	5	COMPLETED	10/14/2016	
	AMPS BASE USER ROLE				6/20/2016	

## Click the name of a role from the Current Roles list to select it for removal.

#### 5. Click the **Remove Role** button.

AMPS displays the Request Role Removal dialog box (see Figure 301).

#### Figure 300: Select and Remove a Role

## 7. Click **OK**.

AMPS displays an **Information** message to confirm the submission of the role removal request (see Figure 302).

# Note:

The Justification text featured in the sample screen is for demonstration purposes only. Please enter comments applicable to the current request.

Request Role Remova	I 🛛
User ID	DDT0019
First Name	Dave
Last Name	Teck
Email	Dave.Teck@dla.mil
Supervisor Name	Selena Teck
Organization Name	DFAS Columbus
	Please enter the required information, then click OK to submit the role removal request.
Remove Role	DFAS SABRS Prod - ROSCOE MENU SABRS-003
* Justification	I do not need this role for my job.
Fig	gure 301: Role Removal - Justification for Removal

8. In the **Information** message box, note the SAAR number and click **OK** to close the box.

User Information	Applications &	Roles							
Current Roles						R	lequest f	Role Remo	ove R
Role Name			Application		Environmer	nt Role Ty	pe		
DFAS SABRS Prod -	ADHOC w/o Cmd Line	e SABRS-005	DFAS SABR	S	PROD	User Ro	le		
DFAS SABRS Prod -	ROSCOE MENU SABR	S-003	DFAS SABR	S	PROD	User Ro	le		
Additional Role A	ttributes					U	pdate Ad	dditional At	ttribu
Role Name			Attributo		Volue				
DFAS SABRS Pr	Information								
DEAC CADDO Do						- 1			
M	essages for this pag		low.			ł			
Provisioned A	) Your changes have	been saved.							
Provisioned A	🕽 SAAR: 102800 has t	peen submitted to	your supervis	or for appro	oval. The ro	le will			
System Type	be removed once yo	our supervisor app	proves this rea	uaet			Drowici	ioned Acce	ec
DEAC DROD DI			proved and req	uest.		L	Provisi	Ioneu Acce	
DFAS PROD - DI				uest.				)ependent	
DFAS PROD - DI DFAS PROD - SI				uest.		OK	Role D		
		- <b></b>		uest.		OK	Role D SABRS	ependent	COE\$
DFAS PROD - S	DLA OID			uest.		<u>ek</u>	Role D SABRS	ependent 5-003 ROS( 5-005 TGF#	COE\$
DFAS PROD - S/ DFAS PROD - S/	DLA OID			uest.		R	Role D SABRS SABRS	ependent 5-003 ROS( 5-005 TGF#	COE\$
DFAS PROD - S DFAS PROD - S OID		س رس		uest.		R	Role D SABRS SABRS	ependent 5-003 ROS( 5-005 TGF#	COE\$ #ADH
DFAS PROD - S DFAS PROD - S OID	s	- 100 T 100		Status		Current App	Role D SABRS SABRS DDT00	0ependent 5-003 ROS0 5-005 TGF# 019	COE\$ #ADH Requ
DFAS PROD - SJ DFAS PROD - SJ OID Pending Request	s e Role Name	Prod - ROSCOF N		Status		Current App	Role D SABRS SABRS DDT00	Dependent 5-003 ROS( 5-005 TGF# 019 Cancel Request	COE\$ #ADH Requ
DFAS PROD - S/ DFAS PROD - S/ OID	s e Role Name	Prod - ROSCOE M		Status		Current App	Role D SABRS SABRS DDT00	Dependent 5-003 ROS( 5-005 TGF# 019 Cancel Request	COE\$ #ADH Requ
DFAS PROD - SA DFAS PROD - SA OID Pending Request SAAR ID SAAR Typ 102800 Role Rem	s e Role Name	Prod - ROSCOE M		Status		Current App	Role D SABRS SABRS DDT00	Dependent 5-003 ROS( 5-005 TGF# 019 Cancel Request	COE\$ #ADH Requ
DFAS PROD - SA DFAS PROD - SA OID Pending Request SAAR ID SAAR Typ 102800 Role Rem	s e Role Name	Prod - ROSCOE M		Status		Current App	Role D SABRS SABRS DDT00	Dependent 5-003 ROS( 5-005 TGF# 019 Cancel Request	COE\$ #ADH Requ
DFAS PROD - SA DFAS PROD - SA OID Pending Request SAAR ID SAAR Typ 102800 Role Rem	s Role Name oval DFAS SABRS	Prod - ROSCOE M		Status	APPRO	Current App	Role D SABRS SABRS DDTOC	Dependent 5-003 ROS( 5-005 TGF# 019 Cancel Request	COE\$ #ADH Requ
DFAS PROD - Si DFAS PROD - Si OID Pending Request SAAR ID SAAR Typ 102800 Role Rem SAAR History	s Role Name DFAS SABRS e Role Name	Prod - ROSCOE M	IENU SABRS	Status PENDING	APPRO		Role D SABRS SABRS DDTOC	ependent 5-003 ROSC 6-005 TGF# 019 Cancel Request Date	COE\$ #ADH Requ
DFAS PROD - S DFAS PROD - S OID Pending Request SAAR ID SAAR Typ 102800 Role Rem SAAR History SAAR History	s Role Name oval DFAS SABRS e Role Name test DFAS SABRS		ienu sabrs	Status PENDING	APPRO	tatus	Role D SABRS SABRS DDT00 prover R D DT00 La	Aependent 5-003 ROSC 5-005 TGF# 019 Cancel Aequest Date ast Activity	COE\$ #ADH Requ
DFAS PROD - S DFAS PROD - S OID Pending Request SAAR ID SAAR Typ 102800 Role Rem SAAR History SAAR ID SAAR Typ 102797 Role Requ	s Role Name oval DFAS SABRS e Role Name lest DFAS SABRS iest DFAS SABRS	Prod - ROSCOE M	IENU SABRS IENU SABRS-00 ditional Attribu	Status PENDING	APPRO S S 999 P	tatus OMPLETED	Role D SABRS SABRS DDTOO	Pependent S-003 ROSC S-005 TGF# )19 Cancel Request Date ast Activity )/18/2016	COE\$ #ADH Requi
DFAS PROD - Si DFAS PROD - Si OID Pending Request SAAR ID SAAR Typ 102800 Role Rem SAAR History SAAR ID SAAR Typ 102797 Role Requ 102797 Role Requ	s Role Name e Role Name e Role Name lest DFAS SABRS lest DFAS SABRS nsion DFAS SABRS	Prod - ROSCOE M Prod - Update Ad	IENU SABRS IENU SABRS-0( ditional Attribu io Cmd Line SA	Status PENDING 03 tes SABRS- BRS-005	APPRO SI SI 999 PI C	tatus OMPLETED ROCESSED	Role D SABRS SABRS DDTOC	Pependent S-003 ROSC S-005 TGF# D19 Cancel Request Date ast Activity D/18/2016 D/18/2016	COE\$ #ADH Requ

#### Figure 302: Role Removal - Information Message

#### To check the status of a role removal request see How to Check Your Role Status on page 97.

AMPS lists the SAAR for the role removal reque and provides the Status, Current Approver, and date information for the SAAR.

From this data, you can determine that the SAAR awaits your Supervisor's approval, and that AMPS will discard your request after the specified Expiry Date. If the request expires, you must resubmit the request.

	Pending	Requests				Cancel Request
	SAAR ID	SAAR Type	Role Name	Status	Current Approver	Requ Date Expiry D
	102800	Role Removal	DFAS SABRS Prod - ROSCOE MENU SABRS	PENDING APPROVAL	Supervisor	
1	<					>

#### Figure 303: Role Removal – SAAR Information

# Note:

Do not attempt to cancel a request with a status of TICKETED. A ticketed role request is in the provisioning stages and cannot be cancelled through AMPS. Contact the Service Desk (see page 9) if you need assistance cancelling a ticketed role request.

 After you submit a role removal request, AMPS sends an email notification confirming the submission of a role removal request.

The email contains the SAAR number, SAAR Type, Removal Type, Role name, Justification, name, and User ID of the administrator requesting the removal and when the request was submitted.

# Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The sample provided in Figure 304 is an image of the email viewed in HTML format. 10

# Sample User Notification: Confirmation



SAAR #102800 has been submitted for removal of: DFAS SABRS Prod - ROSCOE MENU SABRS-003 with access to DFAS SABRS.

No action is required by you at this time.

SAAR	102800
SAAR Type	Role Removal
Removal Type	Regular Removal
Role to Remove	DFAS SABRS Prod - ROSCOE MENU SABRS-003
Justification	I do not need this role for my job.
Submitted Date	10/18/2016 19:32:29 UTC
Submitted By	Teck, Dave (DDT0019)

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Figure 304: Sample User Notification - Role Removal Confirmation

 After you submit a role removal request, AMPS also sends an email notification confirming the status of the role removal request.

# Sample User Notification: Status

Subject: Notification: SAAR #102800 - Remove User Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 10/18/2016 12:32:29 UTC
 Body: SAAR #102800 is awaiting Supervisor approval.
 This request was submitted in AMPS on 10/18/2016 12:32:29 UTC.

No action is required from you at this time.

This task expires on 11/07/2016 11:32:35 UTC.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Next Steps . . .

As the notifications state, AMPS has received the role removal request, entered the request in the system, and assigned a SAAR number.

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Next, AMPS notifies your Supervisor that an action on this request is pending. When the Supervisor completes this action, AMPS notifies you of the result.

# How to Approve a Role Removal Request

Supervisors:	<ul> <li>You must have the AMPS Supervisor role to approve a role removal request.</li> <li>A role removal is listed in your <b>Inbox</b> as a SAAR. Role removals come from three sources: <ul> <li>User submits a role removal request. The Supervisor must approve the removal request.</li> <li>User's role expiration task expires, and the role is automatically submitted for removal. The Supervisor must approve the removal request.</li> <li>Supervisor submits a role removal request on the user's behalf. AMPS automatically approves this type of request.</li> </ul> </li> <li>See the section entitled: <b>How to Submit a Role Expiration Request.</b></li> <li>Follow these steps to approve a role removal request starting at the <b>Inbox</b>.</li> </ul>
Users:	After your Supervisor approves a role removal request, the request goes through a deprovisioning process. At that time, the role removal request is complete, and your access to the role's application and resources is cancelled. The role is removed from your account in AMPS.

1. After a user submits a role removal request, AMPS notifies the Supervisor by email of a pending action required. **Sample Appl Subject:** Action Required. **Subject:** A

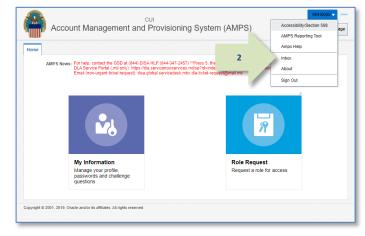
## Sample Approver Notification

Subject: Action Required: SAAR #102800 - Remove User Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 10/18/2016 12:32:29 UTC Body: SAAR #102800 - Remove User Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval. This request to remove DFAS SABRS Prod - ROSCOE MENU SABRS-0003 was submitted in AMPS on 10/18/2016 12:32:29 UTC. Please visit AMPS at this URL: https://amps.dla.mil/ Open your Inbox to locate the SAAR. Click the SAAR title to open the approal task. This task expires on 11/07/2016 11:32:35 UTC. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at

https://dla.servicenowservices.mil/sp?id=index

2. Click the User ID to open the dropdown menu, then click the **Inbox** command from the menu.

AMPS displays the **My Tasks** view (see Figure 306).



#### Figure 305: User ID Dropdown Menu – Inbox Command

3. In the **Title** column of the **My Tasks** view, click the SAAR number for the role removal request.

AMPS displays a **Supervisor Application Access Decision** screen (see Figure 307).

🗄 Home × 👌 Inbox ×			
Views	* ~	My Tasks(1) 👻 🥒 Me & My Group All 💙 Assigned 💟 🚼 👻	5
		Title Number Creator	
122252	3	5AAR #102800 - Remove User Access for Teck, Dave (DDT0019) (DFAS Columbus) 10/18/2016 12:32:29 UTC 835971	
Inbox	_ /	The second se	
My Tasks (1)		—	
Views			
Due Soon	E.		
High Priority	1		
Past Day			
Past Week			
Past Month			
Past Quarter			
Past Quarter Manual Provisioning			
	- 8		

Figure 306: My Tasks List

4. Review the details, as needed, on the **Role Removal – Supervisor Decision** screen.

> Note that the SAAR number and Request Type are listed in SAAR Information. The Request Type identifies the SAAR as a request to remove a role.

5. Enter or select the required data.

As an option, you can enter an explanation for your decision in the Comments area. AMPS saves this entry with the SAAR record.

6. Click Approve.

AMPS returns to the Supervisor's **My Tasks** tab. The approved SAAR is removed from the list of SAARs.

Note:

The Comments text featured in sample screens is for demonstration purposes only. Please enter comments applicable to the current request.

7. After a Supervisor approves a role removal request, AMPS notifies the user by email of the result.

AMPS advances the SAAR to the deprovisioning step.

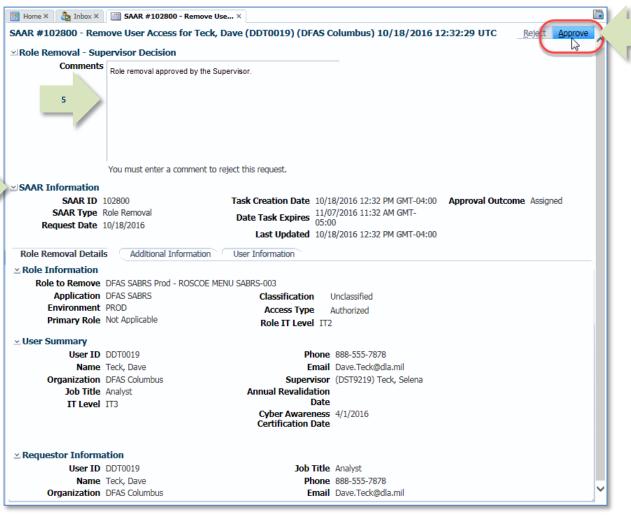


Figure 307: Application Supervisor Approval Screen

## Sample User Notification: Removal Approved

Subject: Notification: SAAR #102800 - Remove User Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 10/18/2016 12:32:29 UTC

Body: The Supervisor has completed an approval for SAAR #102800.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

8. After AMPS prepares the request for provisioning, AMPS sends the user an email notification informing them that the process of removing the role has started.

# Sample User Notification: Role Deprovisioning Process Started

Subject: AMPS Application processing for SAAR #102800

**Body:** AMPS application processing for SAAR 102800 has started for DFAS SABRS.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Sample User Notification: Role Removal Complete

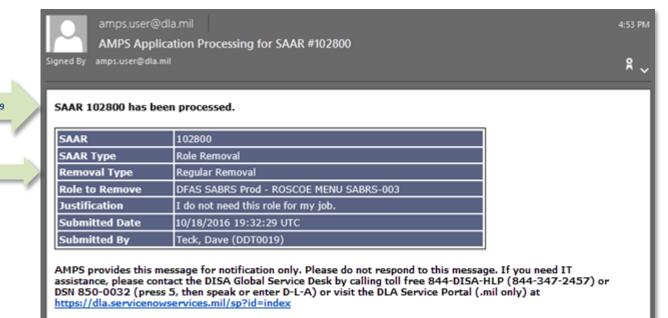


Figure 308: Sample User Notification: Role Removal Complete

 After the role is deprovisioned, or removed from the application, AMPS sends an email notification to the user indicating the role has been removed from the user's account in AMPS and in the application.

The email contains the SAAR number, SAAR Type, Removal Type, Role name, Justification, name, and User ID of the administrator requesting the removal and when the request was submitted.

## Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The sample provided in Figure 308 is an image of the email viewed in HTML format.

- When the role has been deprovisioned, it is no longer listed in the user's Current Roles section of the Applications & Roles tab.
  - The user's **Pending Requests** table lists the SAAR in **TICKETED** status if the role must be deprovisioned through a Total AMPS ticket or a Remedy ticket.
  - After the provisioner has completed the deprovisioning process and closes the ticket, AMPS moves the SAAR record to SAAR History with a status of COMPLETED.
  - The user's SAAR history lists the role removal SAAR as **COMPLETED** if the role is deprovisioned automatically.

	🔝 Home × 🍦 My Info	Home × 🍦 My Information ×							
	Display Name Dave Sev	lle Teck (DDT0019)							
	User Information	User Information Applications & Roles							
	Current Roles					Reques	st Role Remo	ove Role	
	Role Name		Application		Environment	Role Type			
10	DFAS SABRS Prod - ADI	IOC w/o Cmd Line SABRS-005	DFAS SABRS	5	PROD	User Role			
	Additional Role Attri	butes				Update	Additional At	ttributes	
	Role Name		Attribute		Value				
	DFAS SABRS Prod - ADI	IOC w/o Cmd Line SABRS-005	SABRS ACID	(UserID)	tst45				
	Provisioned Account	5							
	System Type	System Name				Prov	visioned Acce	SS	
		DFAS PROD - DFAS SABRS					e Dependent		
	DFAS PROD - SABRS PR		SABRS-005 TGF#ADHC			#ADHC			
	OID	DLA OID		DDT0019					
	Pending Requests						Cancel	Request	
	SAAR ID SAAR Type	Role Name		Status	O	urrent Approver	Request Date	Expiry D	
	No data to display.								
	< >>						>		
	SAAR History							_	
	SAAR ID SAAR Type	Role Name			Sta	atus	Last Activity	Date	
	102800 Role Removal	DFAS SABRS Prod - ROSCOE N	MENU SABRS-00	3	CC	MPLETED	10/18/2016		
	102797 Role Request	DFAS SADRS Find - ROSCOE 1				MPLETED	10/10/2016		
	102799 Role Request	DFAS SABRS Prod - Update Ac				OCESSED	10/18/2016		
	102794 Role Extension		,			MPLETED	10/16/2016		
	102793 Role Request	DFAS SABRS Prod - ADHOC w	/o Cmd Line SA	3RS-005		MPLETED	10/14/2016		
	101444 New IT User H	AMPS BASE USER ROLE			CC	MPLETED	6/20/2016		

Figure 309: User's Applications & Roles Screen - After Role Removal

# **Role Expiration and Extension**

AMPS roles are assigned to users with start and end dates that determine the length of time a user retains the role before the assignment expires. The specification of start and end dates ensures that access to any application does not continue without the user being asked to confirm that the access rights are still needed. As an AMPS user, you can request either an expiration or an extension of a role assignment when AMPS notifies you that a role is about to expire. For a user who receives an email notification of an impending role expiration, AMPS presents the following three options:

- Submit a request for an expiration of the role, which confirms the upcoming expiration. AMPS submits this request to an expiration approval process.
- Allow the role to expire without submitting a request for expiration. AMPS submits this automatic expiration to the role removal process, notifies the user's Supervisor, and assigns a task to approve or deny the role expiration.
- Submit a request for an extension of the role. A role extension is limited to one year for all External User roles. AMPS submits role extension requests to the same approval process as the original role request.

# Who Determines the Duration for a Role Assignment?

The role assignment terms for internal and external users are set by default, but certain approvers can modify the start and end dates.

- For **internal users**, the AMPS Supervisor and the application Data Owner determine the start and end dates of a role assignment. AMPS automatically calculates the term of a role assignment at approximately 20 years as each role request is submitted by the user to the approval process. When the Supervisor receives the role request for approval, he or she can adjust the start and end dates. Similarly, the application Data Owner can adjust the start and end dates as needed for an internal user.
- For **external users**, the application Data Owner determines the start and end dates of a role assignment. The default period for an external user is one year (365 days), but the Data Owner can shorten that period during the approval process.

# **Role Expiration**

**Role Expiration**, also called "Role Expiry, refers to the withdrawal of a role assignment in AMPS from a user's AMPS account and to the associated deprovisioning of the role in the applications and resources associated with the role.

To automate the processing of role expiration, AMPS monitors the period during which each role is assigned to a user and detects impending role expirations using the role's expiration date. This date is set during the request approval process and is identified as the role's "End Date." During a role's assignment period, when the current date reaches 130 days before the specified end date, AMPS begins the role expiration process by sending an expiration

notification to the user. The notification is sent to the email address associated in AMPS with the user's account.

AMPS sends the email notification to the user every day until day 20 of the notification period. After the first role expiration notification is sent, the user is responsible for exercising either a role expiration or role extension request within the first 20 days. If the user does not respond to the email notification by midnight Eastern Time of the 20th day, AMPS submits a role expiration request to the Role Removal process. The Role Removal request that AMPS generates for the expiration task goes to the user's Supervisor for approval or other action. See the section entitled **How to Approve a Role Removal Request**.

# **Role Extension**

**Role extension** refers to the extension of a role assignment to a new end date. When a user submits a request to extend a role assignment in response to the role expiration notification, AMPS submits the extension request to a predefined approval process.

When a role extension is approved in a timely manner during the role-extension approval process, the user's access to the role's application continues without interruption. However, a role extension request also carries an expiration date in the approval process, and if the extension request expires, the user's role may expire too.

The user is advised to monitor any role expiration or extension requests.

# **Role Extension and Attribute Change Request**

Note that if you submit a request to extend a role with associated attributes, you cannot update any attributes within the extension request. However, you can submit a separate attribute change request while your extension request is pending approval.

Please see How to Update Additional Attributes on page 210 in the *AMPS User Guide* for more information.

# **Exemption from the Role Expiration Process**

Some roles may be exempt from the role expiration process, in which case the role assignment will not expire. When AMPS detects a role that is exempt from the role expiration process, it skips the role, regardless of the **End Date** assigned to the role. The base AMPS user role is one such role, permanently exempt from expiration. Other roles may be placed on an exemption list by the application owner, as is the case with certain DFAS roles. However, most roles are subject to the **Annual Account Revalidation** (AAR) process, which requires the user's account to be re-verified on an annual basis (see page 385).

# Role Expiration and Extension Procedures: All Users

A user with an expiring role can make a request to expire or extend the role. The following guidelines apply to internal and external users:

- An internal user can update profile information, update his or her Organization designation, update the current AMPS Supervisor designated for the user's account, and request approval for the expiration or extension of an AMPS-managed application role.
- An **external user** can update profile information, enter or change External Supervisor email address (if applicable to the User Type), enter or change an External Security Officer email address (if applicable to the User Type), enter or change an External Authorizing Official email address (if applicable to the User Type), and request the approval for the expiration or extension of an AMPS-managed application role.

# Role Expiration and Extension Procedures: Approvers

The following subsections summarize procedures for role expiration and extension approvers.

# Approving a Role Expiration Request

- Time Limit for the Supervisor: 20 days
- Reminder interval: Every day

A role expiration request needs only the approval of the user's Supervisor to be processed immediately. After AMPS records the approval, the system removes the role and, if necessary, generates a provisioning ticket to deprovision the role for the user.

If a user fails to respond to a role expiration notification, AMPS notifies the user's AMPS Supervisor who can recommend the appropriate action.

# Approving a Role Extension Request

- Time Limit for each Approver: 20 days
- Reminder interval: Every day

A role extension request requires the same types of approvals as a new role request. The user's Supervisor, organizational Security Officer, application Data Owner, and organizational IAO address the role extension request and recommend approval or rejection.

- > DLA systems do not require an IAO review.
- DLA roles may not require a Security Officer review if they meet specific criteria. Under the right circumstances, the review is not required, or the request is automatically approved.

A rejected role extension request results in the removal of the role from the user's AMPS account and the subsequent deprovisioning of the user's account from the corresponding application.

Note that role extension requests for external users are approved by External Supervisors and External Security Officers. These approvers do not have AMPS accounts.

Instead, AMPS provides access to an external approval system that displays the approval screen to the authenticated, authorized approver and enables that approver to complete a decision without logging in to AMPS.

# How to Submit a Role Expiration Request

What You Can Do	This procedure enables you to submit a request for role expiration on an expiring role.
	This procedure differs from Role Removal in that a user can submit a Role Removal request at virtually any time. However, a user must respond to a Role
	Expiration task or allow the expiring role to be removed without action on his or her part.
Where to Start	After reading the <b>Action Required</b> email notification, start by logging in to AMPS and checking your <b>Inbox</b> > <b>My Tasks</b> list.

# How to Submit a Role Expiration Request: Internal Users

1

1. Read the extension notification and make note of the SAAR number.

This number refers to the SAAR that requires a response from the user within 20 days.

AMPS issues the user a reminder notification about a pending role expiration every day.

## Sample User Notification: Expiration of a Role

Subject: Action Required: SAAR #106107 - Expire or Extend Access for Charles Soff (DCS9809) (DFAS Columbus) (DFAS SABRS) 09/21/2017 07:53:26 EDT

**Body:** SAAR #106107 - Expire or Extend Access for Soff, Charles (DCS9809) (DFAS Columbus) has been submitted for approval. This request to extend DFAS SABRS Prod - ROSCOE MENU SABRS-003 was submitted in AMPS on 09/21/2017 07:53:26 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/11/2017 07:53:35 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view on a separate tab (see Figure 311).

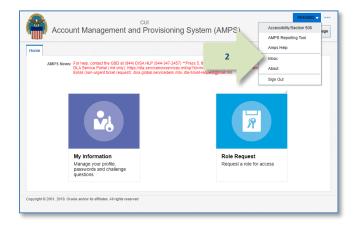


Figure 310: User ID Dropdown Menu - Inbox Command

- In the My Tasks list, locate the SAAR number for the role expiration in the Title field.
   You can verify the correct SAAR by its number, information, and role name.
- 4. Click the SAAR's **Title** to start the **Expiration** request process.

AMPS opens an Extend or Expire Role Access screen in a separate tab in AMPS (see Figure 312).

Views     My Tasks(1)     B     Title     Number Cre Assigned     SAAR #105107 - Expire or Extend Access for Soff, Charles (DCS9809) (DFAS Columbus) (DFAS SABRS) 0   841866 Sep 21, 2017 7:53 AM   Wiews     Due Soon   High Priority   Past Day   Past Week   Past Week   Past Week   Past Week   Past Week   Past Quarter   Manual Provisioning   Witter Errore	🔡 Home × 👌 Inbox	×	
3       E       SAAR #106107 - Expire or Extend Access for Soff, Charles (DCS9809) (DFAS Columbus) (DFAS SABRS) 0       841866       Sep 21, 2017 7:53 AM         Views       Due Soon       High Priority       Past Day       Past Week       Past Week       Past Week       Past Week       Past Quarter       High Priority       High Priority <td< td=""><td>Views</td><td>My Tasks(1) V / Me &amp; My Group All Assigned V</td><td>69</td></td<>	Views	My Tasks(1) V / Me & My Group All Assigned V	69
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Past Week Past Month Past Quarter Manual Provisioning	High Priority		
Past Month Past Quarter Manual Provisioning	Past Day		
Past Quarter Manual Provisioning	Past Week		
Manual Provisioning	Past Month		
	Past Quarter		
Mr. Shaff Tanka	Manual Provisioning		
Phy Stall Tasks	My Staff Tasks		
New Tasks	New Tasks		
Pending Approvals	Pending Approvals		>

Figure 311: Inbox – My Tasks View

- 5. Review the **Role Information** section to verify the name of the role you want to submit for expiration.
- Review and correct any User Account Information fields or User Contact Information fields.

## Note:

AMPS uses this screen to submit an Expiration or an Extension request. Your Date of Birth is no longer required for any request. The Date of Birth field is not editable.

AMPS saves any changes you make to your account along with the expiration request.

 Review your AMPS Supervisor name, email address, and telephone number, as well as your Organization, to ensure AMPS sends your expiration request to the correct Supervisor.

If the **Supervisor** name is incorrect, click the **Update** option to identify and select the correct Supervisor name. See the procedures in **How to Update the Supervisor** and **How to Update Organization Information** in this guide for instructions.

AMPS does not require an entry in the **Justification** text box for an expiration request.

#### 8. Click **Expire.**

AMPS displays a confirmation request message before it completes the expiration request (see Figure 313).

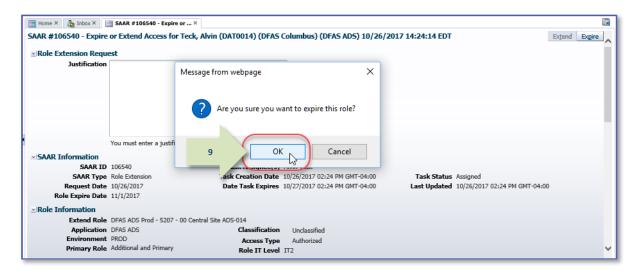
Role Extension Requ		rles (DCS9809) (DFA			
Justification	1				
	1				
CONTRACTOR CONTRACTOR	You must enter a justification to extended	ind this role.			
- SAAR Information					
SAAR II	106107	Task Assignee(s)	Charles Solf		
	Role Extension		09/21/2017 07/53 AM GMT-04/00	Task St	Aus Assigned
Request Date			10/21/2017 07:53 AM GMT-04:00		ted 09/21/2017 07:53 AM GMT-04
Role Expire Date					
Role Information					
	<ul> <li>DFAS SABRS Prod - ROSCOE MENU</li> </ul>				
	DFAS SAURS	Classification	Unclassified		
Environment		Access Type			
Primary Role	Not Applicable	Role IT Level	172		
- User Account Inform	nation				
	User ID DCS9809	A	nt Status Active		
	First Name Charles		e of Birth	The No longe	
	Middle Name			145 red torrige	co acces.
	Last Name Soff		Jser Type Hiltary 🖌		
	EDIP1/UPN		Branch USMC M		
	Email Charles.Soff.civ@nor	nai.mi	• Rank LCpl		
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	tification Date 04/01/2017	-0	tizenship VS 💌		
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Annual Rev	validation Date				
- User Contact Inform	ation				
* Official Telephone	1-777-555-1212	Office/Cube MyO	fice/42		
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	1 000 333 4943		anne provent		
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DSN Fax Hobile • Organization Organization Name Security Officer(s)	Update Organization DFAS Columbus HD Smith (NHD7777) Albert Soff (DNN0013) Charles Soff (DSN003)	* Postal 4322 Code * Country UNIT • Supervisor N Use Organiza	Update Supervisor arme Theodore Teck # ID DT0014 Fille Analyst time DFAS Columbus		
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DSN Fax Hobile • Organization Organization Name Security Officer(s)	Update Organization DFAS Columbus HD Satab (0407777) Abert Soff (DCS9809) Charles Soff (DCS9809) CS Srokh (DCS7777)	* Postal 4322 Code * Country UNIT • Supervisor N Use • Organiza E	Update Supervisor arme Theodore Teck # ID DT0014 Fille Analyst time DFAS Columbus		
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DSN Fax Hobile • Organization Organization Name Security Officer(s)	Update Organization DFAS Columbus HD Santh (NHU7777) Abbet 5off (DAN0013) Charles Soff (DCS9809) CB Sreth (DCS9809) Bind Inso (DB100013) Bind Inso (DB100013)	* Postal 4322 Code * Country Unit • Supervisor N Use Organiza Ph	Update Supervisor ame Theodore Teck r ED OTT0014 Fille Analyst tion DFAS Columbus mail Theodore, Teck@dia.ml	2	Convents

Figure 312: Role Expiration Request

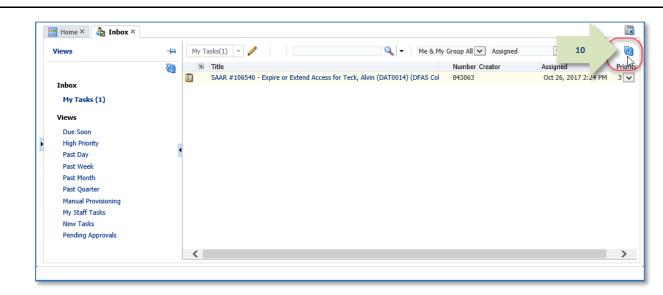
9. Review the message and click the **OK** button to confirm the expiration request.

AMPS closes the **Expire or Extend** request screen and forwards email notifications to you as the user and to your Supervisor.

*The display is returned to the* **Inbox** *view (see Figure 314).* 



#### Figure 313: Expiration Message - Confirm the Expiration Request



#### Figure 314: Inbox – My Tasks

10. In the screen, click the Refresh button to update the list and remove the completed task.

AMPS removes an **Assigned** task that has been processed and completed by the assignee.

- 11. **OPTIONAL:** Follow these steps to view the completed request screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.

AMPS automatically initiates a search based on the criteria entered. In this example, the system displays the SAAR because it also has a status of **Completed**.

*In the sample, AMPS displays the* **Completed** *task for* **SAAR 106540**.

c. Click the SAAR title to review the SAAR on screen (not shown).

🔡 Home × 🏠 Inbox ×	11a	11b	×
Views	- 🐄 My Tasks(1) 🔻 🥒 106540 🔍 🔻 Me & My G	Group All 🗸 Completed 🔽 🚽	බ
Inbox My Tasks Views Due Soon High Priority Past Day Past Week Past Month Past Quarter	11c Title SAAR #106540 - Expire or Extend Access for Teck, Alvin (DAT0014) (DFAS Col	Number         Creator         Assigned           843063         Oct 26, 2017 2:24 PM	Priority 3 🗸
Manual Provisioning My Staff Tasks New Tasks Pending Approvals	٢		>

Figure 315: Pending Approvals - Completed Task List

12. AMPS notifies you that the expiration request has been submitted for Supervisor approval.

12

The SAAR number and related data in the email notification are also available in the user's **Pending Requests** table.

# Sample User Notification: Expiration Request Submitted

Subject: Notification: SAAR #106540 - Expire or Extend Access for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS ADS) 10/26/2017 14:24:14 EDT Body:

SAAR #106540 is awaiting Supervisor approval.

This request was submitted in AMPS on 10/26/2017 14:24:14 EDT. No action is required from you at this time.

This task expires on 11/15/2017 14:37:55 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

13. To monitor the status of your expiration request, check your **Pending Requests** table. (See **How to Check Your Role Status** on page 97.)

Immediately after you submit a role expiration request, the SAAR for the request is listed in **Pending Requests** with its current status.

This status changes as the role proceeds through the approval and deprovisioning process.

# How to Submit a Role Expiration Request: External Users

1

1. Read the expiration notification and make note of the SAAR number.

This number refers to the SAAR that requires a response from the user within 20 days.

AMPS issues a reminder notification to the user about a pending role expiration every day.

# Sample User Notification: Expiration of a Role

Subject: Action Required: SAAR #106546 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 15:52:19 EDT

Body: SAAR #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval.

This request to extend DFAS DCMS Prod - DSK Air Force Entry Columbus (503000) Profiles DSK-006 was submitted in AMPS on 10/26/2017 15:52:19 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 11/15/2017 15:52:25 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After you log in to AMPS, locate and click the Inbox command from the User ID dropdown menu.

AMPS displays the **Inbox** screen in a separate tab (see Figure 317).

Account Management and Provisioning System (AMPS)	KKH0000  Accessibility/Section 508 AMPS Reporting Tool	age
Home	Amps Help	
AMPS News: For help, contact the GSD at (844) DISA HLP (844-347-2457) ** Press 5, then speak	Inbox	
DLA Service Portal (.mii only): https://dla.servicenowservices.mil/sp?id=index. You can arso suom Email (non-urgent ticket request): disa global servicedesk.mbx.dla-ticket-request@mail.mil.	About	
	Sign Out	
My Information Role Request		
Manage your profile, Request a role for act passwords and challenge questions	Cess	
Copyright © 2001, 2019, Oracle and/or its affiliates. All rights reserved		

#### Figure 316: User ID Dropdown Menu – Inbox Command

3. In the **My Tasks** list, locate the SAAR number for the role expiration in the **Title** field.

You can verify the correct SAAR by its number, information, and role name.

4. Click the SAAR's **Title** to start the **Expiration** request process.

AMPS opens an **Extend or Expire Role Access** screen in a separate tab.

😁 Home × 🏠 Inbox ×		
Views	-🖼 My Tasks(1) 🔻 🥒 🔍 🔍 🔍 Me & My Group All 🔍 Assigned 🔍 💺 🗸	69
Inbox My Tasks (1) Views Due Soon High Priority Past Day Past Week Past Month Past Woek Past Month Past Quarter Manual Provisioning My Staff Tasks New Tasks Pending Approvals	3 Title Number Creator SAAR #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 1 843074	
	<	>

Figure 317: Inbox Screen – My Tasks

- 5. Review the **Role Information** section to verify the name of the role you want to submit for expiration.
- Review and correct any User Account Information fields or User Contact Information fields.

AMPS saves the changes to your account along with the expiration request. (AMPS no longer collects Date of Birth data. This field is not editable.)

 Review your External Supervisor email address to confirm that AMPS will send your expiration request to the correct Supervisor. (It is also advisable to update the email addresses of your External Security Officer and External Authorizing Official as applicable.)

*If the email address is incorrect, AMPS cannot send the expiration request to the correct recipient. Enter the correct data in the* **Email** *fields.* 

AMPS does not require an entry in the **Justification** text area for an expiration request.

#### 8. Click Expire.

AMPS displays a confirmation message (see Figure 319).

SAAR #106546 - Expire	or Extend Acc	less for Fitzgerald, Zo	Da (EZFUUZ3) (	DLA External) (DFA	5 DCM5) 10/2	20/201/ 15:52:1	9 EDT 8
☑ Role Extension Requ	est						
Justification	Allow this role t	o expire. No longer needed					
	You must enter	a justification to extend th	s role.				
SAAR Information		•					
SAAR ID	106546		Task Assignee(s)	Zorba Eitzoarald			
	Role Extension			10/26/2017 03:52 PM	GMT-04-00	Task Statu	Assigned
Request Date				10/27/2017 03:52 PM			d 10/26/2017 03:52 PM GMT-04:00
Role Expire Date		5		10/2//201/ 05/52/14	0	Lust opdate	
			1 (5000000)				
		d - DSK Air Force Entry Co					
Application Environment			Classification				
	Not Applicable		Access Type Role IT Level				
			Kole II Level	113			
✓ User Account Inform	ation						
	User ID	EZF0023	Acco	unt Status Active			
	* First Name	Zorba	Da	te of Birth	No la	nger collected.	
	Middle Name			User Type Civilian	~		
	* Last Name	Fitzgerald	_	* Grade GS-12	~		
	EDIPI/UPN	1286972493	**	itizenship US			
	* Email	zfitz@mail.com	_	itizensnip 05	•		
	* Title	Analyst	-				
* Cyber Awareness Cert							
User Contact Information		04/01/2017	2				
* Official Telephone			Office/Cube 8/8/	1980	-		
Official Fax			* Street 789		-		
DSN Phone			PO Box		-		
					-		
DSN Fax			* City Rich			(manual)	
Mobile			* State Virgi	nia		$\checkmark$	
			* Postal 232	00			
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External Supervisor	r	External Security	Officer	External Author	izing Official		
* Email zardoz.super@		* Email zorro.soff@er		* Email zenda.eao			
SAAR Approval Histo	-	an land Ma	Court.	Diseas No. 1	And the Dat	lo trans	Commente
Approval Type USER	First Nan	ne Last Name	Email	Phone Number	Activity Date 10/26/2017	Outcome	Comments
					10/20/201/		

#### Figure 318: Role Expiration Request

9. Review the message and click the **OK** button to proceed.

AMPS closes the **Expire or Extend Access** request screen and forwards email notifications to you as the user and to your Supervisor.

Role Extension Reque					
Justification	Allow this role to expire, N	o longer needed.			
		Message from webpage	×		
		? Are you sure you	want to expire this role?		
	You must enter a justificati				
SAAR Information		9			
SAAR ID	106546		DK Cancel		
SAAR Type	Role Extension		43	Task Status Assigned	
Request Date Role Expire Date		Date Task Expires 1	0/27/2017 03:52 PM GMT-04:00	Last Updated 10/26/2017 03:52 PM	GMT-04:00
Role Information					
Extend Role	DFAS DCMS Prod - DSK Air	Force Entry Columbus (503000) Pro	files DSK-006		
Application	DFAS DCMS	Classification	Unclassified		
Environment	PROD	Access Type	Authorized		
	Not Applicable	Role IT Level 1			

Figure 319: Expiration Request - Confirmation Message

10. In the **My Tasks** screen, click the Refresh button to update the list and remove the completed task.

AMPS removes an **Assigned** task that has been processed and completed by the assignee.

Views	-1=	My Tasks(1) 🔻 🥖 Kassigned	10
	62	🖻 Title	Numt creator
Inbox		SAAR #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 1	843014
My Tasks (1)			
Views			
Due Soon			
High Priority			
Past Day			
Past Week			
Past Month			
Past Quarter			
Manual Provisioning			
My Staff Tasks			
New Tasks			
Pending Approvals			
		<	

Figure 320: Inbox – My Tasks

- 11. **OPTIONAL:** Follow these steps to view the completed request screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.

AMPS automatically initiates a search based on the criteria entered. In this example, the system displays the SAAR because it also has a status of **Completed**. In the sample, AMPS displays the **Completed** task for **SAAR 106546**.

- c. Click the SAAR title to review the SAAR on screen (not shown).
- 12. AMPS notifies you that the expiration request has been submitted for External Supervisor approval.

The SAAR number and related data in the email notification are also available in the user's **Pending Requests** table.

🗄 Home × 👌 Inbox ×	11a 11b	
Views	🕂 My Tasks(1) 🔻 🥢 106546 🔍 🔻 Me & My Group All 🗸 Completed 🔍 🖢 🗸	ଜ
11 Inbox My Tasks (1)	Image: Star #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 1     Number Creator       Image: Star #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 1     843074	
Views Due Soon High Priority Past Day Past Week Past Week Past Month Past Quarter Manual Provisioning My Staff Tasks		
New Tasks Pending Approvals	<	>

#### Figure 321: Inbox - Completed Task List

# Sample User Notification: Expiration Request Submitted

Subject: Notification: SAAR #106546 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 15:52:19 EDT

Body:

12

SAAR #106546 is awaiting External Supervisor approval.

This request was submitted in AMPS on 10/26/2017 15:52:19 EDT. No action is required from you at this time.

This task expires on 11/15/2017 15:06:31 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 To monitor the status of your expiration request, check your **Pending Requests** table. (See **How to Check Your Role Status** on page 97.) Immediately after you submit a role expiration request, the SAAR for the request is listed in **Pending Requests** with its current status.

This **Current Approver** changes as the role proceeds through the deprovisioning process.

# How to Approve a Role Expiration Request

An expiration request goes only to the user's Supervisor. After the user submits an expiration request, AMPS sends an email notification to the user's Supervisor with the SAAR number and data related to the expiration request, along with a link to the Supervisor's **My Tasks** list on the **Pending Approvals** screen. AMPS resends this notification every day for 20 days.

The approval decision screen for a role expiration request is similar to a role request approval and is submitted to an AMPS expiry/extend approval workflow, as follows:

- Submissions from all internal users go to their AMPS Supervisors for an **Expire** or **Extend** decision. If the role is confirmed by the Supervisor for expiration, the role is removed and role information is sent to the provisioning service for removal. The role is either automatically deprovisioned, or provisioners handle the deprovisioning tasks manually.
- Submissions from all external users with a User Type designation of Military, Civilian, or Contractor go to their AMPS Supervisors for an **Expire** or **Extend** decision. If the role is confirmed by the Supervisor for expiration, the role is removed and role information is sent to the provisioning service for removal. The role is either automatically deprovisioned, or a provisioner handles the deprovisioning tasks manually.

- Role expiration submissions from Vendors are automatically approved, and the information is sent to the provisioning service for removal. The role is either automatically deprovisioned, or a provisioner handles the deprovisioning tasks manually.
- Role expiration submissions from members of the Public are automatically approved, and the information is sent to the provisioning service for removal. The role is either automatically deprovisioned, or a provisioner handles the deprovisioning tasks manually.

#### Approving the Expiration Request: A Summary Table

The following table outlines the approval process for a role expiration request:

For This Process Phase	The User Responsible is
Approve the expiration request.	Supervisor.
Deprovision the user's role, if expiration is approved.	Application Provisioner, unless the application is subject to automated provisioning.

# Supervisor Approval Procedure for Role Expiration: Internal Users

What You Can Do	This procedure enables you, as an AMPS Supervisor, to respond to the request of a direct report to approve the removal of a role in a role expiry procedure.
Where to Start	After reading the email notification, start by logging in to AMPS.

1. Read the expiration notification and make note of the SAAR number.

#### This SAAR number refers to the SAAR that requires a response from the Supervisor within 20 days.

AMPS issues an expiration or extension notification to the Supervisor immediately after the request is submitted by the user.

AMPS also issues to the Supervisor a reminder notification about a pending role expiration every day.

# Sample Approver Notification: Expiration of a Role

Subject: Action Required: SAAR #106540 - Expire or Extend Access for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS ADS) 10/26/2017 14:24:14 EDT

**Body:** SAAR #106540 - Expire or Extend Access for Teck, Alvin (DAT0014) (DFAS Columbus) has been submitted for approval. This request to extend DFAS ADS Prod - 5207 - 00 Central Site ADS-014 was submitted in AMPS on 10/26/2017 14:24:14 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 11/15/2017 14:37:55 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view on the **Inbox** page (see Figure 323).

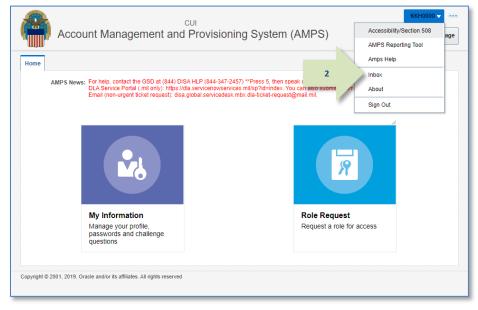
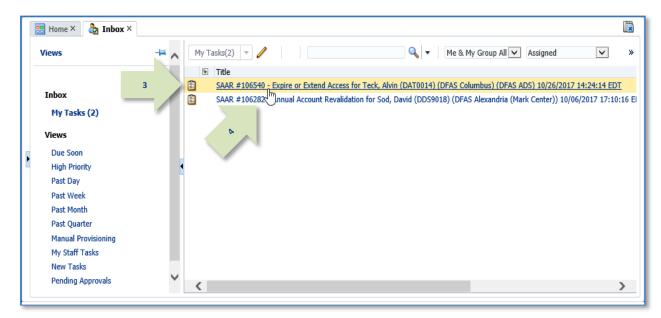


Figure 322: User ID Dropdown Menu – Inbox Command



#### Figure 323: Inbox - My Tasks View

3. In the **My Tasks** list, locate the SAAR for the role expiration in the **Title** field.

You can verify the correct SAAR by its number and user information.

4. Click the SAAR's **Title** to start the approval process.

AMPS opens an approval screen in a separate tab (see Figure 324).

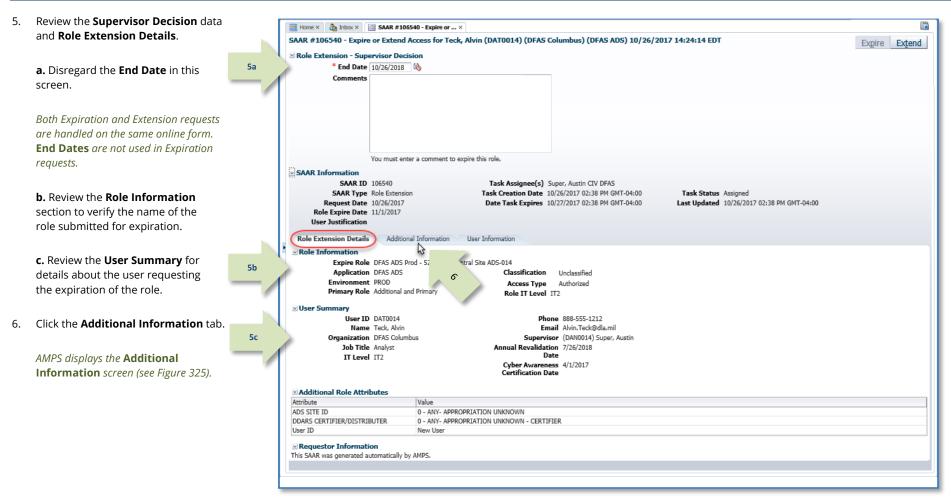


Figure 324: Role Expiration - Supervisor Decision - Role Extension Details Tab

		🛄 Home X 🄚 Inbox X 🔛 SA	AR #106540 - Expire or	×						
		SAAR #106540 - Expire or E			)14) (DFAS Col	umbus) (DFAS A	D5) 10/26/2	017 14:24:14 E	DT	Expire Extend
In <b>SAAR Approval History</b> , the Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed.		≥ Role Extension - Supervis * End Date 10/2 Comments								
SAAR approval history is available in a SAAR report through BI Publisher.		SAAR Information SAAR ID 1065 SAAR Type Role Request Date 10/2 Role Expire Date 11/1	i40 Extension 6/2017	Task A Task Cre	ation Date 10/2	6/2017 02:38 PM G	MT-04:00			
Click the <b>User Information</b> tab.			later later							
	7		iditional Information	Juser Informati	ion					
AMPS displays detailed information about		Approval Type	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments	
		SU USER	Alvin	Teck	Alvin.Teck@dla.	888-555-1212	10/26/2017	EXPIRE		
	decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher.	decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. Click the <b>User Information</b> tab. AMPS displays detailed information about the requesting user in the <b>User</b>	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. Click the User Information tab. AMPS displays detailed information about the requesting user in the User	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. Click the User Information tab. AMPS displays detailed information about the requesting user in the User	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. Click the User Information tab. AMPS displays detailed information about the requesting user in the User	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. SAAR report through BI Publisher. Click the User Information tab. 7 AMPS displays detailed information about the requesting user in the User	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed.       Comments         SAAR approval history is available in a SAAR report through BI Publisher.       You must enter a comment to expire this role.         SAAR report through BI Publisher.       SAAR Type Role Extension Request Date 10/26/2017 Role Extension Details       Task Assignee(s) Super, Austin CIV DFAS Task Creation Date 10/26/2017 Out Task Expires 10/27/2017 02:38 PM O Date Task Expires	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. Click the User Information tab. AMPS displays detailed information about the requesting user in the User	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed. SAAR approval history is available in a SAAR report through BI Publisher. SIGAR report through BI Publisher. Click the User Information tab. AMPS displays detailed information about the requesting user in the User Tak Asignee(s) Super, Austin CIV DEAS Task Creation Date 10/26/2017 02:38 PM GMT-04:00 Task Stat Request Date 10/26/2017 02:38 PM GMT-04:00 SAAR Type Note Extension Details Additional Information User Information User Information User Advin Teck Advin. Teck@dia 888-555-1212 10/26/2017 EXPIRE	Supervisor's contact information and decision information will be included in the SU (Supervisor) row of the table after the Supervisor decision has been completed.       Comments         SAAR approval history is available in a SAAR report through BI Publisher.       SAAR Information SAAR Type Role Extension Request Date 10/26/2017 02:38 PM GMT-04:00       Task Assignee(s) Super, Austin CV DFAS Task Creation Date 10/26/2017 02:38 PM GMT-04:00       Task Status Assigned Last Updated 10/26/2017 02:35 PM GMT-04:00         Click the User Information tab.       request Date 11/1/2017 User Justification       User Information Phone Number Activity Date       Task Status Assigned Last Updated 10/26/2017 02:35 PM GMT-04:00         AMPS displays detailed information about the requesting user in the User       Total Name       Email       Phone Number Activity Date       Outcome       Comments

Figure 325: Role Expiration - Supervisor Decision - Additional Information Tab

- In the User Information tab, AMPS displays key data about the requesting user:
  - Account information
  - User Contact information
  - Supervisor contact information
  - Requesting User's
     organization
  - Requesting user's current roles

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- Requesting user's pending requests.
- After making a decision on your action, you have the option to fill in the **Comments** field explaining the review decision.

You can enter comments to support the completion of the review. AMPS records these comments in the SAAR Approval History when the supervisor submits the completed review.

## Note:

The Comments text shown in the sample screen is for demonstration purposes only. Please enter comments applicable to the current request.

11. To confirm the user's role expiration request, click the **Expire** button.

AMPS displays a message requesting confirmation of the expiration request (see Figure 327).

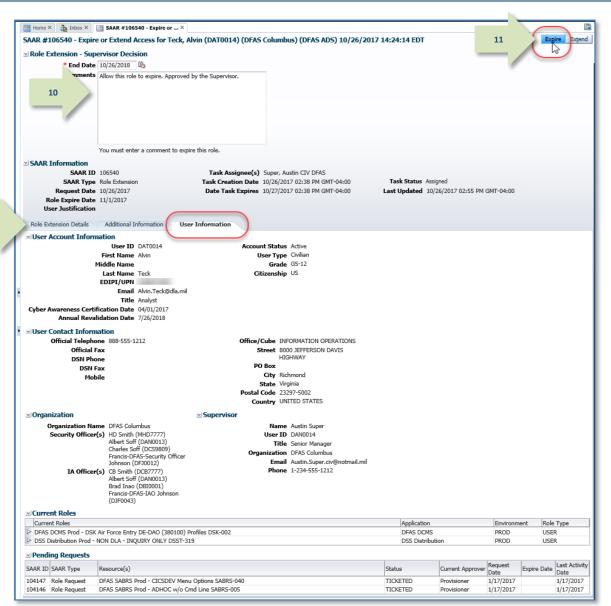


Figure 326: Role Expiration - Supervisor Decision - User Information Tab

12. Click **OK**.

proceed. The role assignment will expire in AMPS, and a provisioner will remove related system and associated access rights to the application.

Account Management and Provisioning System (AMPS)

After you click **OK**, AMPS closes the decision screen and the message box.

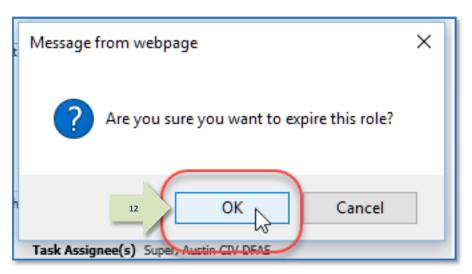


Figure 327: Role Expiration – Confirmation

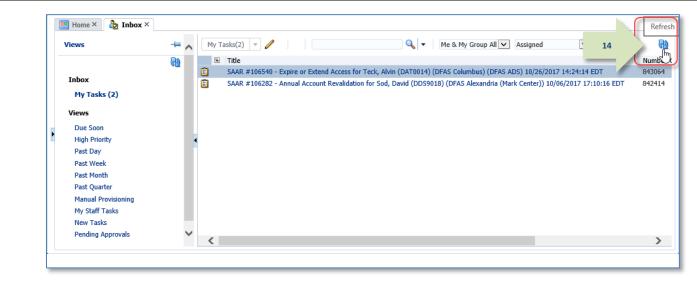


Figure 328: Inbox – My Tasks

13. In the **My Tasks** view, click the Refresh button to remove the completed SAAR from the **My Tasks** list.

- 14. **OPTIONAL:** Follow these steps to view completed request in the current task list view, as needed:
  - a. In the **Search** field, enter the SAAR number.
  - b. In the Status field, enter either **Completed** or **Any**.

AMPS automatically searches for the specified SAAR. The result is displayed in the list area. In the sample, AMPS displays the **Completed** task for **SAAR 106546**.

c. Click the SAAR title to view the SAAR decision screen again. You cannot change the decision, but you can review the decision information.

_						14a	-			14b		
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	Views	-	My	Tasks(1) 🔻	1	106546		🔍 🔻 🛛 Me & M	1y Group All 🗸	Completed	✓ 🛓	<del>.</del> स्थ
			Ð	Title							Number	Creator
		14c	2	SAAR #106	6546 - Expi	re or Extend Access	for Fitzgerald, Zor	rba (EZF0023) (DLA	External) (DFAS [	OCMS) 10/26/2017 1	843074	
	Inbox				ſŋ							
	My Tasks				0							
	Views											
	Due Soon											
Þ	High Priority											
	Past Day											
	Past Week											
	Past Month											
	Past Quarter											
	Manual Provisioning											
	My Staff Tasks											
	New Tasks											
	Pending Approvals											
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Figure 329: Inbox - Completed Task List

15. AMPS notifies the user that the expiration request has been completed.

The SAAR number and related data in the email notification are also available on the user's **Pending Requests** table.

## Note:

The role expiration confirmation message does NOT mean that the approver rejected the expiration request.

The message actually means the Supervisor approved the user's request to allow the role to expire immediately: that is, the Supervisor is "rejecting" the role for the user. Sample User Notification: Expiration Request Completed

**Subject**: Notification: SAAR #106540 - Expire or Extend Access for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS ADS) 10/26/2017 14:24:14 EDT Body:

The Supervisor has completed an approval for SAAR #106540.

The outcome for this task is REJECT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

The user can monitor the status of the expiration request during the approval process, by checking their **Pending Requests** table.
 (See **How to Check Your Role Status** on page 97.)

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If AMPS lists the expiration SAAR with a status of **TICKETED**, this indicates the SAAR awaits the action of a provisioner to complete the removal of the role access privileges from the user's application account.

**AMPS Sustainment** 

#### Account Management and Provisioning System (AMPS)

17. After the Supervisor approves a request for a role expiration, AMPS also notifies the requestor that the role expiration request has been forwarded to an application provisioner for removal of access privileges.

After a role expiration request has been approved and the role removed from AMPS, the role's access privileges must be removed from the user's account through a deprovisioning process:

If an application role is provisioned through Total AMPS or Remedy, the **Status** changes to **TICKETED**. This status remains in place until the provisioner closes the provisioning ticket to indicate the role has been removed.

## Note:

If your application is autoprovisioned, AMPS automatically handles the deprovisioning process and removes the role from your account.

# Sample User Notification: Deprovisioning Notification of a Role

Subject: AMPS Application Processing for SAAR #106540

Body:

17

AMPS Application Processing request for SAAR 106107 has started.

Request For: DLA Login: DAT0014 Name: Teck, Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: 1286972493

Access Information: SAAR #: 106540

Remove Job Role: DFAS ADS Prod - 5207 - 00 Central Site ADS-014

Applications and Access:

Resource: DFAS PROD - DFAS ADS

Remove: Central site Disbursing personnel only. Print application auto-granted to sub-super and above. Remove: Role ID:ADS-014

Justification: (none)

Optional Information: (none)

Role Expiration SAAR requested by AMPS on 10/26/2017

 After the deprovisioning step is complete, AMPS delivers an email notification to advise you that the expiration request is complete.



# Sample User Notification: Expiration of a Role - Final Notice

Subject: AMPS Application Processing for SAAR #106540

Body: The following application roles have expired and the removal of your access has been fully processed.

User: Alvin Teck

Request Type: 106640 - Request Extension of User Access for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS ADS) 10/26/2017 14:24:14 EDT

Application: DFAS ADS

Role: DFAS ADS Prod - 5207 - 00 Central Site ADS-014

Recommended Resolution: If you still need this role, consult with your Supervisor for recommendations on further action. You can also log in to AMPS and submit a new request for the role.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

19. Check the SAAR History table on the **Applications & Roles** tab to monitor the final status of your expiration request.

When the role expiration request has been completely approved, AMPS shows the role's status as **REJECTED**.

This status indicates that the role expiration request was accepted, the role has been deprovisioned, and the user no longer has access to the application.

🔡 Home X									
Display N	ame Simon Teck	(DST9218)							
User Inf	ormation A	pplications & Roles							
Current	Roles						Reques	st Role Remo	ove Ro
Role Nan	ne		Application		Environmer	t Role T	ype		
DFAS SA	BRS Prod - DFAS	Systems Maint Team SABRS-020	DFAS SABR	S	PROD	User R	Role		
Addition	al Role Attrib	ites					Update	Additional At	ttribute
Role Nan	ne		Attribute		Value				
DFAS SA	BRS Prod - DFAS	Systems Maint Team SABRS-020	SABRS ACII	) (UserID)	98765				
System 1		System Name					Prov	visioned Acce	SS
		DFAS Prod - SABRS						RS-020 TKA#	
OID		DLA OID					DST	9218	
Pending	Requests							Cancel	Reque
SAAR ID	SAAR Type	Role Name		Status	C	urrent A	pprover	Request Date	Expi
	o display.								
<									
SAAR Hi	story								
SAAR ID	SAAR Type	Role Name			St	atus		Last Activity	Date
102789	Role Extension	DFAS SABRS Prod - ROSCOE ME	NU SABRS-00	)3	RI	EJECTED		10/12/2016	
102788	Role Request	DFAS SABRS Prod - ROSCOE ME	NU SABRS-00	)3	C	OMPLETE	D	10/12/2016	
	Role Request	DSS Distribution Prod - NON DLA			r-319 RI	EJECTED		9/27/2016	
	Role Request	DFAS SABRS Prod - DFAS Genera				JECTED		9/27/2016	
	Role Request	DFAS SABRS Prod - DFAS System	ns Maint Tear	m SABRS-0		OMPLETE		8/1/2016	
101442	New IT User R	AMPS BASE USER ROLE			C	OMPLETE	D	6/20/2016	

Figure 330: SAAR History - Role Expiration Request is Complete (Status: Rejected)

# Supervisor Approval Procedure for Role Expiration: External Users

What You Can Do	This procedure enables you, as an External AMPS Supervisor, to respond to the request of a direct report to approve the removal of a role in a role expiry procedure. Note that an expiration requires an approval by the Supervisor ONLY. No other approvers are needed or notified to complete an expiration request.
Where to Start	Check email messages for a notification from AMPS regarding a pending action.

1. Read the expiration notifications and make note of the SAAR number.

This SAAR number refers to a SAAR that requires a response from the Supervisor within 20 days.

AMPS issues a standard expiration or extension notification to the Supervisor immediately after the request is submitted by the user.

AMPS also issues to the Supervisor a reminder notification about a pending role expiration every day (not shown).

2. Copy and paste the URL into a browser URL address field and navigate to the associated screen.

AMPS displays a Consent to Monitoring screen (not shown). Upon confirmation of assent, the system displays the **Approval Work Queue** screen in the browser (see Figure 332).

# Sample Notifications: Action Required - Role Expiration Request

Subject: Action Required: SAAR #106546 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 15:52:19 EDT

**Body:** SAAR #106546 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval. This request to extend DFAS DCMS Prod - DSK Air Force Entry Columbus (503000) Profiles DSK-006 was submitted in AMPS on 10/26/2017 15:52:19 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=3819%3AjW%2BTewsFOqzT%2FlzDy40BglgAgqqLGtUDJ1MJzTs1QCQ%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 11/15/2017 15:06:31 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

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2 Attps://amps.dla.mil/eaportal/faces	🔎 👻 🌩 Home - DLA Today	🥔 New tab	×	6	<u>ت</u>
	2				
1					

Figure 331: Web Browser Instance - Enter the Approval URL in the URL Field

 Locate the pending SAAR in the Approval Action column of the Approval Work Queue and click the SAAR Approval Action anywhere in that table cell.

AMPS displays the **External Supervisor Decision** screen (see Figure 333).

Approval Requests		
Approval Action	Approval Request Date	Approval Request Expin
SAAR #106546 ; Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCM	10/26/2017	11/15/2017
SAAR #106136 Impoire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS SAB	. 10/26/2017	11/15/2017

Figure 332: External Supervisor Approval Work Queue

- Review the Role Expiration Details on the External Supervisor Decision screen
  - a. Disregard the **End Date**. This date is not used in Expiration requests.
  - b. Review the **Expire Role** field to verify the name of the role submitted for expiration.
- 5. Click the **Additional Information** tab.

AMPS displays the Additional Information screen.

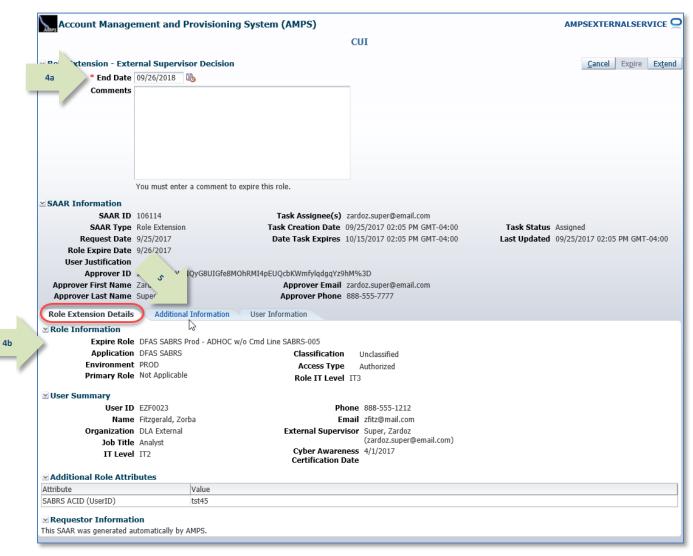


Figure 333: Supervisor Decision - Role Expiration Details

6. In the **Additional Information** screen, note the **SAAR Approval History**.

All approval details are saved in this screen to preserve the approval record. Any comments entered by the user will be displayed in this table.

7. Click the **User Information** tab.

AMPS displays the **User Information** *screen.* 

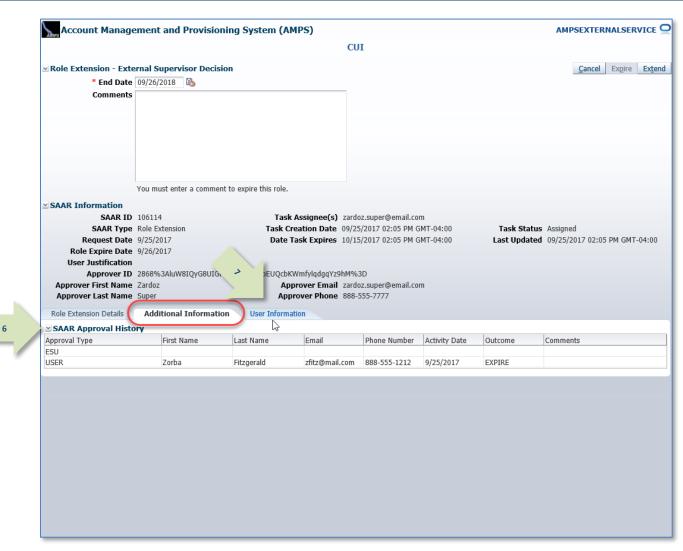


Figure 334: Supervisor Decision - Additional Information

8. In the **User Information** screen. AMPSEXTERNALSERVICE Account Management and Provisioning System (AMPS) review the user's account, contact. CUI External Security Officer, and External 11 Role Extension - External Supervisor Decision Supervisor information. \* End Date 09/26/2018 🚯 Comments Supervisor approves the expiration request. The specified role can be removed from the user's account 10 Note the **Pending Requests** table, 9. which lists all outstanding role requests. The current request is included in the You must enter a comment to expire this role. Pending Requests list. SAAR Information SAAR ID 106114 Task Assignee(s) zardoz.super@email.com SAAR Type Role Extension Task Creation Date 09/25/2017 02:05 PM GMT-04:00 Task Status Assigned Request Date 9/25/2017 Date Task Expires 10/15/2017 02:05 PM GMT-04:00 Last Updated 09/25/2017 02:05 PM GMT-04:00 10. Enter text in the **Comments** area to Role Expire Date 9/26/2017 clarify the decision and activate the User Justification Approver ID 2868%3AluW8IQyG8UIGfe8MOhRMI4pEUQcbKWmfylgdggYz9hM%3D Expire button. Approver First Name Zardoz Approver Email zardoz.super@email.com Approver Last Name Super Approver Phone 888-555-7777 Role Extension Details Additional Information User Information As the screen advises, you must enter User Account Information 8 comments to activate the **Expire** button User ID EZF0023 Account Status Active User Type Civilian First Name Zorba and complete the decision to allow the Middle Name Grade GS-12 expiration to proceed. Last Name Fitzgerald Citizenship US EDIPI/UPN Email zfitz@mail.com Title Analyst 11. Click the **Expire** button. Cyber Awareness Certification Date 04/01/2017 User Contact Information Official Telephone 888-555-1212 Office/Cube AMPS displays a message requesting Official Fax Street 789 Forlorn Street confirmation of the decision (see Figure DSN Phone PO Box DSN Fax City Richmond 336). Mobile State Virginia Postal Code 23200 Country UNITED STATES Note: External Supervisor External Security Officer External Authorizing Official Email zardoz.super@email.com Email zorro.soff@email.com Email zenda.eao@email.com First Name Zardoz First Name First Name If you click the Expire button, you are Last Name Last Name Last Name Super affirming the user's request to allow the Phone 888-555-7777 Phone Phone Current Roles role to expire. Current Roles Application Environment Role Type DEAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 DFAS SABRS PROD USER DFAS SABRS DFAS SABRS Prod - HQMC CTAB SABRS SABRS-002 PROD USER Selecting Expire sends the role Pending Requests expiration request to the provisioning 9 Expire Date Last Activity Date Request SAAR ID SAAR Type Role Name Status Current Approve process so that the role can be removed Date 106114 Role Extension DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 PENDING APPRO... External Super.. 9/25/2017 10/15/2017 9/25/2017 from the user's account. 106109 Role Request DFAS SABRS Navy PROD - SABRS ROSCOE NAVY-013 PENDING APPRO ... External Super... 9/21/2017 10/11/2017 9/21/2017

Figure 335: Supervisor Decision - User Information

#### 12. In the Message dialog, click **OK**.

The role expiration confirmation message asks the Supervisor to confirm that the user should be granted the request to allow the role to expire immediately.

Clicking **OK** allows the role expiration to proceed, and the role to expire and be deprovisioned from the user's account.

13. Click the link **Return to the External** Approval Worklist.

AMPS displays the **Approval Work Queue** dialog (see Figure 338).

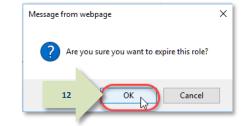


Figure 336: Expiration Message - Confirm the Expiration of the Role

	Task Completed
	Approval task for SAAR 106114 has completed.
13	Return to the External Approval Worklist
	https://ampst.use2.ad.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow

#### Figure 337: Approval Completed – Supervisor's Approval for External User Expiration Request is Complete

#### 14. To exit the Approval Work Queue, AMPS Approval Work Queue 14 click the **Logout** button. CUI **Approval Requests** AMPS closes the Approval Work Queue dialog. Approval Action Approval Request Date Approval Request Expires SAAR #105109 - Request User Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS SABRS... 9/21/2017 10/11/2017 To reopen this dialog, return to the next notification of a pending action and follow the instructions in Step 3.

#### Figure 338: AMPS Approval Work Queue

15. After you log out of the AMPS Approval 15 System for external approvers, the ÷ 🥶 https://ampst.use2.ad.dla.mil/eap 🔎 = 🔒 🖒 🛛 🙆 AMPS Approval System × 1 system displays a logout confirmation File Edit View Favorites Tools Help message. AMPS Approval System You have been logged out of the AMPS Approval System. Please use the URL provided in your email notification to return to this system and perform any additional approvals Use the Close Browser button shown in If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at *Figure 339 to close the browser.* https://dla.servicenowservices.mil/sp?id=index Figure 339: AMPS Approval System for External Approvers - Logout Confirmed 16. After the Supervisor approval is Sample User Notification finished, AMPS sends a notification to Subject: Notification: SAAR #106546 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 10/26/2017 15:52:19 the user explaining the outcome of this EDT step in the role expiration process. Body: The External Supervisor has completed an approval for SAAR #106546. The outcome for this task is REJECT. 16 AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index 17. AMPS then notifies the user that the Sample Provisioning Notification: To the User expiring role is to be deprovisioned by Subject: AMPS Application Processing for SAAR #106546 an application provisioner. Body: AMPS Application Processing request for SAAR 106546 has started. 17 Request For: DLA Login: EZF0023 Name: Fitzgerald, Zorba Phone: 888-555-1212 Email: zfitz@mail.com EDIPI/UPN: 1286972493 Access Information: SAAR #: 106546 Remove Job Role: DFAS DCMS Prod - DSK Air Force Entry Columbus (503000) Profiles DSK-006 Applications and Access: Resource: DFAS PROD - DFAS DCMS Remove: DSK-006 DSK Air Force Entry Columbus (503000) Profiles Justification: Allow this role to expire. No longer needed. Optional Information: (none) Role Expiration SAAR requested by AMPS on 19/26/2017 18. The user can monitor the progress of the expiration request during the approval process, by checking their **Pending Requests** table.

(See **How to Check Your Role Status** on page 97.)

# How to Process a Provisioning Ticket for an Expiring Role

What You Can Do	This procedure is provided for a Total AMPS ticket provisioner. Similar information for Remedy-enabled applications is also delivered to a provisioner through email. As the provisioner, you can identify a Total AMPS provisioning ticket for a role that has expired and is to be deprovisioned. This procedure applies to requests from internal users and external users.
Where to Start	After reading the email notification, start by logging in to AMPS.

1. Read the provisioning notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Provisioner.

# Sample Provisioning Notification

Subject: AMPS Application Processing for SAAR #106107 requires your attention.

#### Body:

AMPS Application Processing request for SAAR 106540 requires your attention.

Request For: DLA Login: DAT014 Name: Teck, Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: 1286972493

Access Information: SAAR #: 106540

Remove Job Role: DFAS ADS Prod - 5207 - 00 Central Site ADS-014

Applications and Access:

Resource: DFAS PROD – DFAS ADS Remove: Central site Disbursing personnel only. Print application auto-granted to sub-super and above. Remove: Role ID:ADS-014

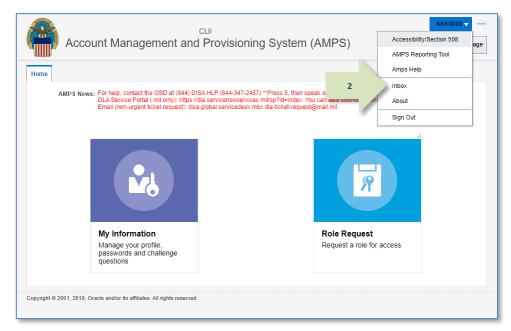
Justification: (none)

**Optional Information: (none)** 

Role Expiration SAAR requested by AMPS on 10/26/2017

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view (see Figure 341).



#### Figure 340: User ID Dropdown Menu – Inbox Command

Views	1	My T	asks(16)	- /			- I (	Me & My Group All 🔽	Assigned	✓	. <del>*</del>	6
	1	Ð	Title						Number Creator		Assigned	Priorit
	3		SAAR #1	6540 DF	AS PROD	- ADS 5207 Application Provisioner	Remove J	Access for Teck, Alvin ([	843065		Oct 26, 2017 2:56 PM	3 🗸
Inbox		1	SAAR #1	648( <sup>hn</sup> )F.	AS PROD	- SABRS PROVISIONER Update Ac	ess for M	ALICK, FRANKLIN (1229	842911		Oct 24, 2017 6:51 PM	3
My Tasks (16)			S,	2 DF.	AS PROD	- SABRS PROVISIONER Update Ac	ess for M	ALICK, FRANKLIN (1229	842811		Oct 24, 2017 8:20 AM	3
			S/	0 DF.	AS PROD	- SABRS PROVISIONER Update Ac	ess for M	ALICK, FRANKLIN (1229	842840		Oct 23, 2017 4:37 PM	3
Views		:	A	1 DF.	AS PROD	- SABRS PROVISIONER Remove A	cess for T	eck, Dave (DDT0019)	842532		Oct 15, 2017 5:25 PM	3
Due Soon		<b>1</b>	1	61, 4 DF.	AS PROD	- SABRS PROVISIONER Remove A	cess for F	itzgerald, Zorba (EZF00	841906		Sep 25, 2017 2:51 PM	3
High Priority			A #1	5871 DF	AS PROD	- SABRS PROVISIONER Request fo	Soff, Chi	arles (DCS9809)	841251		Jul 20, 2017 2:49 PM	3
Past Day	4	:	SAAR #1	4814 DF	AS PROD	- DJMS NAVY PROVISIONER Remo	e Access	for Whizz, Ghee (EGW(	841025		Jul 5, 2017 3:38 PM	3
Past Week		:	SAAR #1	4811 DF	AS PROD	- DJMS NAVY PROVISIONER Remo	e Access	for Medison, James (EJ	841024		Jul 5, 2017 3:38 PM	3
Past Month		8:	SAAR #1	4813 DF	AS PROD	- DJMS NAVY PROVISIONER Remo	e Access	for nosnibor, aicirtap (E	840802		Jun 15, 2017 3:38 PM	3
Past Quarter			SAAR #1	4815 DF	AS PROD	- DJMS NAVY PROVISIONER Remo	e Access	for Jackson, Richard (E	840787		Jun 15, 2017 3:38 PM	3
Manual Provisioning		:	SAAR #1	4812 DF	AS PROD	- DJMS NAVY PROVISIONER Remo	e Access	for nosnibor, aicirtap (E	840800		Jun 15, 2017 3:38 PM	3
My Staff Tasks		8	SAAR #1	4477 DF	AS PROD	- SABRS PROVISIONER Request fo	Super, C	olleen (DCS9808)	838966		Mar 1, 2017 6:16 PM	3
New Tasks			SAAR #1	4473 DF	AS PROD	- DJMS NAVY PROVISIONER Requ	st for Ete	ck, Dez (EDE0254)	838986		Mar 1, 2017 4:43 PM	3
			SAAR #1	4147 DF	AS PROD	- SABRS PROVISIONER Request fo	Teck, Al	vin (DAT0014)	837994		Jan 17, 2017 2:26 PM	3
Pending Approvals		:	SAAR #1	4146 DF	AS PROD	<ul> <li>SABRS PROVISIONER Request for</li> </ul>	Teck, Ah	vin (DAT0014)	837967		Jan 17, 2017 1:59 PM	3

#### Figure 341: Inbox - My Tasks

3. In the **My Tasks** list, locate the SAAR for the role expiration in the **Title** field.

You can verify the correct SAAR by its number, information, and role name.

Click the SAAR's **Title** to start the provisioning process.
 AMPS opens an approval screen in a

separate window.

5.	Check the <b>Work Details</b> section for instructions about the provisioning request.	SAAR #106540 DFAS PROD - ADS Application Request	5207 Application Provisioner Remove Access for Tec	k, Alvin (DAT0014)	Claim Save Comments	Work is Complete
	In the sample screen, the <b>Work Details</b> indicate the provisioner is to remove the specified role currently assigned to the <b>Requestor</b> .	Last Updated:	DFAS PROD - ADS 5207 Application Provisioner Oct 26, 2017 2:56 PM Deprovisioning of the role for this user is complete.		1	
6.	Enter text in the <b>Comments</b> area to clarify the current action taken.	Work Details				
	<b>Comments</b> text is required, but since a provisioning ticket can be opened, closed, and reopened before it is complete, you can enter progress notes or other appropriate text to clarify the status of the provisioning task.	Request For: DLA Login: DAT0014 Name: Teck. Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: 1286972493 Access Information: SAAR #: 106540 Remove Job Role: DFAS ADS Prod - 520 Applications and Access: Resource: DFAS PROD - DFAS ADS	17 - 00 Central Site ADS-014 personnel only. Print application auto-granted to sub-super and	above.		
	To save comments and reopen the ticket later, click <b>Save Comments</b> . Reopen the ticket from the <b>My Tasks</b> view in your <b>Inbox</b> .	Remove: Role ID:ADS-014 Justification: (none) Optional Information: (none) Role Expiration SAAR requested by AMR				
7.	When the deprovisioning tasks are	Attribute	Value			
7.		ADS SITE ID	0 - ANY- APPROPRIATION UNKNOWN			
	complete, click Work is Completed.	DDARS CERTIFIER/DISTRIBUTER	0 - ANY- APPROPRIATION UNKNOWN - CERTIFIER			
	AMPS closes the provisioning ticket screen.	User ID <b>User Summary</b> User ID DAT0014 Name Teck, Alvin Organization DFAS Columi	New User Phone 888-555- Email Alvin.Tec bus Supervisor (DAN001	k@dla.mil		
	AMPS then notifies the user that the	Job Title Analyst	Annual Revalidation 7/26/201			
		IT Level IT2	Date			
	deprovisioning actions are complete and		Cyber Awareness 4/1/2017 Certification Date			
	the user's application access privileges have	~ Current Roles				
	been removed.	Current Roles		Application	Environment	Role Type
		DFAS DCMS Prod - DSK Air Force Entry	y DE-DAO (380100) Profiles DSK-002	DFAS DCMS	PROD	USER
		DSS Distribution Prod - NON DLA - INC		DSS Distribution	PROD	USER
			Eigure 242: Polo Evpiratio	n Drevisioning Dogwoot		

Figure 342: Role Expiration – Provisioning Request

 In the My Tasks screen, click the Refresh button to remove the completed provisioning task from the My Tasks list.

Views	- <b>H</b>	ly Tasks(16) 🔻 🥖	🔍 🔻 Me & My Group All 🔽 Assigned	✓ 🛓	8
	69	Title		√iu Crei	at Assigne
		SAAR #106540 DFAS PROD	- ADS 5207 Application Provisioner Remove Access for Teck, Alvin (DAT0014)	8	Oct 26, 2017 2:56 F
Inbox		SAAR #106486 DFAS PROD	- SABRS PROVISIONER Update Access for MALICK, FRANKLIN (1229740381)	8	Oct 24, 2017 6:51 F
My Tasks (16)		SAAR #106472 DFAS PROD	- SABRS PROVISIONER Update Access for MALICK, FRANKLIN (1229740381)	8	Oct 24, 2017 8:20 /
		SAAR #106460 DFAS PROD	- SABRS PROVISIONER Update Access for MALICK, FRANKLIN (1229740381)	8	Oct 23, 2017 4:37 F
Views		SAAR #106131 DFAS PROD	- SABRS PROVISIONER Remove Access for Teck, Dave (DDT0019)	8	Oct 15, 2017 5:25 F
Due Soon		SAAR #106114 DFAS PROD	- SABRS PROVISIONER Remove Access for Fitzgerald, Zorba (EZF0023)	8	Sep 25, 2017 2:51
High Priority		SAAR #105871 DFAS PROD	- SABRS PROVISIONER Request for Soff, Charles (DCS9809)	8	Jul 20, 2017 2:49 P
Past Day	۵	SAAR #104814 DFAS PROD	- DJMS NAVY PROVISIONER Remove Access for Whizz, Ghee (EGW0315)	8	Jul 5, 2017 3:38 PM
Past Week	:	SAAR #104811 DFAS PROD	- DJMS NAVY PROVISIONER Remove Access for Medison, James (EJM2626)	8	Jul 5, 2017 3:38 PM
Past Month		SAAR #104813 DFAS PROD	- DJMS NAVY PROVISIONER Remove Access for nosnibor, aicirtap (EAN0157)	8	Jun 15, 2017 3:38 F
Past Quarter	:	SAAR #104815 DFAS PROD	- DJMS NAVY PROVISIONER Remove Access for Jackson, Richard (ERJ0377)	8	Jun 15, 2017 3:38 F
Manual Provisioning		SAAR #104812 DFAS PROD	- DJMS NAVY PROVISIONER Remove Access for nosnibor, aicirtap (EAN0157)	8	Jun 15, 2017 3:38 F
My Staff Tasks		SAAR #104477 DFAS PROD	- SABRS PROVISIONER Request for Super, Colleen (DCS9808)	8	Mar 1, 2017 6:16 P
New Tasks		SAAR #104473 DFAS PROD	- DJMS NAVY PROVISIONER Request for Eteck, Dez (EDE0254)	8	Mar 1, 2017 4:43 Pl
		SAAR #104147 DFAS PROD	- SABRS PROVISIONER Request for Teck, Alvin (DAT0014)	8	Jan 17, 2017 2:26 F
Pending Approvals		SAAR #104146 DFAS PROD	- SABRS PROVISIONER Request for Teck, Alvin (DAT0014)	8	Jan 17, 2017 1:59 I
	<				>

Figure 343: Inbox – My Tasks

- OPTIONAL: Follow these steps to view the completed provisioning task, as needed:
  - a. In the **Search** field, enter the SAAR number for the provisioning ticket you want to review.
  - b. In the **State** dropdown list, select either **Any** or **Completed**.

AMPS automatically displays one or more tasks having a **State** that matches the search criteria.

c. Click the SAAR title to view the SAAR provisioning ticket again.

You cannot change the ticket after you have clicked **Work is Completed**, but you can review the provisioning information.

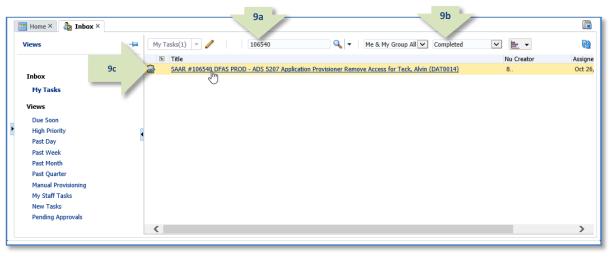


Figure 344: Inbox - Completed Task List

 After deprovisioning is completed, AMPS notifies the user that the expiration request has been completed.

> The SAAR number and related data in the email notification are also available on the Applications & Roles tab of the My Information screen.



# Sample User Notification: Expiration Request Submitted

Subject: AMPS Application Processing for SAAR #106540

**Body:** The following application roles have expired and the removal of your access has been fully processed.

User: Alvin Teck

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Request Type: 106540 - Request Extension of User Access for Alvin Teck (DAT0014) (DFAS Columbus) (DFAS ADS) 10/26/2017 14:24:14 EDT Application: DFAS ADS

Role: DFAS ADS Prod - 5207 - 00 Central Site ADS-014

Recommended Resolution: If you still need this role, consult with your Supervisor for recommendations on further action. You can also log in to AMPS and submit a new request for the role.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 The user can check SAAR History in the Applications & Roles tab on the My Information screen to view the final status of the expiration request.

In this example, AMPS displays the expiration SAAR with a status of **REJECTED**.

This status indicates that the role has expired and that administrative personnel have completed deprovisioning work.

User Ir	formation A	pplications & R	oles							
	nt Roles							R	equest Role	Remove Rol
Curre	nt Roles				A	pplication		Environm	ent Role	Туре
DFAS	DCMS Prod - DSK	Air Force Entry I	DE-DAO (380100)	Profiles DSK-002	D	FAS DCMS		PROD	USE	R
DSS [	Distribution Prod -	NON DLA - INQU	IRY ONLY DSST-	319	D	SS Distribu	ition	PROD	USE	R
✓ Addit	ional Role Attr	ibutes							Edit Additio	nal Attribute
Role Nar	ne			Attribute	Va	lue				
DFAS D	CMS Prod - DSK A	ir Force Entry DE	-DAO (380100) P	DCMS DSK DE-D		6 3				
DFAS D	CMS Prod - DSK A	ir Force Entry DE	-DAO (380100) P	DCMS DSK USER	ID I	lew User				
DFAS D	CMS Prod - DSK A	ir Force Entry DE	-DAO (380100) P	ZKA Cert C		11 33				
DFAS D	CMS Prod - DSK A	ir Force Entry DE	-DAO (380100) P	ZPA Cert C		22 44				
Provi	sioned Account	s								
System 1			System Name				ed Access			
	OD - DCMS DSK A						DSK Air Force Entry			
DSS PRC OID	D - DSS DISTRIB	JTION PROVIS	DSS PROD - DSS DLA OID	Distribution		DAT0014	DSST-319 Default G	roup: NOND	LAA User Gro	ups: SITEU.
Pend	ing Requests								C	ancel Reques
	SAAR Type	Resource(s)			Status		Current Approver	Request Date	Expire Date	Last Activit Date
SAAR ID	Role Request	DFAS SABRS Pr	od - CICSDEV Mei	nu Options SAB	TICKET	ED	Provisioner	1/17/2017		1/17/2017
		DEAS SABRS Pr	od - ADHOC w/o	Cmd Line SABR	TICKET	ED	Provisioner	1/17/2017		1/17/2017
104147	Role Request									
104147 104146 ☑ <b>Requ</b>	est History									
104147 104146 ⊴ <b>Requ</b> SAAR #	est History SAAR Type	Resource(s)						Status		Activity
104147 104146 ✓ <b>Requ</b> SAAR # 106540	est History SAAR Type Role Extension	Resource(s) DFAS ADS Prod	- 5207 - 00 Centr					REJECTE	D 10/2	26/2017
104147 104146 <b>Requ</b> SAAR # 106540 106539	est History SAAR Type	Resource(s) DFAS ADS Prod DFAS ADS Prod	- 5207 - 00 Centr - 5207 - 00 Centr						D 10/2 TED 10/2	

Figure 345: My Information - Applications & Roles Screen

# How to Submit a Role Extension Request

What You Can Do This procedure enables you to submit a request to extend a role that would otherwise expire and be removed from your account.

**Where to Start** After reading the email notification, start by logging in to AMPS.

# How to Submit a Role Extension Request: Internal User

1. Read the expiration notification and make note of the SAAR number.

This SAAR number refers to a role expiration SAAR that requires a response from the user within 20 days.

AMPS issues to the user a reminder notification about a pending role expiration every day.



## Sample User Notification: Expiration of a Role

Subject: Action Required: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

Body: SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval.

This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 18:04:37 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After you log in to AMPS, locate and click the Inbox command from the User ID dropdown menu.

AMPS displays the **My Tasks** view (see Figure 347).



Figure 346: User ID Dropdown Menu - Inbox Command

3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** field.

You can verify the correct SAAR by its number.

4. Click the SAAR's **Title** to start the **Extension** request process.

AMPS opens the Extension request screen in a new tab.

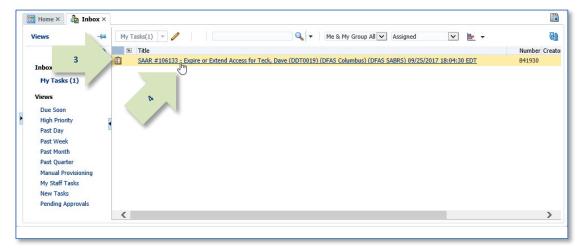


Figure 347: Inbox – My Tasks List

- 5. Verify the following information:
  - 5a. In the SAAR Information section, the SAAR number must match the SAAR indicated in the email notification.
  - 5b. In the Role Information section, the Role Name of role to be extended should be accurate.
- 6. Enter the reason for requesting the role extension in the **Justification** text area.

# Note:

The text provided in the sample screen is for illustration purposes only. Please enter complete text appropriate for your extension request. **5**a

5

7. Check the **Organization** name, to verify the correct Organization is identified for your account.

If the Organization Name is incorrect, click Update Organization to search for and select a new Organization.

 Check the **Supervisor** name, identifying data, and contact information to verify the correct AMPS Supervisor is identified for your account.

*If the* **Supervisor** *information is incorrect, click* **Update Supervisor** *to search for and select a new AMPS Supervisor.* 

# Note:

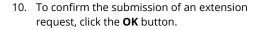
If you do not identify the correct Organization and Supervisor, AMPS cannot send the extension request approval to the correct approvers.

#### 9. Click **Extend**.

*AMPS closes the* **Expire or Extend** *screen and submits the request to the approval process.* 

tome Inbox x SAAR #1			(DDTDD10) (DT+C	Columbus) (DEAC C	ABDE' DO IDE ID	1710.00	0.001	
AAR #106133 - Expir	e or Extend Ac	cess for Teck, Da	ve (DDT0019) (DFAS	Columbus) (DFAS S	ABRS) 09/25/20	017 18:04:	30 ED1 9	Extend
Role Extension Req	uest							45
Justificatio	I need this role	to perform my tasks						
6								
	You must enter	r a justification to ext	and this role.					
SAAR Information		- ,						
	0 106133		Task Assignee(s)	Dava Casilla Tack				
	e Role Extension			09/25/2017 06:04 PM 0	247-04-00	Tack O	atus Assigned	
Request Dat				10/25/2017 06:04 PM 0			ated 09/25/2017 06	:04 PM GMT-04:00
Role Expire Dat						100		
Role Information								
		rod - DFAS General U	kar SADRS-014					
	DFAS SABRS		Classification	Unclassified				
Environmen	t PROD		Access Type	Authorized				
Primary Rol	e Not Applicable		Role IT Level					
User Account Infor	mation							
- Osci Peccount Inton		DOT0019	Acces	int Status Active				
	First Name			e of Birth		100 Ma	longer collected.	
	Middle Name					100 100	ange concret.	
	Last Name	Teck		User Type Civilian				
	EDIPI/UPN			* Grade GS-12	<b>×</b>			
	Email	Dave.Teck@dla.mil	•0	itizenship US	<b>v</b>			
	* Title	Analyst						
* Cyber Awareness Ce			4					
Annual Re	validation Date							
- User Contact Inform	nation							
Official Telephone	888-555-7878	_	Office/Cube INFO	RMATION OPERATIONS	8			
Official Fax			and the second se	JEFFERSON DAVIS HIG				
DSN Phone			PO Box					
					-			
DSN Fax			* City Rich					
Mobile	1		* State Virgi			~		
			* Postal 2329 Code	7-5002				
			* Country UNIT	ED CTATES				
			Country Ont	LU JIAIEJ				
			Supervisor		7.000	1		
Organization	🥒 Update Organ		100000000000000000000000000000000000000	/ Update Superv	lsor 8			
	manual and the second			ame Selena Teck				
Organization Name				r ID D5T9219				
	HD Smith (MHD)	(7777)		Title Analyst				
Organization Name Security Officer(s)	HD Smith (MHD) Albert Soff (DAN Charles Soff (DC)	7777) 10013) 59809)		Title Analyst				
Organization Name Security Officer(s)	HD Smith (MHD) Albert Soff (DAN Charles Soff (DC CB Smith (DCB7	7777) 0013) 59809) 777)	Organiza	tion DFAS Columbus	ml			
Organization Name Security Officer(s)	HD Smith (MHD) Albert Soff (DAN Charles Soff (DC)	7777) 6013) 59809) 777) 6013)	Organiza E		mi			
Organization Name Security Officer(s) IA Officer(s)	HD Smith (MHD) Albert Soff (DAN Charles Soff (DC CB Smith (DCB7 Albert Soff (DAN Brad Inao (DBI0	7777) 6013) 59809) 777) 6013)	Organiza E	tion DFAS Columbus mail Selena.Teck@dla.	Im			
Organization Name Security Officer(s)	HD Smith (MHD) Albert Soff (DAN Charles Soff (DC CB Smith (DCB7 Albert Soff (DAN Brad Inao (DBI0	7777) 0013) 55809) 777) 0013) 0013) 001)	Organiza E Pl	tion DFAS Columbus mail Selena.Teck@dla.		Outcome	Comments	

#### Figure 348: Expire or Extend - Internal User Extension Request Screen



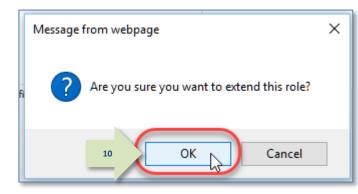
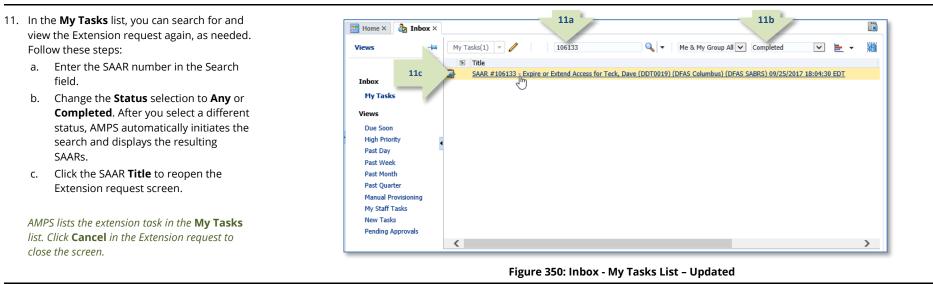


Figure 349: Extension Request Confirmation



12. To monitor the progress of your extension request during the approval process, check your **Pending Requests** table. (See How to Check Your Role Status on page 97.)

c.

 After the extension request is submitted, AMPS sends an email message indicating the SAAR extension request is waiting for Supervisor approval.

(A sample is shown at right.)

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

**Body:** SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval. This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL https://amps.dla.mil/

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Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 18:04:37 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# How to Submit a Role Extension Request: External User

1. Read the expiration notification and make note of the SAAR number.

This SAAR number refers to a role expiration SAAR that requires a response from the user within 20 days.



AMPS issues to the user a reminder notification about a pending role expiration every day.

# Sample User Notification: Expiration of a Role

Subject: Action Required: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

Body: SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval.

This request to extend DFAS DCMS Prod - DSK Air Force Approval DE-DAO (380100) Foreign National DSK-027 was submitted in AMPS on 09/26/2017 08:56:31 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/16/2017 08:56:34 EDT.

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks view** (see Figure 352).

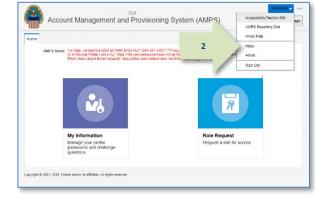


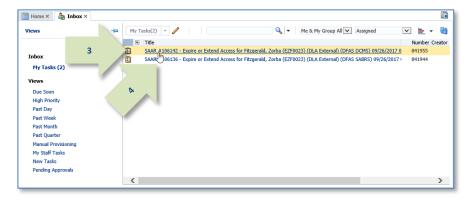
Figure 351: User ID Dropdown Menu - Inbox Command

3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** field.

You can verify the correct SAAR by its number.

4. Click the SAAR's **Title** to start the **Extension** request process.

AMPS launches the **Extension** request process in a separate tab.



#### Figure 352: Inbox - My Tasks List

- In the SAAR Information section screen, verify the following information:
   5a. SAAR number must match the SAAR indicated in the email notification.
   5b. Role Name of role that is expiring.
- 6. Enter the reason for requesting the role extension in the **Justification** text area.

## Note:

The text provided in the sample screen is for illustration purposes only. Please enter complete text appropriate for your extension request. 5

7. You no longer need to enter your Date of Birth.

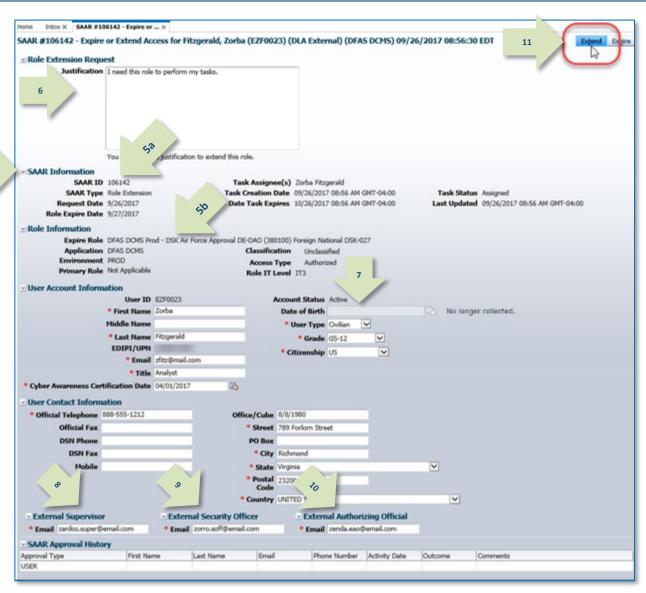
AMPS no longer collects this data. This field is not editable and contains faux data only.

- Check the Supervisor email address to verify the correct External Supervisor is identified for your account. If the information is incorrect, correct it as needed.
- 9. Check the **External Security Officer** email address to verify the correct External Security Officer is identified for your account. If the information is incorrect, correct it as needed.
- Check the External Authorizing Official email address to verify the correct External Authorizing Official is identified for your account.

*If the information is incorrect, correct it as needed. Must be different from the ESU and ESO.* 

#### 11. Click Extend.

AMPS closes the **Expire or Extend** screen and submits the extension request to the approval process.



#### Figure 353: Expire or Extend – Internal User Extension Request Screen

12. Click the **OK** button in the extension confirmation message to proceed.

13. Optional: In the My Tasks list, you can

field.

screen.

the screen.

again, as needed. Follow these steps:

either **Completed** or **Any**.

search for and view the Extension request

a. Enter the SAAR number in the Search

b. In the Status drop-down box, select

c. In the search results, click the SAAR

*Click* **Cancel** *in the Extension request to close* 

Title to reopen the Extension request

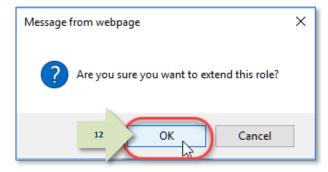


Figure 354: Extension Request Confirmation

13a 13b 🔡 Home × 👌 Inbox × 106142 Q. --My Tasks(1) Me & My Group All 🗸 Completed ~ ≫ Views \* Title Numbe 13c. SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 0 841955 Inbox 2 My Tasks Views Due Soon Hiah Priority Past Day Past Week Past Month Past Quarter Manual Provisioning My Staff Tasks New Tasks Pending Approvals < >

#### Figure 355: My Tasks List – Updated

14. To monitor the progress of your extension request during the approval process, check your **Pending Requests** table.
(See **How to Check Your Role Status** on page 97.)

If AMPS displays a **Privacy Statement** screen (not shown), read the content and click **Accept** to proceed.  After the extension request is submitted, AMPS sends an email message to the user indicating the SAAR extension request is waiting for Supervisor approval. (A sample is shown at right.) Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

**Body:** SAAR #106142 is awaiting External Supervisor approval.

This request was submitted in AMPS on 09/26/2017 08:56:31 EDT.

No action is required from you at this time.

14

This task expires on 10/17/2017 14:50:45 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# How to Approve a Role Extension Request

An extension request goes to the same set of approvers as an initial role request. Approvers may include the following officers and staff:

Approver	Time Limit	Responsibility
AMPS Supervisor:	20 days (reminders sent every day)	The user's designated Supervisor in AMPS. External users identify their External Supervisor by email address; External Supervisors do not hold AMPS accounts.
Security Officer:	20 days (reminders sent every day)	<ul> <li>The group of Security Officers designated by an organization to review each requestor's security information.</li> <li>DLA requests may not require a Security Officer approval if the request is eligible for a bypass or an automated approval. See Security Officer: Internal Users in this user guide for more information.</li> <li>External users identify their External Security Officers by email address; External Security Officers do not hold AMPS accounts.</li> </ul>
Data Owner:	20 days (reminders sent every day)	The group of application staff members appointed to oversee the security and integrity of an application's data.
Information Assurance Officer:	20 days (reminders sent every day)	The group of IAOs designated by an agency to review each requestor's Cyber Awareness Training certification date to ensure the requestor's training is up to date. <i>DLA systems</i> <i>do not require an IAO review.</i> See the section entitled <b>Information Assurance Officer (IAO)</b> in this user guide for more information.

After an internal user submits an extension request, AMPS sends an email notification to the user's Supervisor with the SAAR number and data related to the extension request, along with a link to the Supervisor's **My Tasks** list on the **Inbox** screen. When an external user submits an extension request, AMPS sends an email notification to the user's External Supervisor through the email address supplied by the external user in his profile.

As the extension proceeds through the approval process, the Security Officer or External Security Officer, Data Owner, and Information Assurance Officer see the extension request approval in sequence and choose the option appropriate for the approval decision. AMPS notifies each approver and resends this notification every day for 20 days. If the approver fails to act on the extension request, AMPS submits the user's role to the role removal process.

# **Automatic Security Officer Approvals**

AMPS can apply an automatic Security Officer approval to an extension request that meets specific criteria. The automatic approval speeds the approval process for requests that present no specific content requiring an immediate security review.

For role expiries and extensions, AMPS can automatically apply an approval for a Security Officer, if <u>all</u> of the following conditions are met:

- The user has not selected an option to retain any IT1- or IT2-level role. If so, the IT level of the requested role cannot exceed the user's IT level.
- The user has a value recorded for the four clearance-related fields that AMPS tracks, including the following fields:
  - Security Clearance
  - IT Level, or Position Sensitivity
  - Background Investigation Type
  - Last Investigation Date
- The user's recorded IT level satisfies one of the following conditions:
  - If the user's IT level is IT1 or IT2, the date of the user's investigation must be less than 5 years old, or . . .
  - If the user's IT level is IT3, the date of the user's investigation must be less than 10 years old.
- The user is not flagged for review by a Security Officer.
- The user is a member of the DLA organization or any organization under DLA.

When an automatic approval occurs, AMPS logs the automatic approval with the following data:

- The approver's user ID, normally reported in the audit logs, will be blank.
- The Status recorded in the audit logs will be "AUTOAPPROVE."

### Note

AMPS reports all timestamps in the audit log in Eastern Time: Eastern Standard Time or Eastern Daylight Time, depending on the time of year.

• AMPS enters the following statement to this effect, subject to government change and approval:

"This request has been automatically approved by AMPS, per the conditions specified by Kathy Cutler Account Management Policy – Signed 6 Nov 2014. <URL to eWorkplace location>"

# Approver Decision Screens: Extend, or Expire

The approval decision screen for a role extension request is similar to a role request approval. The following sections list and describe the options available to each approver.

#### Supervisor Decision Options

The actions a Supervisor can perform on a role extension request approval screen include the following options:

- Cancel closes the approval decision screen without action (external approver only).
- **Extend** sends the role extension request to the next approver. The Supervisor must enter text in the Comments area to activate the **Extend** option. Otherwise, the Supervisor cannot approve the role extension request.
- **Expire** executes a role removal procedure in AMPS and notifies the user that the role has been removed from his or her account.

#### Security Officer and Data Owner Decision Options

The actions a Security Officer or Data Owner can perform on a role extension request approval screen include the following options:

- **Cancel** closes the approval decision screen without action (external approver only).
- **Approve** sends the role extension request to the next approver.
- **Reject** ends the role extension task. The user's role is submitted for removal, and AMPS sends the user an email notification indicating the role extension request was rejected.

# Supervisor Approval: Internal User's Extension Request

1

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Supervisor within 20 days.

AMPS issues a reminder notification about a pending role extension task to the Supervisor every day (not shown).

#### Sample Supervisor Notification: Action Required - Expire or Extend Access Role Subject: Action Required: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

reiected.

expiration.

expiration.

for approval or rejection.

**User Types** 

**Body:** SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval. This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 18:04:37 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

IAO Decision Options (Not Applicable to DLA Approvals)

for the time period designated by the Supervisor or Data Owner.

The role **extension** request is submitted to the AMPS approval workflow, as follows:

automatically approved with no intervening approver.

**Cancel** closes the approval decision screen without action (external approver only).

**Approve** ends the role extension approval process. The role assignment is renewed

AMPS sends the user an email notification indicating the role extension request was

Reject ends the role extension task. The user's role is submitted for removal, and

Submissions from all internal users go their AMPS Supervisors for extension or

Submissions from all **external users** with a **User Type** designation of **Military**,

Submissions from Vendors (for a vendor role) go to the role application Data Owner

Submissions from members of the **Public** (or for a vendor with a public role) are

The following sections focus on internal and external users with the **User Type** of **Military**,

**Civilian, or Contractor.** Data Owners handle all requests with the same procedure.

Civilian, or Contractor go their AMPS External Supervisors for extension or

2. After you log in to AMPS, locate and click the **Inbox command** from the User ID dropdown menu.

AMPS displays the **Inbox** tab and the **My Tasks** view.

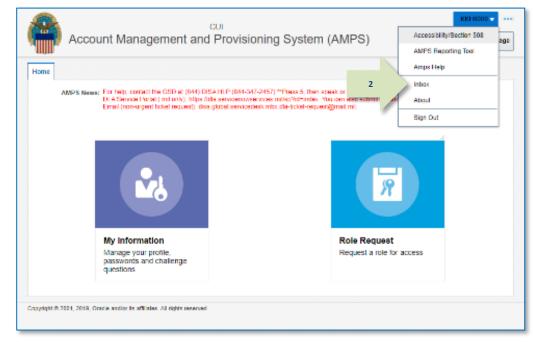


Figure 356: User ID Dropdown Menu - Inbox Command

🔡 Home × 💧 My Information × 🏠 Inbox × Q -Views My Tasks(1) 🔻 🥖 Me & My Group All 🗸 Assigned  $\mathbf{v}$ » Title Number Crea 3 SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 841931 Inbox ٢. My Tasks (1) Views Due Soon High Priority Past Day Past Week Past Month Past Quarter Manual Provisioning My Staff Tasks New Tasks Pending Approvals < 3

Figure 357: Inbox - My Tasks

3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** column.

You can verify the correct SAAR by its number.

4. Click the **Title** of the SAAR to start the approval process.

AMPS launches the **Role Extension Supervisor Decision** screen in a separate window (see Figure 358).

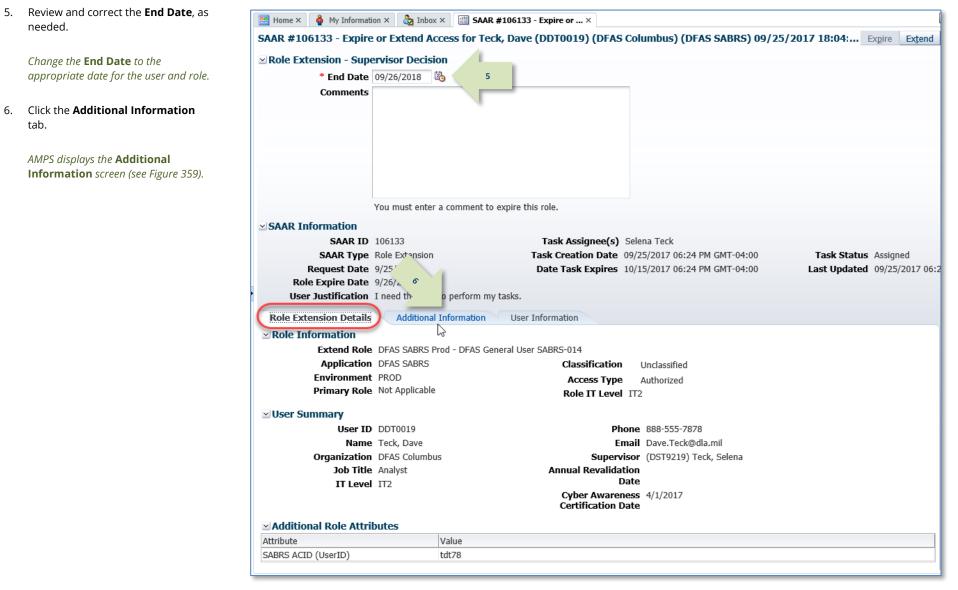


Figure 358: Role Extension - Supervisor Decision - Role Expiration Details

6.

History.

8.

7. On the **Additional Information** 📰 Home × 🛛 🍦 My Information × 🖓 Inbox × 🔠 SAAR #106133 - Expire or ... × screen, note the SAAR Approval SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30... Expire Extend Role Extension - Supervisor Decision \* End Date 09/26/2018 🖄 *This portion of the* **Supervisor** Comments **Decision** screen stores a record and all comments for the user and all approvers. AMPS adds comments and other information after each approval step is completed. Click the User Information tab. You must enter a comment to expire this role. SAAR Information AMPS displays the **User Information** SAAR ID 106133 Task Assignee(s) Selena Teck screen (see Figure 360). SAAR Type Role Extension Task Creation Date 09/25/2017 06:24 PM GMT-04:00 Task Status Assigned Request Date 9/25/2017 ()ate Task Expires 10/15/2017 06:24 PM GMT-04:00 Last Updated 09/25/2017 06:24 F ቆ Role Expire Date 9/26/2017 User Justific Non Lneed this role to perform my tak Role Exter Additional Information **User Information** 7 22 SAAR Approval story Approval Type First Name Last Name Email Activity Date Outcome Comments Phone Number SU USER Dave Teck Dave.Teck@dla... 888-555-7878 9/25/2017 EXTEND I need this role ...

#### Figure 359: Role Extension - Supervisor Decision - Additional Information

9. In the User Information screen, 📰 Home 🛪 🍦 My Information 🗴 🛛 🇞 Inbox 🗴 📑 SAAR #106133 - Expire or ... 🗴 review the user's account, contact, SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30 EDT 11 organization, and supervisor \* Extension - Supervisor Decision \* End Date 09/26/2018 information. Current Roles and 10 mments Approved by the supervisor. Pending Requests are provided for additional review. 10. As an option, enter text in the You must enter a comment to expire this role Comments area. SAAR Information SAAR ID 106133 Task Assignee(s) Selena Teck Comments are not required to extend a SAAR Type Role Extension Task Creation Date 09/25/2017 06:24 PM GMT-04:00 Task Status Assigned role. Text in the **Comments** area is Last Updated 09/25/2017 06:24 PM GMT-04:00 Request Date 9/25/2017 Date Task Expires 10/15/2017 06:24 PM GMT-04:00 Role Expire Date 9/26/2017 required ONLY to activate the Expire User Justification I need this role to perform my tasks Role Extension Details Additional Information User Information button if you want to allow this user's 9 User Account Information access to expire. User ID DDT0019 Account Status Active User Type Civilian First Name Dave Grade GS-12 Middle Name Seville Citizenshin US Last Name Teck However, AMPS maintains a record of EDIPI/UPN Email Dave.Teck@dla.mil approver comments in the SAAR Title Analyst Cyber Awareness Certification Date 04/01/2017 Approval History table, located on Annual Revalidation Date the Additional Information screen, User Contact Information Official Telephone 888-555-7878 Office/Cube INFORMATION OPERATIONS after each approval stage is completed. Official Fax Street 8000 JEFFERSON DAVIS DSN Phone HIGHWAY PO Box DSN Fax Mobile City Richmond 11. Click **Extend** to send the SAAR to the State Virginia Postal Code 23297-5002 Security Officer for approval of the Country UNITED STATES extension request. Organization Supervisor Organization Name DEAS Columbus Name Selena Teck Security Officer(s) HD Smith (MHD7777 User ID DST9219 Albert Soff (DAN0013) Title Analyst AMPS saves the response to the SAAR Charles Soff (DCS9809) Organization DEAS Columbus IA Officer(s) CB Smith (DCB7777) Email Selena.Teck@dla.mil record, closes the decision screen, and Albert Soff (DAN0013) Phone 888-555-1212 Brad Inao (DBI0001) returns the display to the My Tasks Current Roles Environment Role Type Current Roles Application > DFAS PROMPT PAY PROD - VIEW ONLY PRPY-007 DATA OWNER DFAS Prompt Pay PROD DO > DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 DFAS SABRS PROD USER USER DFAS SABRS Prod - DFAS General User SABRS-014 DFAS SABRS PROD Pending Requests Current Approver Request Expire Date Last Activity Date SAAR ID SAAR Type Role Name Status Date Note: 106133 Role Extension DFAS SABRS Prod - DFAS General User SABRS-014 PENDING APPRO... Supervisor 9/25/2017 10/15/2017 9/25/2017

Figure 360: Role Extension - Supervisor Decision - User Information

decision.

tab.

The comment provided is for illustration purposes only. Please enter specific content related to the AMPS Supervisor role extension

- 12. **OPTIONAL:** Follow these steps to view the completed decision screen, as needed:
  - In the Search field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** drop-down box, click either **Completed** or **Any**. *AMPS automatically searches for and displays the matching SAAR*.
  - c. Click the SAAR title to review the SAAR decision screen (not shown).

			12a	12b		
🔠 Home	× 🍦 My Infor	mation × 🏼 🏠 Inbox ×	120	110	/	
Views	-	My Tasks(1) 🔻 🥒	106133	🔍 🔻 Me & My Group All 🔍 Any	V 📑 V	
		Title			Number Creator	Assigned
	12c			k, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09	/25/2017 841931	Sep 25, 2017 6
Inbox	/	- Im	)			
Му Та	asks					
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Past V	Veek					
Past N	fonth					
Past C	Quarter					
Manu	al Provisioning					
My St	aff Tasks					
New 1	Fasks					
Pendi	ng Approvals					
		<				>

#### Figure 361: My Tasks - Completed Role Extension SAAR

 Following the Supervisor's approval of an extension request, the user receives an email notification indicating the outcome of the Supervisor's decision.
 (A sample is shown at right.) Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT Body: The Supervisor has completed an approval for SAAR #106133.

The outcome for this task is APPROVE.

13

14

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

14. Following the Supervisor's approval of an extension request, the user also receives an email notification indicating that AMPS has forwarded the role extension request to the Security Officer, and the request awaits a decision from a Security Officer.

(A sample is shown at right.)

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT Body: SAAR #106133 is awaiting Security Officer approval.

This request was submitted in AMPS on 09/25/2017 18:04:31 EDT.

No action is required from you at this time.

This task expires on 10/15/2017 20:55:34 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# External Supervisor Approval: External User's Extension Request

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Supervisor within 20 days.



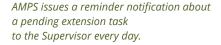
**Body:** SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval. This request to extend DFAS DCMS Prod - DSK Air Force Approval DE-DAO (380100) Foreign National DSK-027 was submitted in AMPS on 09/26/2017 08:56:31 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by

Subject: Action Required: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

#### Please visit AMPS at this URL:

https://dla.servicenowservices.mil/sp?id=index



https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=6304%3A7U10WnXUR3X8BtmFlAluMulsl%2FGv5Tk9vIJfYWH1z3Y%3D

Sample Supervisor Notification: Extension of a Role

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/16/2017 14:50:45 EDT.

calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at

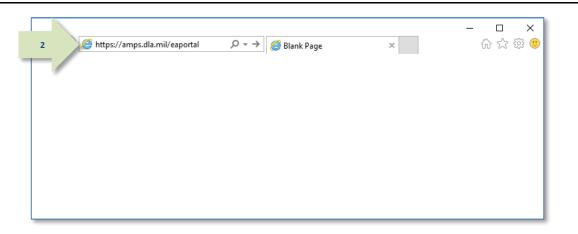
Note:

The URL provided in the sample notification is a sample link. To ensure the correct result, obtain the correct URL from the actual email message.

# 2. **Copy the URL** from the email notification to a browser and press **Enter**.

Acknowledge the **Consent to Monitoring** *if it is displayed (not shown).* 

AMPS displays the **AMPS Approval Work Queue**. This screen lists all approval tasks currently assigned to the specific Supervisor (see Figure 363).



#### Figure 362: External Role Extension Approval – Email Link

3. In the **Approval Action** column, locate the SAAR for the role extension identified in the email notification.

You can verify the correct SAAR by its number and user data.

4. Click the SAAR entry to start the approval process.

AMPS launches the **Supervisor Decision** screen (see Figure 364).

3

AMPS Approval Work Queue		Log
CUI		
Approval Requests		
Approval Action	Approval Request Date	Approval Request Expires
SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCM	9/27/2017	10/17/2017
SAAR #106109 Request User Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS SABRS	9/21/2017	10/11/2017

Figure 363: Role Extension Approval – Approval Work Queue

5. Ensure the **End Date** has the appropriate extension period defined. Alter this date as needed, up to 365 days from the current date.

If you enter a date more than 365 days from the current date, AMPS will alert you with an error message. You will not be able to submit the approval until the date in this field is within the 365-day limit.

6. Click the **Additional Information** tab.

AMPS displays the **Additional Information** screen (see Figure 365).

Account Manage	ment and Provisioning	J System (AMPS)		AMPSEXTERNALSERVICE 9
		C	UI	
Re Sytension - Exte	rnal Supervisor Decision			Cancel Expire Exten
5 * End Date				
Comments	05/2//2010			
	You must enter a comment to	evnire this role		
SAAR Information				
SAAR ID	106142	Task Assignee(s) za	rdoz.super@email.com	
	Role Extension		27/2017 02:51 PM GMT-04:00	Task Status Assigned
Request Date			17/2017 02:51 PM GMT-04:00	Last Updated 09/27/2017 02:51 PM GMT-04:00
Role Expire Date				
-	I need this role to perform my	tasks.		
		SVL8kurnFfKFRLXZOa2bk0rDM%3D	)	
Approver First Name	7prdoz		doz.super@email.com	
Approver Last Name	b	Approver Phone 88		
		Approver Hone 00	0.000 ////	
Role Extension Details	Additional Information	User Information		
Role Information	2			
Extend Role	DFAS DCMS Prod - DSK Air F	orce Approval DE-DAO (380100) Fo	reign National DSK-027	
Application		Classification	Unclassified	
Environment		Access Type	Authorized	
Primary Role		Role IT Level II		
✓ User Summary				
	EZF0023	Phone	e 888-555-1212	
	Fitzgerald, Zorba		zfitz@mail.com	
Organization		External Superviso	-	
Job Title		External Superviso	(zardoz.super@email.com)	
IT Level		Cyber Awarenes Certification Date		
Additional Role Attril	outes			
Attribute	Value			
DCMS DSK DE-DAO (38010)	0) SITE CODES 16			
DCMS DSK USERID	New User			
ZKA Site IDC	000015 00			
ZPA Site IDC	EPAASN 00			
Requestor Information This SAAR was generated au				

Figure 364: Role Extension – External Supervisor Decision – Role Extension Details

AMPSEXTERNALSERVICE

7. On the Additional Information screen,  $\sim$ Account Management and Provisioning System (AMPS) note the SAAR Approval History. *This portion of the* **External Supervisor Decision** screen stores a record and all comments for the user and all approvers. AMPS adds comments and other information after each approval step is completed. Click the **User Information** tab. AMPS displays the **User Information** screen (see Figure 366).

	ment and Provisio	ing official (it					AMPSEXTERNALSERVICE
			CUI	I			
Role Extension - Exte	rnal Supervisor Decis	ion					Cancel Expire Exte
	09/27/2018						
Comments	05/27/2020						
comments							
	You must enter a comme	nt to expire this role.					
SAAR Information	10(110						
SAAR ID			k Assignee(s) zardo				
	Role Extension		reation Date 09/27			Task Status	
Request Date	9/26/2017	Date	Task Expires 10/17	/2017 02:51 PM (	GMT-04:00	Last Updated	09/27/2017 02:51 PM GMT-04:
Role Expire Date	9/27/2017						
User Justification	I need this role to perform	m my tasks.					
	5318%3AMiA70qfGYbx5j		XZOa2bk0rDM%3D				
Approver First Name			prover Email zardo	z supor@omail.co			
			prover Phone 888-5		////		
Approver Last Name	Super	AUL	brover Phone 000-	000-////			
Approver Last Name Role Extension Details	Super Additional Informati			55-777			
C	Additional Informat			555-7777			
Role Extension Details <b>≤ SAAR Approval Histo</b> Approval Type	Additional Informat	on User Inform		Phone Number	Activity Date	Outcome	Comments
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details <b>≤ SAAR Approval Histo</b> Approval Type	Additional Informati	on User Inform	ation				
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
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Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		Comments I need this role to perform my t
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
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Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		
Role Extension Details SAAR Approval Histo Approval Type ESU	Additional Information	Last Name	ation Email	Phone Number	9/27/2017		

#### Figure 365: Role Extension - External Supervisor Decision - Additional Information

8.

- 9. In the User Information screen, check the user's Current Roles and Pending Requests.
- *10.* As an option, enter text in the **Comments** text area to clarify the extension decision.

Comments are not required to extend a role. Text in the **Comments** area is required ONLY to activate the **Expire** button, if you want to allow this user's access to expire.

However, AMPS maintains a record of approver comments in the SAAR Approval History table, located on the Additional Information screen, after each approval stage is completed.

The comment provided is for illustration purposes only. Please enter specific content related to the AMPS Supervisor role extension decision.

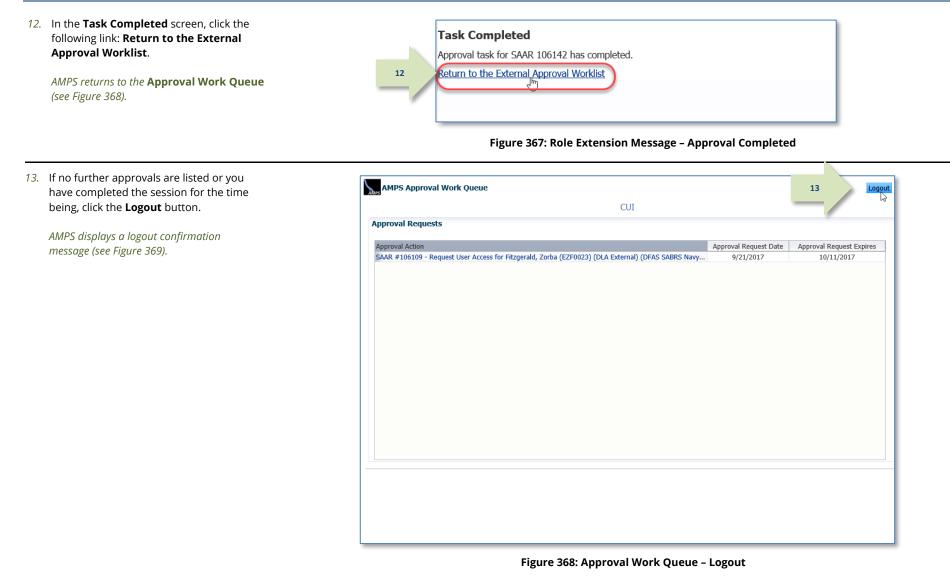
11. Click **Extend** to send the SAAR to the next approver.

AMPS saves the response to the SAAR record, closes the decision screen, and displays a completion message (see Figure 367).

9

Account Manage	ement and Pr	ovisioning S	ystem (AMPS)					AMPS	SEXTERNALSER
				CUI					
I le Extension - Exte	ernal Superviso	r Decision							11
	09/27/2018								$- \Lambda$
			d by the user's Superv	sor.					
· ·									
_	You must enter a	comment to exp	ire this role.						
SAAR Information									
SAAR ID				e(s) zardoz.super@email.com	Taala Chataa	Antinual			
	Role Extension			Date 09/27/2017 02:51 PM GMT-04:00	Task Status	-			
Request Date			Date Task Exp	ires 10/17/2017 02:51 PM GMT-04:00	Last Updated	09/27/2017 02	2:51 PM GMT-04:00	)	
Role Expire Date									
User Justification									
		fGYbx5jojT5ISVL	8kurnFfKFRLXZOa2bk0						
Approver First Name				mail zardoz.super@email.com					
Approver Last Name	Super		Approver Pl	ione 888-555-7777					
Role Extension Details	Additional Info	rmation Us	er Information						
User Account Inform	nation								
	User ID EZ	F0023	A	count Status Active					
	First Name Zo	rba		User Type Civilian					
1	Middle Name			Grade GS-12					
	Last Name Fit	zgerald		Citizenship US					
	EDIPI/UPN								
	Email zfi	tz@mail.com							
	Title An	alyst							
Cyber Awareness Certif	fication Date 04	/01/2017							
User Contact Inform	ation								
Official Telepho			OF	fice/Cube 8/8/1980					
Official F				Street 789 Forlorn Street					
DSN Pho				PO Box					
DSN F				City Richmond					
Mob	ile			State Virginia					
			Po	stal Code 23200					
				Country UNITED STATES					
External Superviso	r	External Se	curity Officer	External Authorizing Official					
Email zardoz.sup			orro.soff@email.com	Email zenda.eao@email.com					
First Name Zardoz		First Name 2		First Name zenda					
Last Name Super		Last Name S		Last Name eao					
Phone 888-555-7	777		on 88-555-4561	Phone 888-555-6666					
Current Roles	***	Filone o	1011	FIGHE 000 333-0000					
Current Roles						Application		Environn	nent Role Type
DFAS DCMS Prod - DSK	Air Force Approva	DE-DAO (38010	00) Foreign National DS	ik-027		DFAS DCMS		PROD	USER
> DFAS SABRS Prod - HQM						DFAS SABRS		PROD	USER
DFAS SABRS Prod - MC	General User SAB	RS-001				DFAS SABRS		PROD	USER
Pending Requests									
AAR ID SAAR Type	Resource(s)				Stat	tus	Current Approver	Request	Expire Date Date
06142 Role Extension	DFAS DCMS Prod	- DSK Air Force	Approval DE-DAO (380	100) Foreign National DSK-027	PEN	IDING APPRO	External Super	9/26/2017	10/17/2017 9/22
	DFAS SABRS Proc					IDING APPRO	User	9/26/2017	10/26/2017 9/26
			md Line SABRS-005			KETED	Provisioner	9/25/2017	9/25
			ROSCOE NAVY-013			IDING APPRO	External Super	9/21/2017	10/11/2017 9/21

Figure 366: Role Extension - External Supervisor Decision - User Information



14. After viewing the logout confirmation,

Supervisor's approval step is complete.

you can close the browser. The

14

AMPS Approval System You have been logged out of the AMPS Approval System. Please use the URL provided in your email notification to return to this system and perform any additional approvals. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index Figure 369: AMPS Approval System - Logout Confirmed Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 15. Following the Supervisor's approval of an 08:56:31 EDT extension request, the user receives an Body: The External Supervisor has completed an approval for SAAR #106142. email notification indicating the outcome of the Supervisor's decision. (A sample is shown at right.) The outcome for this task is APPROVE. 15 AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 16. Following the Supervisor's approval of an 08:56:31 EDT extension request, the user also receives Body: SAAR #106142 is awaiting External Security Officer approval. an email notification indicating that 16 AMPS has forwarded the role extension request to the Security Officer, and the This request was submitted in AMPS on 09/26/2017 08:56:31 EDT. request awaits a decision from the No action is required from you at this time. External Security Officer. (A sample is shown at right.) This task expires on 10/16/2017 16:01:04 EDT. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Edit View Favorites Tools Help

File

🧉 https://ampst.use2.ad.dla.mil/eap 🔎 = 🔒 C 🛛 🙋 AMPS Approval System

# Security Officer Approval: Internal User's Extension Request

The Security Officer approval of an extension is required for each DFAS request. Some DLA requests may require a Security Officer approval, but most are either bypassed or automatically approved. See the section entitled **Security Officer: Internal Users** in this user guide for more information.

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Security Officer within 20 days.

AMPS issues a reminder notification about a pending role extension task to the Security Officer every day.

## Sample Security Officer Notification: Extension of a Role

Subject: Action Required: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

**Body:** SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval. This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 20:55:34 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **Inbox** screen and the **My Tasks** view for the current user (see Figure 371).

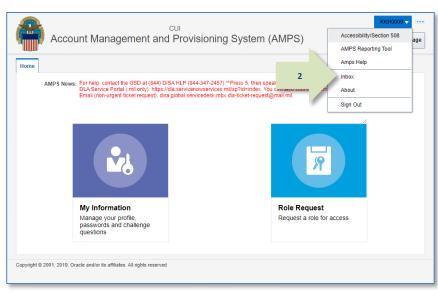


Figure 370: Role Extension Approval - User ID Dropdown Menu - Inbox Command

3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** field.

You can verify the correct SAAR by its number.

4. Click the SAAR **Title** to start the decision process.

AMPS opens the **Role Extension Security Officer Decision** screen (see Figure 372).

	🔡 Home × 🛛 🏠 Inbox	×			×
	Views	-#	My Tasks(2) 🔻 🥖 Me & My Group All 🔍 Assigned	~	»
		- Va	Title	ber Creator	
		3	SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09, 8419	32	
	Inbox		SAAR 106131 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09, 8419	24	
	My Tasks (2)				
	Views		N		
	Due Soon				
۲	High Priority				
	Past Day				
	Past Week				
	Past Month				
	Past Quarter				
	Manual Provisioning				
	My Staff Tasks				
	New Tasks				
	Pending Approvals				
			<		>

Figure 371: Role Extension Approval – Inbox – My Tasks

- 5. Enter or select data in the following areas:
  - a. **IT Level:** select the user's IT level.
  - b. **Clearance Level:** select the user's current Clearance Level.
  - c. **Type of Investigation:** select the most recent investigation type applicable to the current Clearance Level.
  - d. **Date of Investigation:** enter or select the user's most recent clearance investigation date.
  - e. Security Review Flag: change this option to Flagged for Review if you do not want any requests from a DLA user to bypass the Security Officer. This flag does not affect DFAS users.

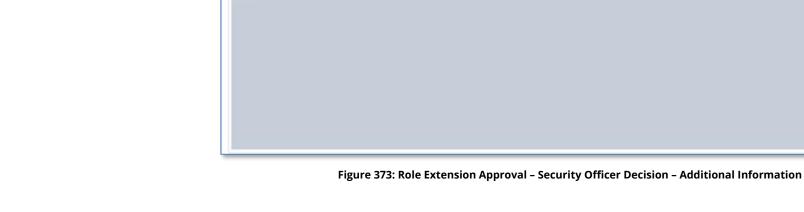
5

6. Click the **Additional Information** tab.

AMPS displays the Additional Information screen (see Figure 373).

AR #106133 - Expire					
out wrootses Expire	or Extend Access for Tec	k, Dave (DDT0019) (DFAS Columbus) (DFA	S SABRS) 09/25/	/2017 18:04:30 EDT Egg	ire Ed
Role Extension - Secu	rity Officer Decision				
	09/26/2018				
Comments	estreirere 40				
connents					
	Variant askers a community	evolve this rate			
	You must enter a comment to	expire this role.			
SAAR Information					
SAAR ID		Task Assignee(s) DFAS COLUMBUS SI			
	Role Extension	Task Creation Date 09/25/2017 08:55 P		Task Status Assigned	
Request Date		Date Task Expires 10/15/2017 08:55 P	M GM1-04:00	Last Updated 09/25/2017 08:55 PM GMT-04	:00
Role Expire Date	9/20/2017 I need this role to perform my	turks			
Security Information					
* IT Level IT2	<b>v</b>	* Type of Investigation SSBI	~	* Security Review Flag Flagged for Re	view
		Type of Investigation SSBI     SDate of Investigation 04/01/2014	1.000	* Security Review Flag Flagged for Re	view
* IT Level IT2			1.00	Security Review Flag Flagged for Re	view
The Level IT2     Clearance Level Second	ret Additional Information	Date of Investigation 04/01/2014	1.00	* Security Review Flag Flagged for Re	Mew
* IT Level IT2 * Clearance Level Sec Role Extension Details Role Information	Additional Information	Date of Investigation 04/01/2014 User Information	1.00	* Security Review Flag Flagged for Re	view
TT Level 172     Clearance Level Sec Role Extension Details Role Information Extend Role	Additional Information	Date of Investigation 04/01/2014 User Information meral User SABRS-014	1.00	* Security Review Flag Flagged for Re	wew
* IT Level IT2 * Clearance Level Sec Role Extension Details Role Information	Additional Information	Date of Investigation 04/01/2014 User Information meral User SABRS-014 Classification Unclassified	1.00	Security Review Flag Flagged for Re	view
TT Level 172     Clearance Level Sec Role Extension Details Role Information Extend Role Applicatic	Additional Information	Date of Investigation 04/01/2014 User Information eral User SABRS-014 Classification Unclassified Access Type Authorized	1.00	Security Review Flag Flagged for Re	New
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Application Environmen Primary Role	Additional Information	Date of Investigation 04/01/2014 User Information meral User SABRS-014 Classification Unclassified	1.00	Security Review Flag Flagged for Re	New
• IT Level 172 • Clearance Level Sec Role Extension Details Role Information Extend Role Application Environments Primary Role User Summary	Additional Information	Date of Investigation 04/01/2014 User Information meral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2	1.00	Security Review Flag Flagged for Re	New
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicatie Environmen Primary Role User Summary User ID	Additional Information S Prod - DFAS Ger S Applicable DDT0019	Date of Investigation 04/01/2014 User Information  Meral User SABRS-014      Classification Unclassified     Access Type Authorized     Role IT Level IT2  Phone 888-555-7878	4 0	Security Review Flag Flagged for Re	New
* IT Level IT2 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicativ Environmen, Primary Role User Summary User ID Name	Additional Information S Prod - DFAS Ger S Applicable	Date of Investigation 04/01/2014 User Information Meral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@d8	4 Co	Security Review Flag Flagged for Review Flag	view
* IT Level 112 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicatic Environmes, Primary Role User Summary User ID Name Organization	Additional Information	Date of Investigation 04/01/2014 User Information  heral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@dl Supervisor (DST9219) Tec	4 Co	* Security Review Flag Flagged for Re	New
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicatic Environmen, Primary Role User Summary User ID Name Organization Job Title	Additional Information	Date of Investigation 04/01/2014 User Information Meral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@d8	4 Co	Security Review Flag Flagged for Re	view
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Application Environmen, Primary Role User Summary User ID Name Organization Job Title IT Level	Additional Information	Date of Investigation 04/01/2014 User Information  heral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@dl Supervisor (DST9219) Tec Annual Revalidation 7/9/2018 Date Cyber Awareness 4/1/2017	4 Co	Security Review Flag Flagged for Re	view
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicatic Environmen, Primary Role User Summary User ID Name Organization Job Title	Additional Information	Date of Investigation 04/01/2014 User Information  Meral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2  Phone 888-555-7878 Email Dave.Teck@dil Supervisor (DST9219) Tec Annual Revalidation 7/9/2018 Date	4 Co	Security Review Flag Flagged for Re	Mew
* IT Level TT2 * Clearance Level Sec Role Extension Details Role Information Extend Role Applicatic Environmen, Primary Role User Summary User ID Name Organization Job Title IT Level EDIPI/UPN	Additional Information	Date of Investigation 04/01/2014 User Information  heral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@dl Supervisor (DST9219) Tec Annual Revalidation 7/9/2018 Date Cyber Awareness 4/1/2017	4 Co	Security Review Flag Flagged for Re	Mew
* IT Level 172 * Clearance Level Sec Role Extension Details Role Information Extend Role Application Environmen, Primary Role User Summary User ID Name Organization Job Title IT Level	Additional Information	Date of Investigation 04/01/2014 User Information  heral User SABRS-014 Classification Unclassified Access Type Authorized Role IT Level IT2 Phone 888-555-7878 Email Dave.Teck@dl Supervisor (DST9219) Tec Annual Revalidation 7/9/2018 Date Cyber Awareness 4/1/2017	4 Co	Security Review Flag Flagged for Re	Mew

Figure 372: Role Extension Approval – Security Officer Decision – Role Expiration Details



Home Inbox × SAAR #106133 - Expire or ... ×

Comments

SAAR Information

Security Information

Clearance Level Secret
Role Extension Details

SAAR Approval History

Approval Type

50 SU

USER

7

Role Extension - Security Officer Decision
End Date 09/26/2018 06

SAAR ID 106133

Request Date 9/25/2017 Role Expire Date 9/26/2017

■ IT Level IT2 ∨

SAAR Type Role Extension

User Justification I need this role to perform my tasks.

Additional Information

First Name

Selena

Dave

You must enter a comment to expire this role.

This portion of the **Security Officer Decision** screen stores a record and all comments for the user and all approvers.

8. Click the **User Information** tab.

AMPS displays the **User** Information screen (see Figure 374). Expire Extend

Task Status Assigned

Y

9/25/2017

9/25/2017

Phone Number Activity Date

3

Outcome

APPROVE

EXTEND

Last Updated 09/25/2017 08:55 PM GMT-04:00

Comments

Security Review Flag Flagged for Review

Approved by the supervisor.

I need this role to perform my tasks.

×

SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30 EDT

Task Assignee(s) DFAS COLUMBUS SECURITY OFFICER

Task Creation Date 09/25/2017 08:55 PM GMT-04:00

Date Task Expires 10/15/2017 08:55 PM GMT-04:00

Type of Investigation SS81

Email

User Information

Last Name

Teck

Teck

Date of Investigation 04/01/2014

Selena.Teck@d... 888-555-1212

Dave.Teck@dla... 888-555-7878

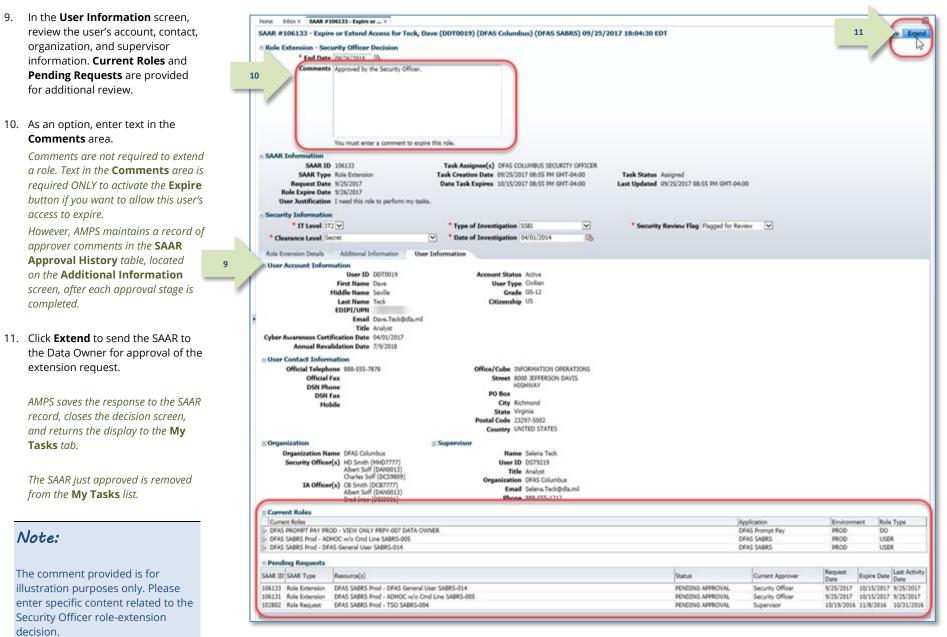


Figure 374: Role Extension Approval - Security Officer Decision - User Information

#### Account Management and Provisioning System (AMPS)

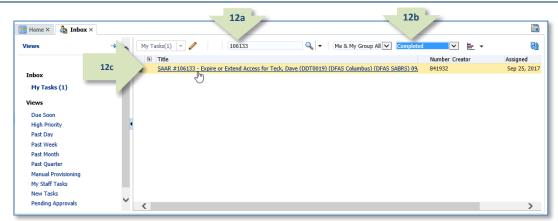
- 12. **OPTIONAL:** Follow these steps to view the completed decision screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.
  - c. Click the SAAR title to review the SAAR decision screen (not shown).

13. Following the Security Officer's

the user receives an email notification indicating the outcome

approval of an extension request,

of the Security Officer's decision. (A sample is shown at right.)



#### Figure 375: Role Extension Approval – Security Officer Post-decision

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT Body: The Security Officer has completed an approval for SAAR #106133.

The outcome for this task is APPROVE.

13

14

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

14. Following the Security Officer's approval of an extension request, the user also receives an email notification indicating that AMPS has forwarded the role extension request to the application Data Owner, and the request awaits a decision from the Data Owner. (A sample is shown at right.)

**Subject:** Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT **Body:** SAAR #106133 is awaiting Data Owner approval.

This request was submitted in AMPS on 09/25/2017 18:04:31 EDT. No action is required from you at this time.

This task expires on 10/15/2017 17:55:02 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# External Security Officer Approval: External User's Extension Request

1

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Security Officer within 20 days. AMPS issues a reminder notification about a pending role expiration task to the Security Officer every day.

## Note:

The URL provided in the sample notification is a sample link. To ensure the correct result, obtain the correct URL from the actual email message.

# 2. Copy the URL from the extension notification to a browser and press **Enter**.

Acknowledge the Consent to Monitoring *if it is displayed (not shown)*.

AMPS displays the **AMPS Approval Work Queue**. This screen lists all currently assigned approval tasks by SAAR number (see Figure 377).

# Sample Security Officer Notification: Extension of a Role

Subject: Action Required: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

Body: SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval.

This request to extend DFAS DCMS Prod - DSK Air Force Approval DE-DAO (380100) Foreign National DSK-027 was submitted in AMPS on 09/26/2017 08:56:31 EDT.

#### Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=0004%3A2N%2FYyFSdZu2S5h14Hu10Jm6en2G1no4LJ8Fyp8s%2BqJs%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/16/2017 16:01:04 EDT.

AMPS provides this message for notification only. Please do not respond to this message If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2 Attps://amps.dla.mil/eaportal	P → → Ø Blank Page	×	- □ × ☆☆☺
~			

Figure 376: External Role Extension Approval – Email Link

3. In the **Approval Action** column, locate the SAAR for the role extension identified in the email notification.

You can verify the correct SAAR by its number.

3

4. Click the SAAR entry to start the approval process.

AMPS may display a **Verify Approver** screen (see Figure 187), unless you have already confirmed you are the user's Security Officer during a previous approval procedure.

Otherwise, AMPS displays the **External Security Officer Decisio**n screen (see Figure 378).

AMPS Approval Work Queue		Logout
CUI		
Approval Requests		
Approval Action	Approval Request Date	Approval Request Expires
SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCM	9/27/2017	10/17/2017

#### Figure 377: Approval Work Queue - Approval Action

- 5. Ensure the following fields have the appropriate entries:
  - IT Level: select the user's IT level.
  - Clearance Level: select the user's current Clearance Level.
  - **Type of Investigation:** select the most recent investigation type applicable to the current Clearance Level.
  - Date of Investigation: enter or select the user's most recent clearance investigation date.
  - Not Flagged for Review: leave this option as is to implement the Security Officer bypass for a DLA user; change this option to Flagged for Review if you do not want any requests from a DLA user to bypass the Security Officer. This flag does not affect DFAS users; all DFAS role requests are submitted for Security Officer review.
- 6. Click the **Additional Information** tab.

AMPS displays the **Additional** Information screen (see Figure 379).

And a second sec	chirchit and i	TOVISIO	ing syste	m (AMPS)			AMPSEXTERNALSERVI
					CUI		
Role Extension - Exte	ernal Security	Officer D	ecision				Cancel Expire E
* End Date	09/27/2018	3					
Comments							
	You must enter	r a commen	t to expire thi	s role.			
SAAR Information							
SAAR ID				Task Assignee(s) zon			
	Role Extension		1	Task Creation Date 09/2			Task Status Assigned
Request Date				Date Task Expires 10/	L//2017 04:01 PM GM	1-04:00	Last Updated 09/27/2017 04:01 PM GMT-04:00
Role Expire Date User Justification		to and one	and backet				
				30na54EX%2F0hj2qSfrk1	0.00		
Approver First Name		eeennoooy	roojni ryoya	Approver Email zon			
Approver Last Name				Approver Phone 888			
reproter case mane				reproter theme cos	1110 1211		
Security Information	6. ()						
Security Information • IT Level III				• Type of Investigat	tion SSBI	~	* Security Review Flag Flagged for Review
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* IT Level IT. * Clearance Level Se Role Extension Details	2 💌 cret			* Date of Investigat			* Security Review Flag Flagged for Review
• IT Level IT. • Clearance Level Se Role Extension Details • Role Information	2 💌 cret Additiona	ß	n User I	Date of Investigat  nformation	lion 04/01/2014	Ø	* Security Review Flag Flagged for Review
• IT Level IT. • Clearance Level Se Role Extension Details • Role Information Extend Role	2 V cret Additiona	ß	n User I	* Date of Investigat	tion 04/01/2014	Ø	* Security Review Flag Flagged for Review
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<ul> <li>TT Level TT.</li> <li>Clearance Level Se</li> <li>Role Extension Details</li> <li>⊂ Role Information</li> <li>Extend Role</li> <li>Application</li> <li>Environme</li> </ul>	Additiona	ß	n User I	* Date of Investigat nformation wal DE-DAO (380100) For Classification Access Type	tion 04/01/2014 eign National DSK-027 Unclassified Authorized	Ø	* Security Review Flag Flagged for Review
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<ul> <li>TI Level III.</li> <li>Clearance Level Se</li> <li>Role Extension Details</li> <li>Role Information Extend Role Application Environme Primary Role</li> <li>User Summary User III Name Organization Job Titk II Level</li> <li>Additional Role Attri Attribute</li> <li>DCMS DSK DE-DAO (2001)</li> </ul>	Additiona Additiona DF Coplicable EZF0023 Fitzgerald, Zor DLA External Analyst ITT2	tod - DSK A rod - DSK A rba Value 16 New User	n User I	* Date of Investigat nformation wal DE-DAO (380100) For Classification Access Type Role IT Level IT: Phone Email External Supervisor Cyber Awareness	eign National DSK-027 Unclassified Authorized 3 * 888-555-1212 I zfitz@mail.com r Super, Zardoz (zardoz.super@email 4/1/2017	8	
<ul> <li>TI Level IT.</li> <li>Clearance Level Se</li> <li>Role Extension Details</li> <li>Role Information Extend Role Application Environme Primary Role</li> <li>User Summary User ID Name Organization Job Title IT Level</li> <li>Additional Role Attri Attribute</li> <li>DCMS DSK DE-DAO (38010)</li> </ul>	Additiona Additiona DF Coplicable EZF0023 Fitzgerald, Zor DLA External Analyst ITT2	tod - DSK A toa Value 16	n User I	* Date of Investigat nformation wal DE-DAO (380100) For Classification Access Type Role IT Level IT: Phone Email External Supervisor Cyber Awareness	eign National DSK-027 Unclassified Authorized 3 * 888-555-1212 I zfitz@mail.com r Super, Zardoz (zardoz.super@email 4/1/2017	8	

Figure 378: Role Extension - External Security Officer Decision - Role Extension Details

7. On the Additional Information Account Management and Provisioning System (AMPS) AMPSEXTERNALSERVICE O screen, note the SAAR Approval CUI History. Role Extension - External Security Officer Decision Cancel Expire Extend *This portion of the* **External Security** \* End Date 09/27/2018 🖄 **Officer Decision** screen stores a record Comments and all comments for the user and all approvers. Click the **User Information** tab. AMPS displays the User Information You must enter a comment to expire this role. screen (see Figure 380). SAAR Information SAAR ID 106142 Task Assignee(s) zorro.soff@email.com SAAR Type Role Extension Task Creation Date 09/27/2017 04:01 PM GMT-04:00 Task Status Assigned Request Date 9/26/2017 Date Task Expires 10/17/2017 04:01 PM GMT-04:00 Last Updated 09/27/2017 04:01 PM GMT-04:00 Role Expire Date 9/27/2017 User Justification I need this role to perform my tasks. Approver ID 3890%3A90ZQadwNooUyIGBj47Ty6g2a3Ona54EX%2FOhj2qSfrkI%3D Approver First Name Zorro Approver Email zorro.soff@email.com Approver Last Name Soff Approver Phone 888-555-4561 Security Information  $\mathbf{\sim}$ \* IT Level IT2 🗸 \* Type of Investigation SSBI \* Security Review Flag Flagged for Review  $\sim$ 120 \* Clearance Level Secret \* Date of Investigation 04/01/2014 Role Extension Details Additional Information User Information 2 7 SAAR Approval History Approval Type First Name Last Name Phone Number Activity Date Outcome Comments Email ESO 9/27/2017 ESU Zardoz Super zardoz.super@... 888-555-7777 9/27/2017 APPROVE Role extension request is approved by the us. USER Zorba Fitzgerald zfitz@mail.com 888-555-1212 9/27/2017 EXTEND I need this role to perform my tasks.

#### Figure 379: Role Extension - External Security Officer Decision - Additional Information

8.

- In the User Information screen, review the user's account, contact, organization, and supervisor information. Current Roles and Pending Requests are provided for additional review.
- 10. As an option, enter text in the **Comments** area.

Comments are not required to extend a role. Text in the Comments area is required ONLY to activate the **Expire** button, if you want to allow this user's access to expire.

However, AMPS maintains a record of approver comments in the SAAR Approval History table, located on the Additional Information screen, after each approval stage is completed.

11. Click **Extend** to send the SAAR to the Data Owner for approval of the extension request.

AMPS saves the response to the SAAR record, closes the decision screen, and displays a **Task Completed** message (see Figure 381).

# Note:

The comment provided is for illustration purposes only. Please enter specific content related to the Security Officer role-extension decision.

Account Management and Provisioning System	n (AMPS)			AMPSEXTE	RNALSERVICE
We Extension - External Security Officer Decision	CUI			11	
* End Date 09/27/2018					
Comments Role extension approved by the Security	Officer				
You must enter a comment to expire this	role.				
SAAR Information					
SAR ID 106142	Task Assignee(s) zono.soff@email.com				
	ask Creation Date 09/27/2017 04:01 PM GMT-04:00	Task Status Assigned			
	Date Task Expires 10/17/2017 04:01 PM GMT-04:00	Last Updated 09/27/2017 04:01 PM GMT-	04:00		
Role Expire Date 9/27/2017 User Justification I need this role to perform my tasks. Approver ID 3890%3A9O2QadwtlocUy108j47Ty6g2a1 Approver First Name Zomo					
Approver Last Name Soff	Approver Phone 888-555-4561				
Security Information					
* IT Level IT2 V	* Type of Investigation SS8:	* Security Review Flag Flagged for	Review V		
* Clearance Level Secret	* Date of Investigation 04/01/2014				
9 Last Name Fitzgerald EDIPI/UPN Email sftz@mail.com Title Analyst yber Awareness Certification Date 04/03/2017	Grade 05-12 Citizenship US				
User Contact Information					
Official Telephone 888-555-1212	Office/Cube 8/8/1980				
Official Fax DSN Phone	Street 789 Forlom Street PO Box				
DSN Phone DSN Fax	City Richmond				
Mobile	State Virginia				
- water	Postal Code 23200				
	Country UNITED STATES				
External Supervisor					
Email zardoz.super@email.com Email zorro.sof					
First Name Zardoz First Name Zorro	First Name zenda				
Last Name Super Last Name Soff	Last Name eao				
Phone 000 666 3333 Phone 600 666					
Current Roles					
Current Roles		Ap	plication	Environment	Role Type
DFAS DCMS Prod - DSK Air Force Approval DE-DAO (380100) Fore	sign National DSK-027	DF	FAS DOMS	PROD	USER
DFAS SABRS Prod - HQMC CTAB SABRS SABRS-002			FAS SABRS	PROD	USER
DFAS SABRS Prod - MC General User SABRS-001		DF	AS SABRS	PROD	USER.
DIAD 24042 MOD - MC ORDERAL ORE 24042-001					
Pending Requests		Status	Current Approver	Request Expire	Date Last Act
Pending Requests AR ID SAR Type Resource(s)	al DE-DAO (380100) Foreign National DSK-027	Status PENDING APPROVAL	Current Approver External Security Officer		e Date Last Act Date

Figure 380: Role Extension - External Security Officer Decision - User Information



#### 14. After viewing the logout confirmation, you can close the browser. The Security Officer's approval step is complete.

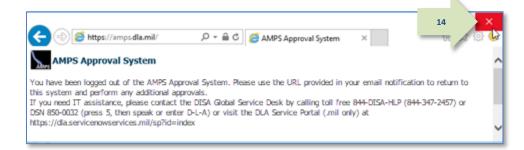


Figure 382: Approval Work Queue - No Pending Approvals

#### Figure 383: AMPS Approval System - Logout Confirmation

 Following the Security Officer's approval of an extension request, the user receives an email notification indicating the outcome of the Supervisor's decision. (A sample is shown at right.) Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

**Body:** The External Security Officer has completed an approval for SAAR #106142.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

**Body:** SAAR #106142 is awaiting External Authorizing Official approval.

This request was submitted in AMPS on 09/26/2017 08:56:31 EDT. No action is required from you at this time.

This task expires on 10/16/2017 19:01:51 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

16. Following the Security Officer's approval of an extension request, the user also receives an email notification indicating that AMPS has forwarded the role extension request to the External Authorizing Official, and the request awaits a decision from the External Authorizing Official.

(A sample is shown at right.)



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# External Authorizing Official: External Users Only

#### **Option for Certain Roles**

AMPS requires all external users to enter the email address of an External Authorizing Official (EAO). The EAO is responsible for reviewing requests for roles or extensions of roles that require this extra approval step.

If you are an EAO, AMPS notifies you by email that a request awaits your action. Follow the steps in this section to review the role extension request and either approve or reject the request.

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the External Authorizing Official within 20 days.

AMPS issues a reminder notification about a pending role expiration task to the EAO every day.

#### Note:

The URL provided in the sample notification is a sample link. To ensure the correct result, obtain the correct URL from the actual email message.

2. Copy the URL from the extension notification to a browser and press **Enter**.

Acknowledge the **Consent to Monitoring if** it is displayed (not shown).

AMPS displays the AMPS Approval Work Queue. This screen lists all currently assigned approval tasks by SAAR number (see Figure 385).



Subject: Action Required: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 08:56:31 EDT

Body: SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) has been submitted for approval.

This request to extend DFAS DCMS Prod - DSK Air Force Approval DE-DAO (380100) Foreign National DSK-027 was submitted in AMPS on 09/26/2017 08:56:31 EDT.

Please visit AMPS at this URL:

https://amps.dla.mil/eaportal/faces/adf.task-flow?adf.tfld=eaportal-flow&adf.tfDoc=/WEB-INF/eaportal-flow.xml&ApprovalID=0004%3A2N%2FYyFSdZu2S5h14Hu10Jm6en2G1no4LJ8Fyp8s%2BqJs%3D

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/16/2017 16:01:04 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

2 Attps://amps.dla.mil/eaportal/	P → Ø Blank Page	×	- □ × 命☆戀®

Figure 384: External Role Extension Approval - Email Link



3. In the **Approval Action** column, locate the SAAR for the role extension identified in the email notification.

You can verify the correct SAAR by its number.

4. Click the SAAR entry to start the approval process.

AMPS may display a **Verify Approver** screen (see Figure 196), unless you have already confirmed you are the user's External Authorizing Official during a previous approval procedure.

Otherwise, AMPS displays the **External Authorizing Official Decision** screen (see Figure 386).

AMPS Approval Work Queue		Logout
CUI		
Approval Requests		
Approval Action	Approval Request Date	Approval Request Expires
SAAR #106142 - Expire or Extend Access for Fitzgerald, Zorba (EZF0023) (DLA External) (DFAS DCM	9/27/2017	10/17/2017

Figure 385: Approval Work Queue - Approval Action

5

- 5. Review the SAAR information and Role Extension Details.
- 6. Click the **Additional Information** tab.

AMPS displays the **Additional** Information screen (see Figure 379).

		oning System (AMPS)		AMPSEXTERNALSERVIC
		(	CUI	
Role Extension - Exte	ernal Authorizing Offi	icial Decision		Cancel Expire Ext
* End Date	09/27/2018			
Comments				
	You must enter a comm	ent to expire this role.		
SAAR Information				
SAAR ID	106142	Task Assignee(s) ze	nda.eao@email.com	
SAAR Type	Role Extension	Task Creation Date 09	/27/2017 07:02 PM GMT-04:00	Task Status Assigned
Request Date	9/26/2017	Date Task Expires 10	/17/2017 07:02 PM GMT-04:00	Last Updated 09/27/2017 07:02 PM GMT-0
Role Expire Date	9/27/5317			
User Justification	J role to perfor	rm my tasks.		
Approver ID	59. o 🗸 Dz5qee0	ExUZkqlSJ5Wl%2BUihzVZ%2BrR%2B6d%	%2FCPd%2Fc%3D	
Approver First Name	zend	Approver Email ze	nda.eao@email.com	
Approver Last Name	920	Approver Phone 88	0 555 6666	
Approver case manie	Cuo	Approver Phone of	0-333-0000	
Role Extension Details			0000-222-0000	
			8-333-0000	
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Role Extension Details	Additional Informa	tion User Information		
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Role Extension Details → Role Information Extend Role Application Environment Primary Role → User Summary User ID Name Organization Job Title IT Leve → Additional Role Attri Attribute DCMS DSK DE-DAO (38010)	Additional Informa	tion User Information CAir Force Approval DE-DAO (380100) Fo Classification Access Type Role IT Level T Phon Ema External Supervise Cyber Awareness Certification Dat	reign National DSK-027 Unclassified Authorized 73 e 888-555-1212 il zfitz@mail.com rr Super, Zardoz (zardoz.super@email.com) s 4/1/2017	

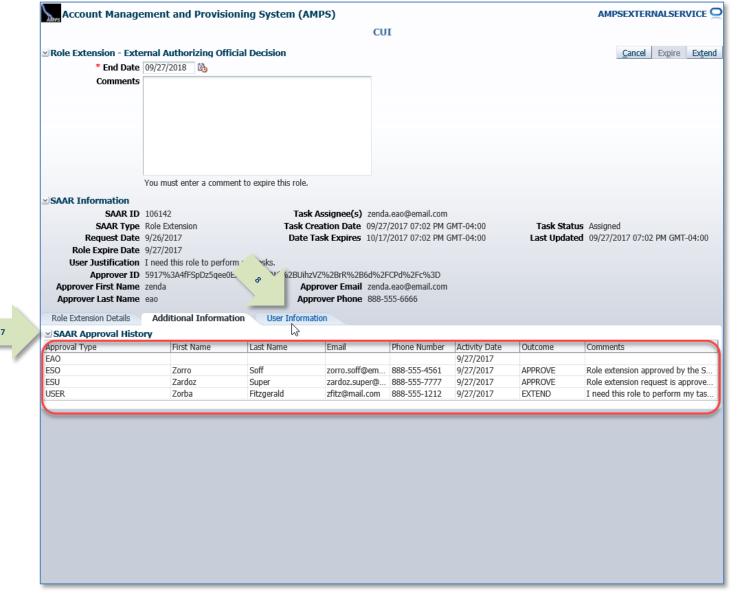
Figure 386: Role Extension – External Security Officer Decision – Role Extension Details

7. In the **Additional Information** screen, note the **SAAR Approval History**.

This portion of the **External Security** Officer Decision screen stores a record of all basic identifying information, outcome, and comments for the user and all approvers to date.

#### 8. Click the **User Information** tab.

AMPS displays the **User Information** screen (see Figure 388).



#### Figure 387: Role Extension – External Security Officer Decision – Additional Information

AMPS User Guide Ver 7.1.1.pdf

- In the User Information tab, review the user's account, contact, organization, and supervisor information. Current Roles and Pending Requests are provided for additional review.
- 10. As an option, enter text in the **Comments** area.

Comments are not required to extend a role. Text in the **Comments** area is required ONLY to activate the Expire button, if you want to allow this user's access to expire.

However, AMPS maintains a record of approver comments in the SAAR Approval History table, located on the Additional Information screen, after each approval stage is completed.

9

#### Note:

The comment provided is for illustration purposes only. Please enter specific content related to the EAO role extension decision.

11. Click **Extend** to send the SAAR to the Data Owner for review of the extension request.

AMPS saves the response to the SAAR record, closes the decision screen, and displays a **Task Completed** message (see Figure 389).

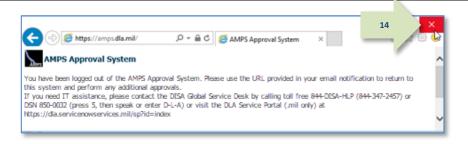
Account Manag	ement and Provision	ing System (AMPS)				AMPS	EXTERNAL	SERVICE
			CUI					
Pole Extension - Ext	ernal Authorizing Officia	al Decision					11	Ext
	09/27/2018							
Comments	Role extension request app	anned by the Esternal Author						
	Official.						Ĩ	
	You must enter a comment	to purpies this role						
	rou musc enter a comment	to expire this role.						
SAAR Information								
SAAR ID			nee(s) zenda.eao@email.com					
	Role Extension		Date 09/27/2017 07:02 PM GMT-04:00	Task Status Assigne				
Request Date		Date Task Ex	cpires 10/17/2017 07:02 PM GMT-04:00	Last Updated 09/27/2	2017 07:02 PM GMT-04:00			
Role Expire Date								
	I need this role to perform							
			rR%2B6d%2FCPd%2Fc%3D					
Approver First Name			Email zenda.eao@email.com					
Approver Last Name	eao	Approver	Phone 888-555-6666					
Role Extension Details	Additional Information	User Information						
User Account Infor	nation							
oser riccount inton	User ID EZF0023		Account Status Active					
	First Name Zorba		User Type Civilian					
	Middle Name		Grade G5-12					
· · · · · ·	Last Name Fitzgerald		Citizenship US					
	EDIPI/UPN		citizensinp 05					
	Email zfitz@mail.c							
	Title Analyst	20						
Cuber Awareness Certi	fication Date 04/01/2017							
-								
User Contact Inform								
	one 888-555-1212	c	Office/Cube 8/8/1980					
Official			Street 789 Forlorn Street					
DSN Pho			PO Box					
DSN			City Richmond					
Mol	bile		State Virginia					
		1	Postal Code 23200					
			Country UNITED STATES					
External Supervise	v Evter	nal Security Officer	External Authorizing Official					
		nail zorro.soff@email.com	Email zenda.eao@email.com					
Email zardoz.su First Name Zardoz		me Zorro.som@email.com	First Name zenda					
Last Name Super		me zorro me Soff	Last Name eao					
Phone 888-555-7		one 888-555-4561	Phone 888-555-6666					
Current Roles	Pli	101 000 JJJ 101	- none 000 555 0000					
Current Roles				And	ication	Environm	ent Role	Type
	Air Force Approval DE-DAO	(380100) Foreign National I	D5K-027		5 DCMS	PROD	USE	
	MC CTAB SABRS SABRS-002	(accesso) i oreign national i			5 SABRS	PROD	USE	
	General User SABRS-001				5 SABRS	PROD	USE	
Pending Requests								
AAR ID SAAR Type	Resource(s)			Status	Current Approve	Request Date	Expire Date	Last Act
06142 Role Extension	DEAS DOMS Prod - DSK Air	Force Approval DE-DAO (39	30100) Foreign National DSK-027	PENDING	APPRO External Author		10/17/2017	
.06136 Role Extension	DFAS SABRS Prod - MC Ger		A 2007 Foreign national DSN-027	PENDING		9/26/2017	10/17/2017	
06114 Role Extension	DFAS SABRS Prod - ADHOO			TICKETED		9/25/2017	20/20/201/	9/25/20
.06109 Role Request	DFAS SABRS Navy PROD - 1				APPRO External Super		10/11/2017	
						-,,		

Figure 388: Role Extension - External Security Officer Decision - User Information



Figure 390: Approval Work Queue - No Pending Approvals

14. After viewing the logout confirmation, you can close the browser. The External Authorizing Official's approval step is complete.



#### Figure 391: AMPS Approval System - Logout Confirmation

- User Documentation: User Guide
- Subject: Notification: SAAR #106142 Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 15. Following the EAO's approval of an 08:56:31 EDT extension request, the user receives an **Body:** The External Authorizing Official has completed an approval for SAAR #106142. email notification indicating the outcome of the EAO's decision. (A sample is shown at right.) 15 The outcome for this task is APPROVE. AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a> Subject: Notification: SAAR #106142 - Expire or Extend Access for Zorba Fitzgerald (EZF0023) (DLA External) (DFAS DCMS) 09/26/2017 16. Following the EAO's approval of an 08:56:31 EDT extension request, the user also receives an email notification indicating that 16 Body: SAAR #106142 is awaiting Data Owner approval. AMPS has forwarded the role extension request to the Data Owner, and the This request was submitted in AMPS on 09/26/2017 08:56:31 EDT. request awaits a decision from an No action is required from you at this time. application Data Owner. (A sample is shown at right.) This task expires on 10/16/2017 07:44:12 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Data Owner Approval: Internal and External Users

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Data Owner within 20 days.

AMPS issues to the Data Owner a reminder notification about a pending role expiration task every day.

## Sample Data Owner Notification: Extension of a Role

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT
 Body: SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval.
 This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 17:55:02 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view and list for the current user (see Figure 393).

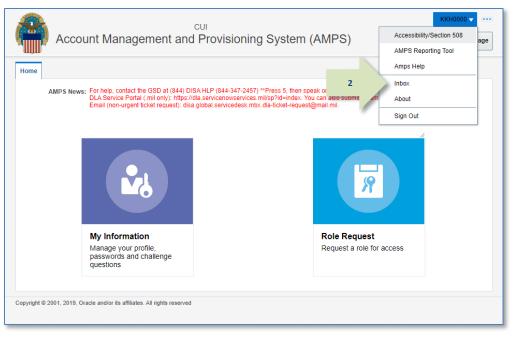


Figure 392: Role Extension Approval - User ID Dropdown Menu - Inbox Command

- 3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** field.
- 4. Click the SAAR **Title** to start the decision process.

AMPS launches the **Role Extension – Data Owner Decision** screen in a separate window (see Figure 394).

	🔡 Home	× 👌 I	nbox ×			×
	Views		-#	My Tasks(2) 🔻 🥒 Me & My Group All 🗸 Assigned 🔍 🗮	•	<u>ଜ</u> ോ
1				🗾 🖻 Title	Number Cre Assigned	
		3		SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30 ED	841991 Sep 27, 2017 5:55 PM	
	Inbox		- /	SAAR #10 - Request User Access for Ritual, Morning (DMR0031) (DLA Information Operations-Richmond-J6) (DFAS ADS) 0	841860 Sep 20, 2017 5:48 PM	
	My Ta Views	asks (2)				
	Due S	ioon		A A		
Þ	High I	Priority				
	Past D	Day				
	Past V					
	Past N					
		Quarter				
		al Provisioni	ing			
		aff Tasks				
	New 1					
	Pendi	ng Approval	ls			
				<		>

Figure 393: Role Extension Approval – Inbox – My tasks

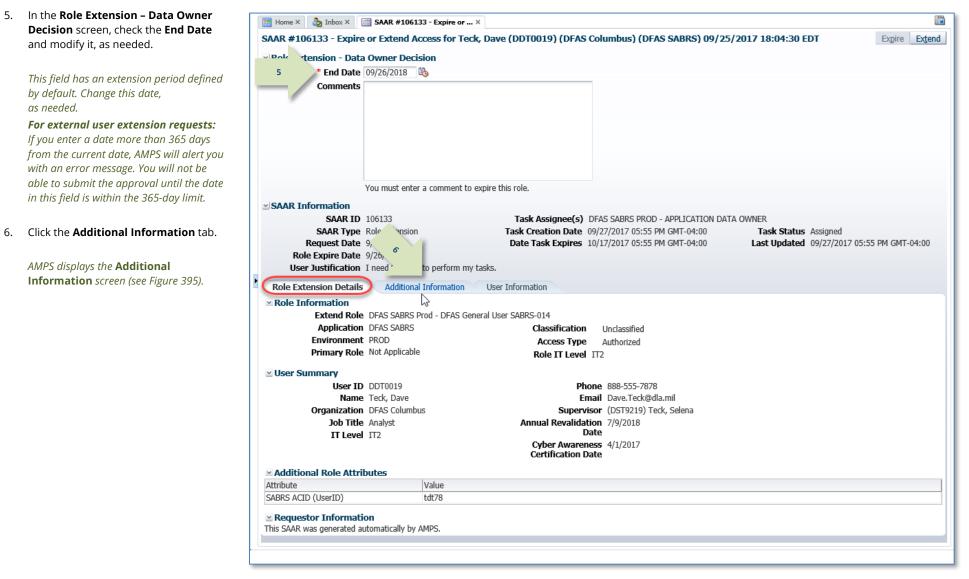


Figure 394: Role Extension Approval - Data Owner Decision - Role Expiration Details

7. The **Additional Information** screen displays SAAR information related to the extension request.

Also note the **SAAR Approval History**, which lists previous approvers, their email addresses, and their comments, if any.

This portion of the **Data Owner Decision** screen stores an approver record, along with all comments entered by the user and approvers.

8. Click the **User Information** tab.

AMPS displays the **User Information** screen (see Figure 396).

Insion - Data Owner Decision Tend Date OVER Sometry Solution Solut
Comments       Vou must enter a comment to expire this role.         Frmation       Task Assignee(s)         SAAR Type       Role Extension         9/25/2017       Pate Task Creation Date         9/25/2017       Pate Task Expires         9/26/2017       Interd this role to perform
You must enter a comment to expire this role.         SARAT D         SAAR ID         106133         Task Assignee(s)         DFAS SABR5 PROD - APPLICATION DATA OWNER         SAAR Type         Role Extension         equest Date         9/25/2017         9/26/2017         9/26/2017         9/26/2017         9/26/2017         1 need this role to perform
SAAR ID       106133       Task Assignee(s)       DFAS SABRS PROD - APPLICATION DATA OWNER         SAAR Type       Role Extension       09/25/2017       Date Task Creation Date       09/27/2017 05:55 PM GMT-04:00       Task Status       Assigned         Betwire Date       9/26/2017       Date Task Expires       10/17/2017 05:55 PM GMT-04:00       Last Updated       09/27/2017 05:55 PM GMT-04:00
SAAR ID       106133       Task Assignee(s)       DFAS SABRS PROD - APPLICATION DATA OWNER         SAAR Type       Role Extension       09/25/2017       Date Task Creation Date       09/27/2017 05:55 PM GMT-04:00       Task Status       Assigned         Betwire Date       9/26/2017       Date Task Expires       10/17/2017 05:55 PM GMT-04:00       Last Updated       09/27/2017 05:55 PM GMT-04:00
SAAR ID       106133       Task Assignee(s)       DFAS SABRS PROD - APPLICATION DATA OWNER         SAAR Type       Role Extension       09/25/2017       Date Task Creation Date       09/27/2017 05:55 PM GMT-04:00       Task Status       Assigned         Betwire Date       9/26/2017       Date Task Expires       10/17/2017 05:55 PM GMT-04:00       Last Updated       09/27/2017 05:55 PM GMT-04:00
SAAR ID       106133         SAAR Type       Role Extension         aquest Date       9/25/2017         by 26/2017       Date Task Expires         10/17/2017 05:55 PM GMT-04:00       Last Updated         09/27/2017 05:55 PM GMT-04:00       09/27/2017 05:55 PM GMT-04:00
SAAR Type Role Extension equest Date 9/25/2017 Expire Date 9/26/2017 Inter Task Creation Date 09/27/2017 05:55 PM GMT-04:00 Date Task Expires 10/17/2017 05:55 PM GMT-04:00 Inter Task Expires 10/17/2017 05:55 PM GMT-04:00 Inter Task Expires 10/17/2017 05:55 PM GMT-04:00
equest Date 9/25/2017 Expire Date 9/26/2017 ustification I need this role to perform Date Task Expires 10/17/2017 05:55 PM GMT-04:00 Last Updated 09/27/2017 05:55 PM GMT-04:00 Last Updated 09
Expire Date 9/26/2017 ustification I need this role to perform
ustification I need this role to perform
ion Details Additional Information User Information
proval History
e   First Name   Last Name   Email   Phone Number   Activity Date   Outcome   Comments
9/27/2017
Charles Soff Charles.Soff.civ 1-777-555-1212 9/27/2017 APPROVE Approved by the Security Office
Dave Teck Dave. Teck@dla 888-555-7878 9/25/2017 EXTEND I need this role to perform my t
Selena Teck Selena.Teck@dla 888-555-1212 9/25/2017 APPROVE Approved by the supervisor. Dave Teck Dave.Teck@dla 888-555-7878 9/25/2017 EXTEND I need this role to perform n

#### Figure 395: Role Extension Approval - Data Owner Decision - Additional Information

9. In the **User Information** tab, review the user's account. contact. 😁 Home × 🏠 Inbox × 📑 SAAR #106133 - Expire or ... × organization, and supervisor 11 SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30 EDT information. Current Roles and Role Extension - Data Owner Decision Pending Requests are provided for End Date 09/26/2018 Comments Approved by the Data Owner. 10 additional review. 10. As an option, enter text in the Comments area. Comments are not required to extend a You must enter a comment to expire this role role. Text in the **Comments** area is SAAR Informatio Task Assignee(s) DFAS SABRS PROD - APPLICATION DATA OWNER required ONLY to activate the Expire SAAR ID 106133 Task Creation Date 09/27/2017 05:55 PM GMT-04:00 Task Status Assigned SAAR Type Role Extension button if you want to allow this user's Last Updated 09/27/2017 05:55 PM GMT-04:00 Request Date 9/25/2017 Date Task Expires 10/17/2017 05:55 PM GMT-04:00 Role Expire Date 9/26/2017 access to expire. User Justification I need this role to perform my tasks. However, AMPS maintains a record of Role Extension Details Additional Information User Information 9 approver comments in the SAAR User Account Information User ID DDT0019 Account Status Active Approval History table, located on the First Name Dave User Type Civilian Middle Name Seville Grade GS-12 Additional Information screen, after Last Name Teck Citizenship US each approval stage is completed. EDIPI/UPN 1286972493 Email Dave.Teck@dla.mil Title Analyst Cyber Awareness Certification Date 04/01/2017 11. Click **Extend** to send the SAAR to the Annual Revalidation Date 7/9/2018 next stage in the approval process. User Contact Information Official Telephone 888-555-7878 Office/Cube INFORMATION OPERATIONS DFAS requests go to the • Street 8000 JEFFERSON DAVIS Official Fax DSN Phone HIGHWAY Information Assurance Officer. PO Box DSN Fax City Richmond Mobile • DLA requests are considered State Virginia Postal Code 23297-5002 complete after the Data Owner's Country UNITED STATES extension approval is complete. Security Information IT Level IT2 Type of Investigation SSBI Clearance Level Secret Date of Investigation 04/01/2014 AMPS saves the response to the SAAR Organization Supervisor record. Organization Name DFAS Columbus Name Selena Teck Security Officer(s) HD Smith (MHD7777) User ID DST9219 AMPS removes the SAAR just approved Albert Soff (DAN0013 Title Analyst Charles Soff (DCS9809) Organization DEAS Columbus from the **My Tasks** list after you click the IA Officer(s) CB Smith (DCB7777) Albert Soff (DAN0013) Email Selena.Teck@dla.mil Refresh button on the My Tasks tab Phone 888-555-1212 Brad Inao (DBI0001) Current Roles page. Current Roles Environmen Role Type Application DEAS DROMPT DAY DROD - VIEW ONLY DRDY-007 DATA OWNER DFAS Prompt Pay PROD DO. DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 DEAS SABRS PROD USER Note: DFAS SABRS Prod - DFAS General User SABRS-014 DEAS SARRS PROD USER Pendina Reauests Request Expire Date Date Last Activit SAAR ID SAAR Type Resource(s) Status Current Approve Date 106133 Role Extension DFAS SABRS Prod - DFAS General User SABRS-014 9/25/2017 10/17/2017 9/27/2017 The comment provided is for illustration PENDING APPRO... Data Owner 106131 Role Extension DEAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005 PENDING APPRO... Security Officer 9/25/2017 10/15/2017 9/25/2017 purposes only. Please enter specific DEAS SABRS Prod - TSO SABRS-004 PENDING APPRO 02802 Role Request Supervisor 10/19/2016 11/8/2016 content related to the Data Owner role

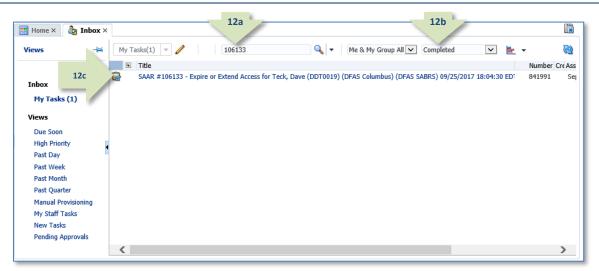
Figure 396: Role Extension Approval – Data Owner Decision – User Information

extension decision.

- 12. **OPTIONAL:** Follow these steps to view the completed decision screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.

AMPS automatically searches for and displays the specified SAAR that matches the search criteria.

- c. Click the SAAR title to review the SAAR decision screen (not shown).
- Following the Data Owner's approval of an extension request, the user receives an email notification indicating the outcome of the Data Owner's decision. (A sample is shown at right.)



#### Figure 397: Role Extension Approval – Data Owner Post-decision

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

Body: The Data Owner has completed an approval for SAAR #106133.

#### The outcome for this task is APPROVE.

13

14

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

14. Following the Data Owner's approval of an extension request, DFAS users also receives an email notification indicating that AMPS has forwarded the role extension request to the Information Assurance Officers, and the request awaits a decision from an IAO.

(A sample is shown at right.)

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

Body: SAAR #106133 is awaiting Information Assurance Officer approval.

This request was submitted in AMPS on 09/25/2017 18:04:31 EDT.

No action is required from you at this time.

This task expires on 10/15/2017 13:04:32 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

## NOTE:

DLA systems do not require an IAO review. After a DLA Data Owner approves a role extension request, the request is considered fully approved.

### IAO Approval: Internal and External Users

#### Note:

DLA system requests do not require an IAO review for internal users.

1

1. Read the extension notification and make note of the SAAR number.

This SAAR number refers to the SAAR that requires a response from the Information Assurance Officer within 20 days.

AMPS issues to the Information Assurance Officer a reminder notification about a pending role expiration task every day.

 After you log in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

> AMPS displays the **Inbox** and the **My Tasks** view for the current user (see Figure 399).

## Sample Information Assurance Officer Notification: Extension of a Role

Subject: Action Required: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT Body: SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) has been submitted for approval. This request to extend DFAS SABRS Prod - DFAS General User SABRS-014 was submitted in AMPS on 09/25/2017 18:04:31 EDT.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/15/2017 13:04:32 EDT.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

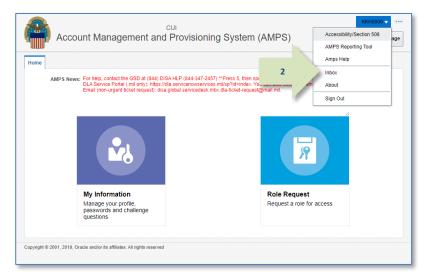


Figure 398: Role Extension Approval – User ID Dropdown Menu – Inbox Command

- 3. In the **My Tasks** list, locate the SAAR for the role extension in the **Title** field.
- 4. Click the SAAR **Title** to start the decision process.

AMPS displays the Role Extension -Information Assurance Officer Decision screen in a separate tab screen (see Figure 400).

	😁 Home ×	🇞 Inbox ×	[	×
	Views	-#	My Tasks(3) 👻 🥖 Me & My Group All 🔽 Assigned 💌 🛓 🗸	2
		N N	🗈 Title Number Creator Ass	sigr
		3		ep 2
	Inbox			ep 2
	My Task	s (3)	E SAA 24 - Request User Access for Das, Bipod (MBD0010) (DFAS Alexandria (Mark Center)) (DFAS ADS) 09/ 841893 Se	ep 2
	Views		0	
1	Due Soon	1		
۲	High Prior	rity 🔒	<u> </u>	
	Past Day			
	Past Wee	k		
	Past Mont	th		
	Past Quar	rter		
	Manual Pr	rovisioning		
	My Staff 1	Tasks		
	New Task	s		
	Pending A	Approvals		
			< >>	

Figure 399: Role Extension Approval – Information Assurance Officer – My Tasks

5. Enter the user's latest <b>Cyber</b>	📴 Home × 🍓 Inbox × 🛗 SAAR #106133 - Expire or ×	
Awareness Certification Date, as	SAAR #106133 - Expire or Extend Access for Teck, Dave (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:30 EDT	Expire Extend
needed.	✓ Role Extension - Information Assurance Officer Decision	
	* End Date 09/26/2018 🔥	
<b>DLA users:</b> an IAO approval is not	Comments	
required.		
1		
<ol><li>Click the Additional Information</li></ol>		
tab.		
_	You must enter a comment to expire this role.	
AMPS displays the Additional 5	* Cyber Awareness Certification Date  4/1/2017	
Information screen (see Figure 401).	≤ SAAR Information	
information screen (see Figure 401).	SAAR ID 106133 Task Assignee(s) DFAS COLUMBUS IAO APPROVER	
	SAAR Type         Role         Extension         Task Creation Date         09/28/2017         01:04 PM GMT-04:00         Task Status         Assigned           Request Date         9/25/2017         Date Task Expires         10/18/2017         01:04 PM GMT-04:00         Last Updated         09/28/2017 0	1.04 DM CMT 04.00
	Request of a second sec	1.04 PM 0M1-04.00
	User Justification I need this role to perform my tasks.	
	Role Extension Details Additional Information User Information	
	≤ Role Information	
	Extend Role D' Prod - DFAS General User SABRS-014	
	Application 6 Classification Unclassified	
	Environmen. Access Type Authorized	
	Primary Role N. Applicable Role IT Level 1T2	
	✓ User Summary	
	User ID         DDT0019         Phone         888-555-7878	
	Name Teck, Dave Email Dave.Teck@dla.mil	
	Organization         DFAS Columbus         Supervisor         (DST9219) Teck, Selena           Job Title         Analyst         Annual Revalidation         7/9/2018	
	IT Level TT2 Date	
	Cyber Awareness 4/1/2017 Certification Date	
	Ceruncation Date	
	✓ Additional Role Attributes	
	Attribute Value	
	SABRS ACID (UserID) tdt78	
	Requestor Information	
	This SAAR was generated automatically by AMPS.	

Figure 400: Role Extension Approval – IAO Decision – Role Expiration Details

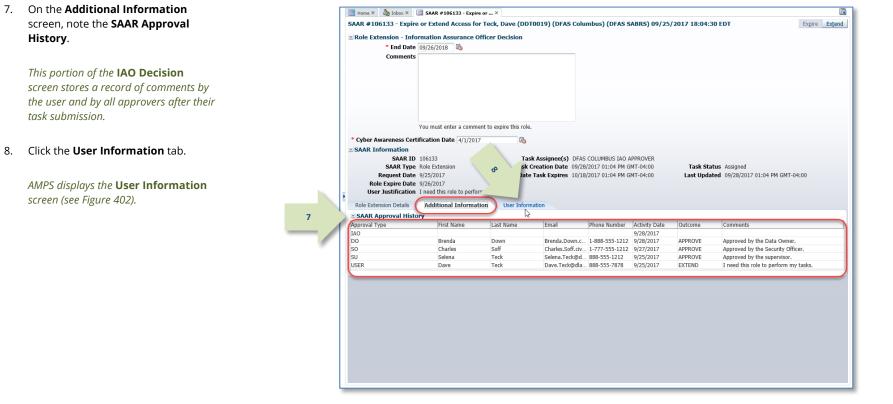


Figure 401: Role Extension Approval – IAO Decision –Additional Information

8.

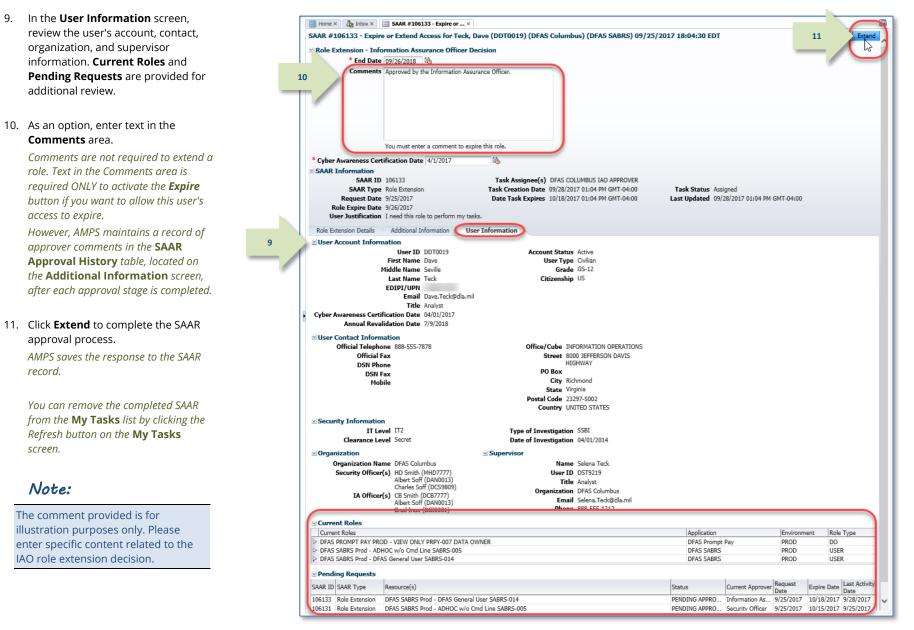


Figure 402: Role Extension Approval - IAO Decision - User Information

- 12. **OPTIONAL:** Follow these steps to view the completed decision screen, as needed:
  - a. In the **Search** field, enter the SAAR number for the decision screen you want to review.
  - b. In the **Status** dropdown list, select either **Any** or **Completed**.

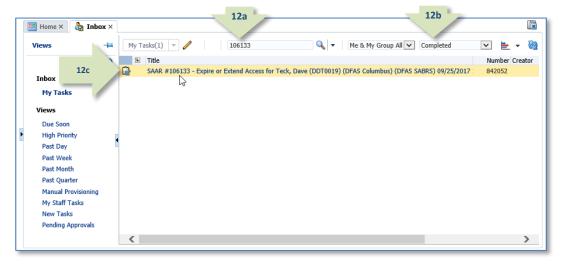
AMPS automatically displays the specified SAAR in the **Title** column.

- c. Click the SAAR title to review the SAAR decision screen (not shown).
- Following the Information Assurance Officer's approval of an extension request, the user receives an email notification indicating the outcome of the Information Assurance Officer's decision.

(A sample is shown at right.)

 Following the Information Assurance Officer's approval of an extension request, the user also receives an email notification indicating that the role extension request approval process is complete. (A sample is shown at right.)

The role has been extended, and no further action is required.



#### Figure 403: Role Extension Approval – Information Assurance Officer Post-decision

**Subject:** Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT **Body:** The Information Assurance Officer has completed an approval for SAAR #106133.

The outcome for this task is APPROVE.

13

14

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Subject: Notification: SAAR #106133 - Expire or Extend Access for Dave Teck (DDT0019) (DFAS Columbus) (DFAS SABRS) 09/25/2017 18:04:31 EDT

**Body:** Your request to extend role DFAS SABRS Prod - DFAS General User SABRS-014 with access to DFAS SABRS (SAAR 106133) has been processed.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# **Annual Account Revalidation**

DLA management has established a requirement for AMPS to provide a function to support the revalidation of accounts on a yearly basis. DLA's AMPS team introduced this function in release 17.2.0. The AMPS function that supports the revalidation business process is called Annual Account Revalidation (AAR). DLA's AMPS team can extend the practice of Annual Account Revalidation through AMPS to organizations other than DLA, such as DFAS, which have applications managed in AMPS.

Using account data, AMPS automates the process of revalidating all of a user's accounts: AMPS and application accounts are included in the revalidation request. Revalidation of application accounts requires participation by all civilian employees, military personnel attached to an AMPS-participating organization, contractors working for these organizations, and any other users who have accounts in an organization's Active Directory (AD) domain.

The following users are exempt from annual revalidation:

- External users who do not have an Active Directory account with an AMPS-participating organization are exempt by definition.
- DFAS users who hold DLA accounts and roles are exempt from the DLA portion of the annual account revalidation process.

The following sections describe the annual account revalidation process and the concepts that support it.

# **Account Revalidation Requests**

The process of requesting revalidation of an account in AMPS is referred to as the **Account Revalidation Request Process** (ARRP). This process refers to the issuance of an Annual Revalidation Request (ARR) and to the approval of that request through an approval subprocess. The process requires the user's Supervisor and an organizational Security Officer to review and approve the request.

Annual revalidation of each user's account is triggered by an Annual Revalidation Date (ARD), which is defined at account setup in AMPS. The initial ARD occurs approximately one year from each user's start date, and is updated based on the completion date of a successful AAR.

At 70 days in advance of the ARD, AMPS creates a revalidation SAAR and sends the SAAR information inside the first email notification to you, the account holder. The notification tells you to log in to AMPS and check the **Inbox** screen for a revalidation task.

The revalidation request submitted by the user in AMPS contains the following data:

- **User identification data:** the user's ID, name, DoD Identification Number (or EDIPI), and other data associated with the user's identity.
- User Information: the data found in the user's My Information page.
  - **Contact Information:** the same modifiable and required fields as those included in the AMPS **My Information** screen.
  - **Supervisor:** modifiable with a Supervisor selection utility.
  - **Organization:** modifiable with an Organization selection utility.

A user can modify most of this information. As a rule, the same data that is modifiable in the **My Information** screen's **User Information** tab is also modifiable in the user's revalidation request.

The revalidation request further provides a list of roles currently held by the user. **The user does not need to provide any action to retain roles currently held.** However, the user can select one or more roles for removal if they are no longer needed. When the user submits the revalidation request, AMPS takes the following actions on roles:

- Automatically submits the currently held roles with the revalidation request to the Supervisor for approval of retention. AMPS does not generate a provisioning task for retained roles. The submission of the approved revalidation request is confirmation that the roles should be retained, and no additional approvals are necessary.
- Generates deprovisioning tasks (including tickets) as necessary for roles the user selected for removal if removal is approved.

# Time Limits

AMPS imposes time limits that determine how long an annual revalidation request can remain current before the system halts the request process and removes the user's application roles due to inaction on the part of the user or an approver. These time limits prevent a request from remaining current without action for an indefinite period. The options for user and approver actions expire due to these time limits, and the system terminates the account revalidation request.

# Standard Revalidation Period: 70 Days

The initial ARR notification starts the standard revalidation period of 70 days. This 70-day period covers the amount of time allotted to a user to submit a revalidation request, plus the amount of time allotted to each approver who must process the request and revalidate the user's account. During this period, either a revalidation request moves forward to the end of the approval process or AMPS terminates the request due to inaction.

# User's Time Limit

You, as an AMPS user, are allotted 20 days from the date of the initial email notification to respond to a revalidation request. However, if you do not act on your revalidation request within the 20-day period, AMPS forwards the request to your AMPS Supervisor.

# **User's Options**

During the user's 20-day response period, the user has the following options:

With this option	The User
Submit a revalidation request.	Sends the revalidation request to the Approval process, in which the Supervisor and Security Officer review and act on the request:
	• If the Supervisor and the Security Officer approve the request, AMPS revalidates the account.
	• If the request is approved by the Supervisor and qualifies for an automated Security Officer approval, AMPS revalidates the account.
Allow a revalidation	Takes no action:
request to lapse after 20 days.	• AMPS sends the revalidation request to the user's AMPS Supervisor for action.
	• The Supervisor may approve the request or allow the request approval task to lapse.

# Supervisor's Time Limit

A Supervisor has 20 days to respond to an ARR. During this time, the Supervisor has the following options:

- Before the 20-day period expires, the Supervisor can approve the request.
- Before the 20-day period expires, the Supervisor can reject the request.
- The Supervisor can allow the request approval task to time out.

If the Supervisor fails to act within 20 days, AMPS takes the following actions:

- Removes all the application roles in the user's AMPS account,
- Generates role removal tasks and tickets for all currently held roles,
- Marks the request as "rejected,"
- Leaves the AMPS account active and the AMPS Base User role intact,
- Updates the annual revalidation date on this account to 365 days from the current date.

# Security Officer's Time Limit

A Security Officer has 20 days to respond to an ARR. During this time, the Security Officer has the following options:

- Before the 20-day period expires, the Security Officer can approve the request.
- Before the 20-day period expires, the Security Officer can reject the request.
- The Security Officer can allow the request approval task to time out.

If the Security Officer fails to act within 20 days, AMPS takes the following actions:

- Removes all application roles in the user's AMPS account,
- Generates role removal tasks and tickets for all currently held roles,
- Marks the request as "rejected,"
- Leaves the AMPS account active and the AMPS Base User role intact,
- Updates the annual revalidation date on this account to 365 days from the current date.

# Approver's Options During the Revalidation Process

During the 20-day approval period, each approver has the following options when they receive a user's revalidation request:

With this option	The Supervisor	The Security Officer		
Approve	Selects the <b>Approve</b> option to forward the request to the Security Officer, unless the request qualifies for an automated SO approval.			
Reject	Selects the <b>Reject</b> option to reject the request and begin the role removal process.	Selects the <b>Reject</b> option to reject the request and begin the role removal process.		
Close	Closes the current revalidation request task without action.	Closes the current revalidation request task without action.		
[No Action]	After 20 days have elapsed, AMPS automatically creates deprovisioning tasks to remove all roles assigned to the user and updates the ARD on the account.	After 20 days have elapsed, AMPS automatically creates deprovisioning tasks to remove all roles assigned to the user and updates the ARD on the account.		

#### Note:

Some Security Officer revalidation approvals are subject to either a Security Officer bypass or an automated approval. See the sections entitled Security Officer Approval on page 165 or Security Officers: Internal and External SO Review Requirements on page 124 for more information.

# Security Officer Automated Approval

For DLA roles, AMPS can apply an automatic Security Officer approval to a request that meets specific criteria. The automatic approval speeds the approval process for role requests that present no specific content requiring an immediate security review.

AMPS can automatically apply an approval for a Security Officer, if all of the following conditions are met:

- The IT level of roles requested for retention do not exceed the current IT level of the user.
- The user has a value recorded for the four clearance-related fields that AMPS tracks, including the following fields:
  - Security Clearance
  - IT Level, or Position Sensitivity
  - Background Investigation Type
  - Last Investigation Date
- The user's recorded IT level satisfies one of the following conditions:
  - If the user's IT level is IT1 or IT2, the date of the user's investigation must be less than 5 years old, or . . .
  - If the user's IT level is IT3, the date of the user's investigation must be less than 10 years old.
- The requestor is a member of the DLA organization or any organization under DLA.

When an automatic approval occurs, AMPS logs the automatic approval with the following data:

- The approver's user ID, normally reported in the audit logs, will be blank.
  - The Status recorded in the audit logs will be "AUTOAPPROVE."
  - AMPS enters the following statement to this effect, subject to government change and approval:

"This request has been automatically approved by AMPS, per the conditions specified by the DLA CIO (the Designated Approving Authority (DAA)) per the DLA Account Management Policy signed 6 Nov 2014."

AMPS tests each request for a combination of these conditions. Those requests that meet the conditions are assigned an automatic Security Officer approval, because all conditions for an approval have been met.

# About SIPR and NIPR Roles in Annual Account Revalidation

AMPS does not differentiate between a user with SIPR roles and a user with NIPR roles. When a Supervisor or Security Officer allows an AAR to lapse, AMPS removes all application roles from the user's AMPS account, but leaves the AMPS account active and leaves the Base User Role intact. The User's account remains in AMPS until the Offboarding process removes it.

Only the Offboarding process is used to delete a user's AMPS account. During a successfully completed revalidation SAAR, AMPS removes only application access roles that are submitted for removal by the user or subsequent approvers.

appropriate clickable tiles (see Figure 404).

# How to Submit a Revalidation Request

Each revalidation request begins with an email notification sent to the user. The notification in Step 1 provides a sample.

The recipient follows the procedure outlined in this section to perform the following tasks in response to this notification within 20 days of receiving it:

- Launch AMPS.
- Open the revalidation request listed in Inbox (see Figure 405).
- Respond to the request by identifying roles that should be removed, if any.
- Submit the response to the annual revalidation request approval process.

This procedure applies to	All AMPS internal DLA users. (External user accounts are not subject to the revalidation requirement.)				
What You Can Do	This procedure enables <b>you, as an AMPS end user</b> , to submit a request to revalidate your AMPS account and all managed accounts in other systems.				
BEFORE You Begin	Ensure your Cyber Awareness Certification training is up to date. You must have completed Cyber Awareness training within one year the current date. If you have not met this requirement, <i>STOP</i> and obtain the certificate before you begin the revalidation process.				
Where to Start	70 days before your annual revalidation date, AMPS automatically notifies you that your account must be revalidated. If you do not respond by submitting a revalidation request, AMPS submits the AAR to your Supervisor for a decision.				
Read the email notification regarding yo Annual Account Revalidation (AAR) ad follow the instructions listed.	s sample / initial / count ite / and all of ite initial of				
After you log in to AMPS, the system displa <b>Self Service Home</b> page, which displays	BOOV:				

- Your AMPS and system access accounts are due for annual revalidation. A revalidation request in SAAR 106325 was automatically submitted on 10/11/2017 13:52:01 UTC to your AMPS account for your attention. You have 20 days to review and submit your Annual Revalidation Request (ARR).

To complete your Annual Revalidation Request task, please visit AMPS at this URL: https://amps.dla.mil/.

- Log in to AMPS and open the AMPS Inbox screen. 1.
- 2. Review AMPS Inbox to locate and open the revalidation SAAR.
- 3. Read the SAAR information. If the SAAR lists roles you no longer require, you can choose one or more roles to be removed from your accounts.
- Click the Submit button to send your Annual Revalidation Request to your Supervisor for approval. 4.

NOTE: This task expires on 10/31/2017 12:52:07 UTC If you do not take action on or before this date, your Supervisor will be notified and your accounts and roles may be disabled.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

AMPS issues reminder notifications periodically if you do not respond to the initial notification within one day.

# Sample AAR Reminder Notification

Subject: Reminder Notifications: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

**Body:** Your AMPS and system access accounts are due for annual revalidation. A revalidation request in SAAR 106282 was automatically submitted on 10/06/2017 17:10:16 UTC to your AMPS account for your attention. You have 20 days to review and submit your Annual Revalidation Request (ARR).

To complete your Annual Revalidation Request task, please visit AMPS at this URL: https://amps.dla.mil/.

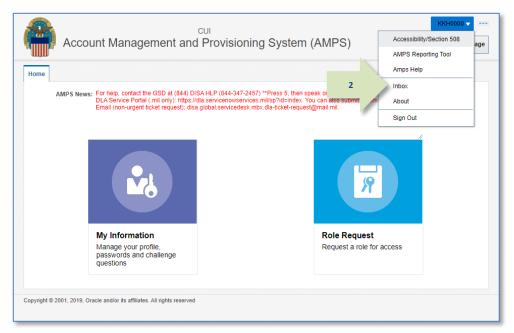
- 1. Log in to AMPS and open the AMPS Inbox screen.
- 2. Review AMPS Inbox to locate and open the revalidation SAAR.
- 3. Read the SAAR information. If the SAAR lists roles you no longer require, you can choose one or more roles to be removed from your accounts.
- 4. Click the Submit button to send your Annual Revalidation Request to your Supervisor for approval.

NOTE: This task expires on 11/05/2017 16:10:37 UTC If you do not take action on or before this date, your Supervisor will be notified and your accounts and roles may be disabled.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

 After you log in to AMPS, locate and click the Inbox command from the User ID dropdown menu.

AMPS displays the **Inbox** and the **My Tasks** view, which lists tasks for the current user (see Figure 405).



#### Figure 404: Annual Account Revalidation – Inbox Command

- 3. In the **My Tasks** view, locate the SAAR for the annual revalidation in the **Title** field.
- 4. Click the SAAR **Title** to start the revalidation process.

*If this occasion is your first annual revalidation request, AMPS displays the* **Standard Mandatory DoD Notice and Consent Agreement**. *See the next step in this procedure for more information.* 

📰 Home × 👌 Inbox ×	
Views	-Fi My Tasks(1) 🔻 🥒 Me & My Group All 🗸 Assigned 🔍 🔄 🗸
	Title     Nu Crc Ass Priority
	3 SAAR #106325 Annual Account Revalidation for Teck, Ivanka (DIT7777) (DLA Information Operations-Richmond-J6) 10/; 8 0. 3 🗸
Inbox	
My Tasks (1)	
Views	
Due Soon	
High Priority	
Past Day	
Past Week	
Past Month	
Past Quarter	
Manual Provisioning	
My Staff Tasks	
New Tasks	
Pending Approvals	

Figure 405: Annual Account Revalidation – Inbox, My Tasks

5.	Conditional Step: If AMPS displays the <b>Standard Mandatory DoD</b>	Account Management and Provisioning System (AMPS)	DIT7777 🧿
	Notice and Consent Agreement, read the	AMP5 Annual User Revalidation	
	agreement first.	Defense Logistics Agency (DLA)	
		STANDARD MANDATORY D₀D NOTICE AND CONSENT AGREEMENT	
	As an option, you can print the page and retain a	By signing this document, you acknowledge and consent that when you access Department of Defense (DoD) information systems:	
	hard copy of the agreement by clicking the Print	You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government-au	thorized use only.
	button.	You consent to the following conditions:	
6.	Conditional Step:	<ul> <li>The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications, monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.</li> </ul>	
	After reading the agreement, click the <b>I Accept</b>	• At any time, the U.S. Government may inspect and seize data stored on this information system.	
	button to acknowledge the conditions and agree to comply with them.	<ul> <li>Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or Government-authorized purpose.</li> </ul>	used for any U.S.
	comply war them.	o This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests-not for your personal benefit or pri	vacy.
	See the <b>AMPS User Guide, Appendix A,</b> to read and review the full text of the <b>Standard Mandatory</b>	<ul> <li>Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative sex of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:</li> </ul>	
	<b>DoD Notice and Consent Agreement</b> (also called the <b>Consent to Monitoring</b> or CTM).	<ul> <li>Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of a or confidentiality.</li> </ul>	
	AMPS maintains a record of the date you accept the terms of this agreement.	<ul> <li>The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communication personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherw</li> <li>Whether any perticular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with e standards and DoD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rel of a privilege confidentiality.</li> </ul>	ons or data for vise applies. established legal
	After you click I Accept, AMPS displays the General Rules of Behavior screen.	<ul> <li>Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.</li> </ul>	e user's identification
Rui		<ul> <li>A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such p exist under established legal standards and DoD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communic or data as being subject to a privileged or confidentiality, and such actions do not negate any applicable privilege or confidentiality.</li> <li>These confidentiality represerve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and t communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privile and data to ensure they are appropriately private.</li> </ul>	cation hus such
		• In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence searching, (i.e., for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, pay clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD policy, elect to apply a privilege or other restriction on the l otherwise-authorized use or disclosure of such information.	chotherapists, or
		• All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). We the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full summary of such conditions and regardless of whether the banner expressly references this User Agreement.	
		To print this form, click this button. Print 5	
		I acknowledge receipt of the renderd Mandatory DoD Notice and Consent Agreement.	

#### Figure 406: Consent to Monitoring

7. Conditional Step:

If AMPS displays the **General Rules of Behavior** (GROB), read the agreement first.

# As an option, you can print the page and retain a hard copy of the agreement by clicking the Print button.

8. Conditional Step:

After reading the agreement, click the **I Accept** button to acknowledge the rules and agree to comply with them.

#### See the AMPS User Guide, Appendix A, to read and review the full text of the General Rules of Behavior.

# AMPS maintains a record of the date you accept the terms of this agreement.

After you click **I Accept**, AMPS displays the **Annual Revalidation Request** screen (see Figure 408).

Account Management and Provisioning	System (AMPS)		DIT7777 C
MPS Annual User Revelidation			
		Defense Logistics Agency (DLA)	
		Cybersecurity: Rules of Behavior	
		General User Agreement	
uthorized use only. All individuals must admowledge			is. This includes any device attached to the information system that is provided for U.S. Governmen
What is the purpose of the Rules of Behavior? These Cybersecurity Rules of Behavior (Includin securing Government data and Information Tec		ter Network (SIPRNET) Cybersecurity rules), which	are in separate "user agreements", hold users accountable for their actions and responsibility for
			for authorized DLA information system use. Cybersecurity Rules of Behavior establish standards of for users to understand that taking personal responsibility for securing DLA information and IT
resources is an essential part of their mission. Who is covered by these Cybersecurity Rules of			
The Cybersecurity Rules of Behavior apply to the What are the penalties for noncompliance?	DLA workforce (i.e., dvillan, military and contract	or) with access to DLA information systems.	
Noncompliance with these rules will result in sa	use of Privacy Act, Sensitive (to Include classified)	ction(s). Depending on the violation, sanctions may data may result in divil and criminal charges and/o	y include a verbal or written reprimand, temporary removal of information system access, ir fines. Military Service members may be subject to administrative or disciplinary action as author
Users must:			
accordance with DOD \$500.7-R (Reference (d))	and transmitted on DLA information systems from the secure operation and authorized use of DLA		re, destruction, and misuse. DLA information systems are for official use and authorized purposes
c. Comply with safeguards, policies, and proced	res to prevent unauthorized access to DLA Informs	ation systems.	
	ly use OLA licensed and authorized software. Add ing and annually after that.		re on shared hard drives (or servers) without prior approval of ISSM.
g. Use DLA Internet access and electronic mall (	mail) services for nonofficial purposes only unde		
(2) Use occurs on breaks, lunch periods,			y on DLA, DOD, or the Federal Government as a whole.
		Contact your local ISSO or help desk for assistance.	
I. Process classified data on classified information			
<ol> <li>Digitally sign email containing attachments or k. Restrict the signature block of official email to l. Not add slogans, quotes or other personalizat</li> </ol>	embedded hyperiinks. name, rank, service affiliation, duty title, organiza on to official e-mail/social media signature block.	tion name, phone numbers (DNS and/or commerd	al) and sodal media contact information.
m. Be aware of all applicable DLA cybersecurity	olides.		
Users must not use DLA Internet access and en a. Knowingly view, receive, or transmit pornogr			
<ul> <li>b. Conduct illegal activities or solidit for persona</li> </ul>			
c. Download copyrighted software without expre	s permission from the ISSM.		
<ul> <li>d. Download attachments and software without e. Represent personal opinion as official inform</li> </ul>			
		w of the government and/or material or jokes that	persecute, demean or ridicule others based on race, creed, religion, color, sex, sexual orientation
gender identity, disability, or national origin. g. Engage in deliberate addyttes that overload h. Promote partisan political addytty.	etwork resources (e.g., downloading music or vid	eo files). Network bandwidth consumption caused b	by such downloads may inhibit or prohibit network service to other users.
<ol> <li>Access, store, process, display, distribute, tran activity or violates local, state, Federal, or Interior</li> </ol>	stional law.		rimes, or is subversive or objectionable by nature. This includes material that encourages crimina
k. Transmit Sensitive Information to Include P11	ver the Internet unless it has been encrypted and	digitally signed using a Common Access Card (CAC	
<ol> <li>Use the DLA information system or network re ads.</li> <li>m. Disseminate relicious information unrelated</li> </ol>		sing or solicitation of services of sale of personal p	roperty (for example, eBay). This does not prohibit the use of a local intranet for builetin boards/
<ul> <li>Engage in fundraising, either for profit or no o. Gamble, wager, or place any bets.</li> </ul>	profit, unless the organization specifically appro-	es the activity (for example, organization social or	charitable event fund raisers).
	revent access to inappropriate Web sites, it is not	a complete solution. The ability to access a Web site	e does not mean that it is appropriate. It is your responsibility to recognize the accountability assi
hen given authorized access to any DLA information :	stem. DLA records individual user activity, includi	ng access to Internet and Intranet sites and files.	
<ul> <li>p. Knowingly write, code, compile, store, transmid.</li> <li>a. Attempt to bypass the Web filtering system (e.</li> </ul>		norse programs, or mandous sonware code, to inc	dude viruses, logic bombs, worms, and macro viruses into any DLA information system.
r. Share account passwords with anyone, includ	g Personal Identification Numbers (PIN) for CAC		proval. Attaching a personal or contractor issued printer is allowed through a wired USB connecti
Users must not:			
b. Introduce or use unauthorized software, firm	are, or hardware on any DLA IT resource.	A business without written authorization from the lo	
<li>c. Utilize removable storage media (e.g., thumb ISSM for assistance.</li>	orives, memory sticks, floppy disks, camera flash r	nemory caros, high capadity ZIP floppy drives, secu	re cligital cards other than compact cliscs (CD) or DVDs) without prior approval. Please contact the
d. Open files from untrusted sources before you	can them. Please contact your local ISSO or the h		
<ul> <li>charge non-DLA issued mobile devices or cor f. Leave your CAC in your workstation when it is</li> </ul>		mple, coffee warmer). Please contact the ISSM for a	assistance.
<ol> <li>Leave your CAC In your workstation when it is</li> <li>Leave your workstation logged on when you is</li> </ol>			
h. Try to change automated screen-lock function	performed by the information system.	d crive has access set up only for those authorized t	y terma rate
		To print this form, dick this button. Print	7
I certify and admowledge that I have read the above	the Rules of Behavior for the Government inform Rules of Behavior may be cause f		es is, agree to comply. I recognize that any violation of the requirements indicated above and in is to the network or IT resources
		8 1 Accept	

#### Figure 407: General Rules of Behavior

9. Note the SAAR ID, SAAR Type, and other information to verify you have opened the Annual Revalidation request.

Note the optional **Comments** text area. You can enter text to support or clarify the revalidation request, especially to explain a request to remove a role.

*If you need to close the request temporarily and return to it later, click the tab close icon (X).* 

- Check the User Account Information and User Contact Information sections to ensure all required fields have correct entries. Modify the required fields, as needed.
  - Required fields are marked with an asterisk (\*).
     If any required field lacks an entry, AMPS displays an error message when you try to submit the request.
  - b. The Cyber Awareness Certification Date is a nonmodifiable field. If the Cyber Awareness Certification Date exceeds one year past the current date, AMPS displays an error message when you try to submit the revalidation request. Ensure your Cyber Awareness training is up to date before you request a revalidation.
  - c. You are no longer required to enter your date of birth in the **Date of Birth** field. AMPS no longer collects this information.

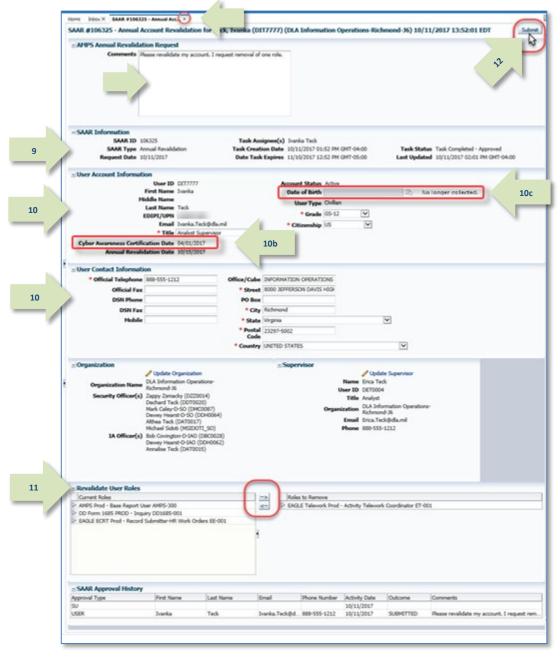


Figure 408: AMPS Annual Revalidation Request Screen

- Review the list of current roles in the **Revalidate** User Roles section to see all roles assigned to you (see Figure 409). As an option, follow these steps to request removal of any role you no longer use or need:
  - Select any application role you want to remove from your account.
  - Click the right arrow (→) button (a.k.a. Add button) to move the role name to the **Roles** to **Remove** list.

If you move a role by mistake, select the role in the **Roles to Remove** list and use the left arrow (←) button (a.k.a. Remove button) to return the role name to the **Current Roles** list.

12. Click Submit (see Figure 408).

AMPS closes the revalidation request and returns to the **My Tasks** list.

AMPS submits the revalidation request to the approval process and notifies you of its progress.

13. On the **My Tasks** view of your Inbox, the SAAR for the annual revalidation will still be listed after you finish submitting the revalidation.

To remove the SAAR from the list, click the Refresh icon on the **My Tasks** command bar.

1	Current Roles  AMPS Prod - Base Reg  DD Form 1685 PROD		rders EE-001		s to Remove E Telework Prod -	- Activity Telewor	k Coordinator ET-	2001
		tom						
	SAAR Approval His	story						
	SAAR Approval His Approval Type	First Name	Last Name	Email	Phone Number	Activity Date	Outcome	Comments
		-	Last Name	Email	Phone Number	Activity Date 10/11/2017	Outcome	Comments

Figure 409: Annual Revalidation Request - Revalidate User Roles

ews 🕂 🗡 🗙 🖷	Actions 🔻		0	🖌 👻 Me & My Group	✓ Assigned	✓ ▲ ► •	13
	Status 🗈	Title					Nu Ci st Prority
	SAA	AR #106325 - Annual	Account Revalidation for	Teck, Ivanka (DIT7777)	(DLA Information Ope	erations-Richmond-J	<u>6) 10/:</u> 8 0. 3
Inbox							
My Tasks (1)							
liews							
Due Soon							
High Priority	6						
Past Day	E.						
Past Week							
Past Month							
Past Quarter							
Manual Provisioning							
My Staff Tasks							
New Tasks							
Pending Approvals							

#### Figure 410: My Tasks - Refresh Button

14. Check email notifications to determine the progress of the revalidation request in the approval process.

(A sample is shown at right.)

#### Note:

AMPS notifies the user through email of the following events:

- The revalidation request SAAR awaits Supervisor approval.
- The revalidation request SAAR has been approved by the Supervisor.
- The revalidation request SAAR awaits Security Officer approval, if a security information review is required.
- The revalidation request SAAR has been approved by the Security Officer.
- The revalidation request has been fully approved, and the account has been revalidated.

Subject: Notification: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

#### Body:

14

SAAR #106325 is awaiting Supervisor approval.

This request was submitted in AMPS on 10/11/2017 13:52:01 UTC.

No action is required from you at this time.

This task expires on 10/31/2017 14:01:59 UTC.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <u>https://dla.servicenowservices.mil/sp?id=index</u>

# How to Approve a Revalidation Request

#### AMPS Supervisor: Approval Procedure

This procedure applies to	The requestor's AMPS Supervisor. If your request requires a Security Officer review, AMPS forwards the request to the appropriate Security Officer group following the Supervisor's approval. Review and approval instructions for the Security Officer are also provided in this section.
What You Can Do	<ul> <li>This procedure enables you, as an AMPS Supervisor, to perform these tasks:</li> <li>Submit an approval decision for a revalidation request submitted by an AMPS direct report.</li> <li>Allow the revalidation approval task to lapse, thus beginning the process of removing roles from the account.</li> </ul>
Where to Start	70 days before the user's annual revalidation date, AMPS automatically notifies the user that his or her account must be revalidated. After the user submits an account revalidation request, AMPS automatically submits the request to an approval process that starts with the user's AMPS Supervisor. AMPS notifies the Supervisor that an approval action is pending. The Supervisor has 20 days to respond to a pending AAR action. The Supervisor first opens and reads the email notification before proceeding.
	If you allow the revalidation request to lapse (you take no action during the 20-day revalidation approval period), the user's roles and application account accesses will be removed. The user whose roles are removed through this process must submit new requests for roles. Do NOT allow the revalidation request to lapse unless the user does not need the access privileges provisioned through the application roles. The user's AMPS account is not disabled or deleted. A user's account is deleted ONLY during the Offboarding process, which takes place when a user leaves employment.

 Read the email notification regarding a pending **Annual Account Revalidation** (**AAR**) approval action, and log in to AMPS.

> AMPS displays the **Self Service Home** page with the appropriate clickable tiles (see Figure 411).

## Sample Annual Account Revalidation Notification

Subject: Action Required: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J 10/11/2017 13:52:01 UTC



#106325 - Annual Account Revalidation for Teck, Ivanka (DIT7777) (DLA Information Operations-Richmond-J6) has been submitted for رم عبه مراجع به proval.

This request was submitted in AMPS on 10/11/2017 13:52:01 UTC.

Please visit AMPS at this URL

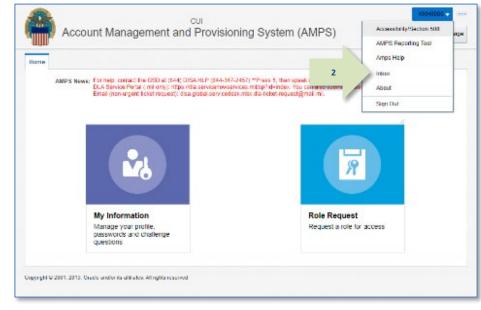
https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the approval task. This task expires on 10/31/2017 14:01:59 UTC.

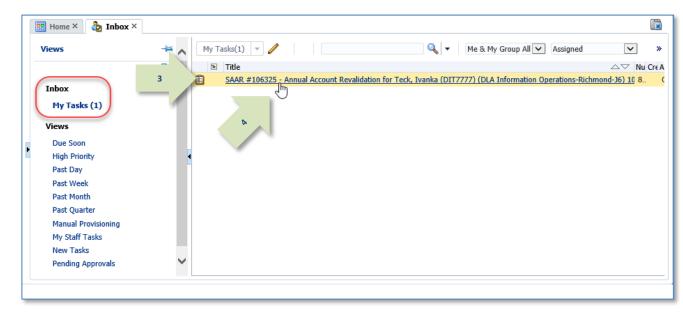
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After logging in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view, which lists requests assigned to you (see Figure 412).







### Figure 412: Annual Account Revalidation – Inbox, My Tasks

- 3. In the **My Tasks** view, locate the SAAR for the annual revalidation in the **Title** field.
- 4. Click the SAAR **Title** to open the revalidation approval task.

AMPS displays the Annual Revalidation – Supervisor Decision screen (see Figure 413).

- 5. In the **Annual Revalidation Details** section, review the **User Summary** data.
- 6. Check the **Revalidate User Roles** section to ensure current roles are appropriate and any role request removal is justified:
  - In the Current Roles list, check each role to ensure the user should retain the role as assigned. If a role should be removed from the user's account, follow these steps:
    - a. Click the role name to select it.
    - b. Click the right arrow (→) button to move the role to the Roles to Remove list. After the approval is complete, this action generates tasks to remove the roles selected for removal.

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- In the Roles to Remove list, check roles, if any are listed, to ensure the roles should be removed from the user's account. If a role *should not* be removed, follow these steps:
  - a. Click the role name to select it.
  - b. Click the left arrow (←) button to move the role back to the Current Roles list.
- 7. Click the **Additional Information** tab.

AMPS displays a **SAAR Approval History** table (see Figure 414).

	😬 Home × b Inbox × 🔛 SAAR #106325 - Annual Acc ×			
	SAAR #106325 - Annual Account Revalidation for Teck, Ivanka (DIT	7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 EDT	<u>R</u> eject	Approve
	Annual Revalidation - Supervisor Decision			
	Comments			
	You must enter a comment to reject this request.			
	SAAR Information			
		nee(s) Erica Teck		
		Date 10/11/2017 02:02 PM GMT-04:00 Task Status Assigned		
	Request Date 10/11/2017 Date Task Ex	cpires         10/31/2017 02:02 PM GMT-04:00         Last Updated         10/11/2017 02:02 PM GMT-04:00		
1	Annual Revalidation Details	on		
	User Summary	Phone 888-555-1212		
	Name Teck, Ivanka	Email Ivanka.Teck@dla.mil		
		Supervisor (DET0004) Teck, Erica		
		validation 10/15/2017		
	Job Title Analyst Supervisor IT Level IT3 Cyber /	Date Awareness 4/1/2017		
		ation Date		
	Revalidate User Roles			
	Current Roles ->>	Roles to Remove		
	AMPS Prod - Base Report User AMPS-300 <-	EAGLE Telework Prod - Activity Telework Coordinator ET-001		
	DD Form 1685 PROD - Inquiry DD1685-001     EAGLE ECRT Prod - Record Submitter-HR Work Orders EE-001			
	EAGLE ECKT Prod - Record Submitter-HR Work Orders EE-001			
r -	•			
	Requestor Information			
	This SAAR was generated automatically by AMPS.			

Figure 413: Annual Revalidation Request - Supervisor Decision- Annual Revalidation Details

table.

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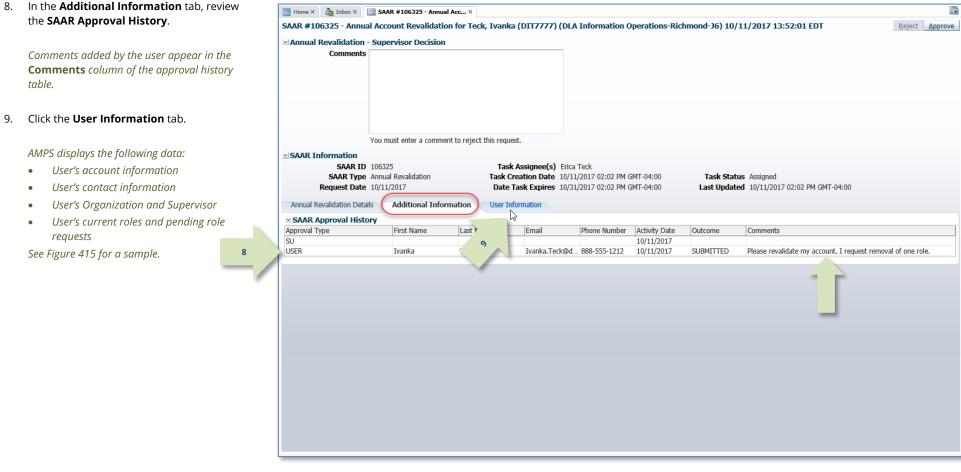
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9.

User's current roles and pending role ٠ requests

See Figure 415 for a sample.

Figure 414: Annual Revalidation - Supervisor Decision - Additional Information



the SAAR Approval History.

Click the **User Information** tab.

AMPS displays the following data:

User's account information

User's contact information

10. In the **User Information** tab, review the 📅 Home × 👌 Inbox × 🔛 SAAR #106325 - Annual Acc... × information. SAAR #106325 - Annual Account Revalidation for Teck, Ivanka (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 EDT 12 Reject Ap validation - Supervisor Decisio Comments Revalidation request approved by the Supervisor 11. To add a comment to the SAAR record. enter text in the **Comments** text area. A 11 comment is not required to approve the request. You must enter a comment if You must enter a comment to reject this request you want to reject the request. SAAR Informatio SAAR ID 106325 Task Assignee(s) Erica Teck SAAR Type Annual Revalidation Task Creation Date 10/11/2017 02:02 PM GMT-04:00 Task Status Assigned When you enter a comment, AMPS activates Request Date 10/11/2017 Date Task Expires 10/31/2017 02:02 PM GMT-04:00 Last Updated 10/11/2017 02:02 PM GMT-04:00 the Reject button. Annual Revalidation Details Additional Information User Informatio Vilser Account Information User ID DIT7777 Account Status Active 12. Submit your decision by performing User Type Civilian First Name Ivanka 10 Grade GS-12 Middle Name one of the following actions: Last Name Teck Citizenship US EDIPT/UPN a. Click the Approve button to send the Email Ivanka.Teck@dla.mi Title Analyst Supervisor revalidation request to the next step Cyber Awareness Certification Date 04/01/2017 Annual Revalidation Date 10/15/2017 in the process. User Contact Informatio Official Telephone 888-555-1212 Office/Cube INFORMATION OPERATIONS Official Fax Street 8000 JEFFERSON DAVIS DSN Phone HIGHWAY AMPS closes the approval screen, notifies the PO Box DSN Fax user of your decision, and forwards the City Richmond Mobile State Virginia request to the Security Officer as necessary. Postal Code 23297-5002 Country UNITED STATES Organization Superviso Name Erica Teck DLA Information Operations-Click the **Reject** button to reject the Organization Name b. Richmond-16 User ID DET0004 Security Officer(s) Zappy Zsmacky (DZZ0014) Title Analyst revalidation request. Dechard Teck (DDT0020) Mark Caley-D-SO (DMC0087) Organization DLA Information Operations-Richmond-J6 Dewey Hearst-D-SO (DDH0064) Email Erica.Teck@dla.mil Althea Teck (DAT0017) Michael Sidoti (MSIDOTI\_50) Phone 888-555-1212 AMPS closes the approval screen, marks the IA Officer(s) Bob Covington-D-IAO (DBC0028) Dewey Hearst-D-IAO (DDH0062) request as "rejected," and starts the role-Annalise Teck (DAT0015) Current Roles removal process. Current Roles Role Type Application Environment AMPS Prod - Base Report User AMPS-300 PROD USER AMPS DD Form 1685 PROD - Inquiry DD1685-001 DD Form 1685 PROD USER EAGLE ECRT Prod - Record Submitter-HR Work Orders EE-001 EAGLE ECRT PROD USER Pending Requests Request Expire Date Last Activity Date SAAR ID SAAR Type Resource(s) Status Current Approver Date DIT7777 10/11/2017 10/31/2017 10/11/2017 106325 Annual Revalidation PENDING APPROVAL Supervisor

Figure 415: Annual Revalidation - Supervisor Decision - User Information

The outcome for the Supervisor's decision is included in this notification.

For DLA internal user requests, a Security Officer must review a revalidation request when any of the following conditions are met:

- The requestor's account is flagged for Security Officer review.
- The requestor's position sensitivity level is IT2 or IT1, and any current role's level exceeds the requestor's IT level.
- The requestor's record is missing values for any of the security clearance fields that AMPS tracks (see Figure 418 for a sample view of the value fields).
- The requestor's last investigation date is more than five years old, if the requestor's IT level is IT1 or IT2.
- The requestor has one or more DFAS roles. The DFAS Security Officer must review and approve the role request.

If the revalidation request must undergo a review by a Security Officer, AMPS also sends an email notification to the user indicating that the revalidation request SAAR awaits Security Officer approval.

## Sample ARR Approval Notifications to the User

Subject: Notification: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

Body:

The Supervisor has completed an approval for SAAR #106325.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

Subject: Notification: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

Body:

SAAR #106325 is awaiting Security Officer approval.

This request was submitted in AMPS on 10/11/2017 13:52:01 UTC.

No action is required from you at this time.

This task expires on 10/31/2017 14:22:31 UTC.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

### AMPS Security Officer: Approval Procedure

What You Can Do	This procedure enables you, as an AMPS Security Officer, to submit an approval decision for a revalidation request submitted by an AMPS end user. You can conduct a review of the user's account.
Where to Start	70 days before the user's annual revalidation date, AMPS automatically notifies the user that his or her account must be revalidated. After the user submits an account revalidation request, AMPS automatically submits the request to an approval process that starts with the user's AMPS Supervisor.
	After the Supervisor approves an account revalidation request, AMPS automatically submits the request to a Security Officer in the approval process. AMPS notifies the Security Officer that an approval action is pending. The Security Officer has 20 days to respond to a pending AAR action. The Security Officer first opens and reads the email notification before proceeding.

 Read the email notification regarding a pending **Annual Account Revalidation** (**AAR**) approval action, and log in to AMPS.

### Sample Annual Account Revalidation Notification

Subject: Action Required: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

**Body:** SAAR #106325 - Annual Account Revalidation for Teck, Ivanka (DIT7777) (DLA Information Operations-Richmond-J6) has been submitted for approval.

This request was submitted in AMPS on 10/11/2017 13:52:01 UTC.

Please visit AMPS at this URL

https://amps.dla.mil/

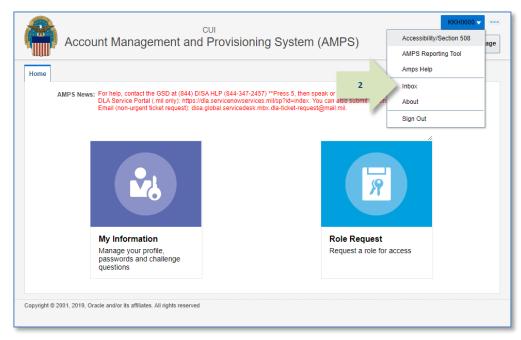
1

Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on 10/31/2017 14:22:31 UTC.

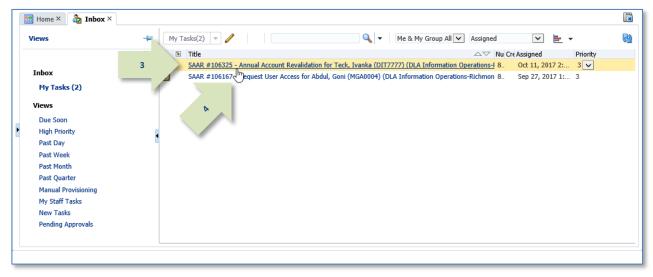
AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

2. After logging in to AMPS, locate and click the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view for the current Security Officer (see Figure 417).



### Figure 416: Annual Account Revalidation – User ID Dropdown Menu – Inbox Command



### Figure 417: Annual Account Revalidation - Inbox, My Tasks

- 3. In the **My Tasks** view, locate the SAAR for the annual revalidation in the **Title** field.
- 4. Click the SAAR **Title** to open the revalidation approval task.

AMPS displays the Annual Revalidation – Security Officer Decision screen (see Figure 418).

- 5. In the **Security Information** section, review the required fields and enter or update data, as needed.
- 6. Check the **Revalidate User Roles** section to ensure current roles are appropriate and any role request removal is justified:
  - In the **Current Roles** list, check each role to ensure the user should retain the role as assigned. If a role should be removed from the user's account, follow these steps:
    - a. Click the role name to select it.
    - b. Click the right arrow (→) button to move the role to the **Roles to Remove** list. AMPS will remove roles selected for removal from the user's account after the revalidation request has been fully approved.
  - In the Roles to Remove list, check roles, if any are listed, to ensure the roles should be removed from the user's account. If a role *should not* be removed, follow these steps:
    - a. Click the role name to select it.
    - b. Click the left arrow (←) button to move the role back to the Current Roles list.

AMPS stores all entries and updates to the user's account record after the Security Officer **Approves** the revalidation request.

AMPS does NOT save entries and updates if the Security Officer **Cancels** the revalidation request.

### 7. Click the **Additional Information** tab.

AMPS displays the SAAR Approval History (see Figure 419).

me Inbox X SAAR #106325 - Annual Acc X				
AR #106325 - Annual Account Revalidation fo Annual Revalidation - Security Officer Decision	Teck, Ivanka (DIT7777) (DLA Info	mation Operations-Ric	hmond-36) 10/11/2017 13:52:01 EDT	Beject Approv
Comments				
You must enter a comment to	eject this request.			
SAAR Information				
SAAR ID 106325	Task Assignee(s) DLA AVIATI			
SAAR Type Annual Revalidation Request Date 10/11/2017	Task Creation Date 10/11/2017 Date Task Expires 10/31/2017		Task Status Assigned Last Updated 10/11/2017 02:22 PM GMT-04:00	
Security Information 7				
• IT Level IT3 ▼	* Type of Investigation SS	· ·	Security Review Flag Flagged for Review	
Clearance Level Secret	Date of Investigation 04	01/2013		
La User Summary User ID DIT7777 Name Teck, Ivanka Organization DLA Information Operations- Richmood-30 Job Title Analyst Supervisor IT Level IT3 EDIPL/UPN	Phone 888-53 Email Yvarki Supervisor (DETO Annual Revalidation 10/15/ Date Cyber Awareness 4/1/20 Certification Date	Teck@dla.ml 04) Teck, Erica 2017		
Revalidate User Roles				
Current Roles AMPS Prod - Base Report User AMPS-300 DD Form 1685 PROD - Inquiry DD1685-001 EAGLE ECRT Prod - Record Submitter-HR Work Orders I		work Prod - Activity Telewo	rk Coordinator ET-001	

### Figure 418: Annual Revalidation - Security Officer Decision Screen

8. In the **Additional Information** tab, review Inbox X SAAR #106325 - Annual Acc... × Home the SAAR Approval History. SAAR #106325 - Annual Account Revalidation for Teck, Ivanka (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 EDT Reject Approve Annual Revalidation - Security Officer Decision Comments *Comments added by the user and supervisor* appear in the **Comments** column of the approval history table. Click the User Information tab. You must enter a comment to reject this request. AMPS displays the following data: SAAR Information User's account information Task Assignee(s) DLA AVIATION-INFORMATION OPERATIONS SECURITY OFFICER SAAR ID 106325 SAAR Type Annual Revalidation Task Creation Date 10/11/2017 02:22 PM GMT-04:00 Task Status Assigned User's contact information Last Updated 10/11/2017 02:22 PM GMT-04:00 Request Date 10/11/2017 Date Task Expires 10/31/2017 02:22 PM GMT-04:00 User's Organization and Security Information • IT Level IT3 V × \* Security Review Flag Flagged for Review Type of Investigation SS81 Supervisor \* Clearance Level Secret V Date of Investigation 04/01/2013 0 User's current roles and pending role Annual Revalidation Details Additional Information User Information requests SAAR Approval History See Figure 420 for a sample. Approval Type First Name Email Phone Number Activity Date Outcome Comments 1.12 50 10/11/2017 9 SU Erica Erica.Teck@dla... 888-555-1212 10/11/2017 APPROVE Revalidation request approved by the Supervisor. 8 USER Ivanka Ivanka.Teck@d... 888-555-1212 10/11/2017 SUBMITTED Please revalidate my account. I request removal of one role.

### Figure 419: Security Officer Decision - Additional Information - SAAR Approval History

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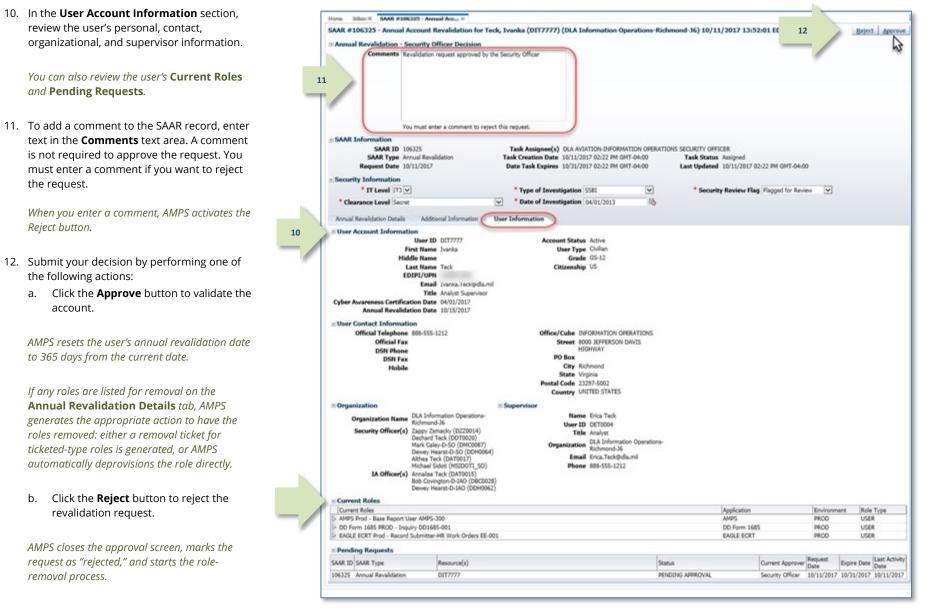


Figure 420: Security Officer Decision - User Information

AMPS sends the user an email notification indicating the Security Officer has completed the revalidation request.

*The outcome of the Security Officer's decision is included in this notification.* 

## Sample ARR Approval Notifications to the User

Subject: Notification: SAAR #106325 - Annual Account Revalidation for Ivanka Teck (DIT7777) (DLA Information Operations-Richmond-J6) 10/11/2017 13:52:01 UTC

Body:

The Security Officer has completed an approval for SAAR #106325.

The outcome for this task is APPROVE.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

AMPS sends the user an email notification indicating the request for removal of a role has been forwarded to an application provisioner for action.

The user's new revalidation date is listed on the **My Information** screen for the user's account. **Subject**: AMPS Application Processing for SAAR #106325

### Body:

AMPS application processing for SAAR 106325 has started for AMPS.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

This procedure is for	Total AMPS Provisioners who are deprovisioning the selected roles of users requesting revalidation or of users whose revalidation requests have timed out and are marked as "rejected."
What You Can Do	This procedure enables you, as a Total AMPS Provisioner, to remove one or more roles the user has specified for removal during an annual revalidation process.
Where to Start	70 days before the user's annual revalidation date, AMPS automatically notifies the user that his or her account must be revalidated. After the user submits an account revalidation request, AMPS automatically submits the request to an approval process that starts with the user's AMPS Supervisor. After the Supervisor and, optionally, the Security Officer have completed their approvals, AMPS notifies the application provisioners of any provisioning action that is pending. Total AMPS provisioning tickets do not have an expiration date. The Total AMPS provisioner should first open and read the email notification before processing the task.
<ol> <li>AMPS sends the application's Provisioner an email notification indicating a SAAR has been submitted for (de)provisioning.</li> <li>The notification identifies the action as a role removal and identifies the resource and the role name.</li> </ol>	Sample Provisioner Notification Subject: AMPS Application Processing for SAAR #106325 requires your attention. Body: AMPS Application Processing request for SAAR 106325 requires your attention. Please visit AMPS at this URL: https://amps.dla.mil/ Open your inbox to locate the SAAR. Click the SAAR title to open and complete the task. Task Details: Request For: DIA Logi:: DIT7777 Name: Teck, Vanka Phone: 888-555-1212 Email: Vanka. Teck@dla.mil EDIP/UPN: 999999999 Access information: Access information: Resource: EAGLE Telework Prod - Activity Telework Coordinator ET-001 Applications and Access: Resource: EAGLE Telework Prod - Activity Telework Coordinator Justification: Please revailidate my account. I request removal of one role. Optional Information: (nore) Annual Revailidation SAAR requested by AMPS on 10/11/2017

## Total AMPS Provisioner: Role Removal

2. The Provisioner logs in to AMPS and clicks the **Inbox** command from the User ID dropdown menu.

AMPS displays the **My Tasks** view for the current Provisioner (see Figure 422).

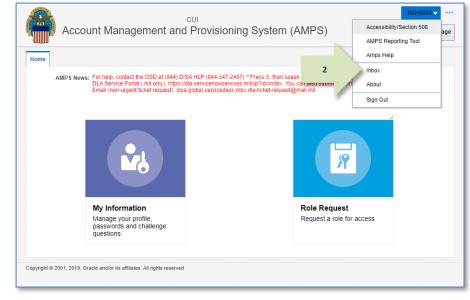


Figure 421: User ID Dropdown Menu – Inbox Command

Views	-Fi My	Tasks(23) 🔻 🥒 Me & My Group All	✓ Assigned	~
		Title	Number Creator	Assigne
	3	SAAR #106325 EAGLE PROD - ADMINISTRATORS PROVISIONER Remove Access for Teck	842441	Oct 11,
Inbox		SAAR #103846 mAGLE PROD - ADMINISTRATORS PROVISIONER Remove Access for Willia	837411	Dec 1,
My Tasks (23)		Rem. I - O'Neal, Phyllis - SAAR #666056	836538	Oct 27
		Rer - Shivers, Gretchen - SAAR #666061	836521	Oct 27
Views		A i - Oliver, Cynthia - SAAR #666057	836520	Oct 27
Due Soon		Access - Shaffer, Sharon - SAAR #666059	836519	Oct 27
High Priority	. 💼	Remove Access - Wallace, Arlene - SAAR #666060	836518	Oct 27
Past Day	1	Remove Access - Russell, Candy - SAAR #666058	836511	Oct 27
Past Week		Remove Access - St Peter, Lisa - SAAR #659468	836323	Oct 27
Past Month		Remove Access - McGarvey, Joseph - SAAR #655615	836311	Oct 27
Past Quarter		Remove Access - Perry, Andrea - SAAR #655616	836306	Oct 27
Manual Provisioning		Remove Access - Smith, Julika - SAAR #655578	836302	Oct 27
		Remove Access - Latt, Patrick - SAAR #655562	836294	Oct 27
My Staff Tasks		Remove Access - Kowalski, Donna - SAAR #655576	836273	Oct 27
New Tasks		Remove Access - Smith, Julika - SAAR #655568	836291	Oct 27
Pending Approvals	1	Remove Access - Friedel, Mark - SAAR #652690	836261	Oct 27

### Figure 422: Sample Provisioner's Approval Details - My Tasks View

- The Provisioner checks the list of provisioning tickets listed in the My Tasks view.
- 4. The provisioner clicks the title of the SAAR that corresponds to the notification.

AMPS displays the Total AMPS provisioning ticket for the SAAR.

### Tip:

At this point, the provisioner checks the ticket details and uses the information to perform the requested provisioning or deprovisioning action.

- 5. The Total AMPS ticket offers the provisioner these features. The provisioner can . . .
  - a. Click the Claim button, and then enter comments and click
     Save Comments to preserve current work and maintain exclusive control over the ticket for three calendar days.

AMPS saves and closes the request, enabling the provisioner to close and later reopen the incomplete ticket to perform the prescribed provisioning work.

- Enter comments and click Save
   Comments to preserve the
   Provisioning ticket. Reopen the
   ticket, as needed, to enter final
   comments in the required
   Comments text area.
- c. Click **Work is Complete** when provisioning is complete.

AMPS closes the request. AMPS also moves a record into the user's **SAAR History** indicating that the requested action is completed (see Figure 424).

					50	
AR #106325 EAGLE	PROD - ADMINISTRATORS PRO	OVISIONER Remove Acco	ess for Teck, Ivanka (DIT	(7777) g	laim Save Comments	Work is Complet
plication Request						13
Current Ta	ask Owner:			53	44	
	ponsibility: EAGLE PROD - ADMINIS	STRATORS PROVISIONER		2.	2	
	t Updated: Oct 11, 2017 2:44 PM					· ·
51	Coroments: Deprovisioning and rem Telework Coordinator h	oval of EAGLE Telework Prod - as been completed.	- Activity			
Vork Details						
equest For: LA Login: DIT7777 Jame: Teck, Ivanka hone: 888-555-1212 mail: Ivanka.Teck@dia.n DIP1/UPN:	nil					
AAR #: 106325	T Prod - Record Submitter HR Work Co	Ordero EE 001				
	nvork PROD - EAGLE Telework elework Prod - Activity Telework Coor	dinator				
ustification: Please revali	idate my account. I request removal o	of one role.				
ptional Information: (no	ne)					
nnual Revalidation SAAR	t requested by AMPS on 10/11/2017					
lser Summary						
User ID	DIT7777	Phone	888-555-1212			
	Teck, Ivanka	Email	Ivanka.Teck@dla.mil			
Organization	DLA Information Operations- Richmond-36	Supervisor Annual Revalidation	(DET0004) Teck, Erica			
	Analyst Supervisor	Date	1011010			
IT Level	тэ	Cyber Awareness Certification Date	4/1/2017			
Current Roles						
Current Roles				Application	Environment	Role Type
	A 11 AANDE DOO			AMPS	PROD	A A INCIDENTIAL
						USER
AMPS Prod - Base Report DD Form 1685 PROD - In				DD Form 1685 EAGLE ECRT	PROD PROD	USER USER USER

Figure 423: Sample Application Request Provisioning Ticket - Total AMPS

AMPS lists the completed SAAR in the user's **Request History**.

Curre	ent Role			ons & Roles					Re	quest Role	Remove Rol
	ent Roles	.3					Application		Environme	-	Туре
> AMPS	6 Prod - E	ase Repor	t User Al	MPS-300			AMPS		PROD	USEF	
DD Form 1685 PROD - Inquiry DD1685-001							DD Form 1685 PROD			USEF	2
	EAGLE ECRT Prod - Record Submitter-HR Work Order				EE-001		EAGLE ECRT		PROD	USEF	र
User has	no roles	with Addi	tional Att	tributes to display.							
🗠 Addit	tional R	ole Attri	butes							Edit Addition	al Attribute
User has	no roies	with Addi	tional Att	tributes to display.							
		Account	-								
System		System N		Provisioned Access							
	ROD			EAGLE ECRT Prod - F	Record Submitter-HF	R Work Orde	S				
OID		DLA OID		DIT7777							
SCAT		SCAT Fu	nc	DIT7777							
⊻ Pend	ing Req	uests								Car	ncel Reque
	SAAR T	/ре	Resourc	e(s)		S	tatus	Current Approver	Request Date	Expire Date	Last Activi Date
SAAR ID		ing reques	sts at this	s time.							
	no pend	2 .									
User has											
User has <b>⊻ Requ</b>	est His	tory		Resource(s)						Stat	us
User has <b>Requ</b> SAAR #	SAAR T	tory	on	Resource(s)						Stat	us IPLETED

Figure 424: Provisioned User's Applications & Roles Tab – Request History

6. AMPS sends the user an email confirmation indicating that administrative staff have completed deprovisioning of the role.

## Sample User Notification: Confirmation of Role Provisioning

Subject: AMPS Application Processing for SAAR #106325

#### Body:

Your Annual Revalidation Request (SAAR 106325) is now complete. All access specified for removal has been removed.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

# Supervisor's Tasks for Subordinates' Requests

Supervisors can monitor the role status of each "direct report" (also called a "subordinate") assigned to them in AMPS. The feature that enables Supervisors to monitor their direct reports is available through the **My Information** screen. When a Supervisor opens the **My Information** screen, AMPS displays a tab that provides access to a list of direct reports. From this tab, a Supervisor can perform the following tasks:

- See a list of direct reports.
- Click a direct report's User ID to view **Direct Report Details**.
- See the direct report's User Information in the Direct Report Details window.
- See the direct report's **Applications & Roles** tab.

# Performing Tasks for Subordinates

The following subsections explain the procedures available to the Supervisor for performing the following tasks on behalf of a direct report:

- Submit a role request.
- Submit a request to update **Additional Attributes** for a specific role.
- Cancel a pending role request.
- Submit a request to remove a role from a subordinate's Current Roles.

## How to View a Direct Report's Information

 Users:
 This procedure gives your Supervisor the capability to view your User Information and Applications & Roles screens.

 Supervisors:
 AMPS enables you to view a list of direct reports, view each user's role information and status, and submit certain requests on behalf of each direct report. Your direct reports, along with links to their user and role information, are listed on the My Information screen in the Direct Reports tab.

1. Log in to AMPS.

AMPS displays the **Self Service Home** screen and identifies the logged in user by ID.

### 2. Click the **My Information** tile.

If this selection is your first request for **My Information** during the current session, AMPS displays a **Privacy Act Statement** appropriate for your organization (see **Appendix E, Privacy Act Statements**). Click **Accept** to proceed (not shown).

AMPS displays the AMPS Supervisor's **My Information** screen with access to three tabs (see Figure 426: **My Information**):

- User Information
- Applications & Roles
- Direct Reports

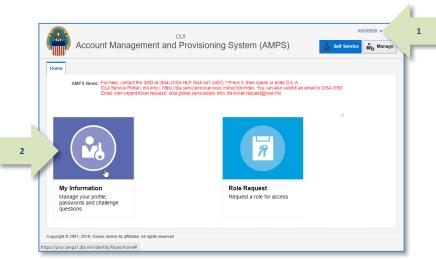


Figure 425: Self Service Home Page - My Information Tile

*3.* Click the **Direct Reports** tab.

AMPS opens a tab that displays a table of all the direct reports assigned to the current Supervisor in AMPS (see Figure 427).

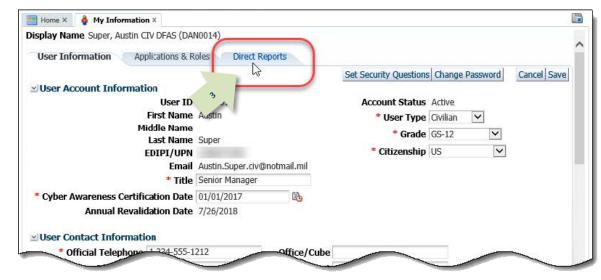


Figure 426: My Information

4. In the **Direct Reports** list, click the **User ID** of the direct report whose information you want to view.

AMPS displays the View Direct Report **Details** screen containing three tabs:

- User Information
- Applications & Roles
- Direct Reports

UserID	eports for Super		AS			
	Last Name	First Name	Middle Name	Email	Title	Street
DDC1723	Columbo	Detective		d.c.civ@nomail.mil	Security Manager	200 Maple Street
DDS9018	Sod	David		David.Sod.civ@nomail.mil	Separation of D	123 Any Street
DDS9019	Soff	Doris		Doris.Soff.civ@nomail.mil	Security Officer	8725 John J Kingm
DAT0014	Teck	Alvin		Alvin Teck@dla.mil	Analyst	8000 JEFFERSON D
DST9218	Teck	Simon		Simon.Teck@dla.mil	Analyst	401 Any Street
DTR 115	Teck	Trish		Trish.Teck@dla.mil	test user	8000 JEFFERSON
KPW0000	\M/hite	Datricia	R	Patricia White ctr@dla mil	AMPS Develop	8000 TEFERSON
<						>

Figure 427: Direct Reports - Select a Direct Report

5. Click the Applications & Roles tab.

AMPS displays the user's **Applications & Roles** screen containing current and pending requests, as well as provisioned resources and SAAR history (see Figure 429).

🔡 Home × 🍦 My Information ×		
View Direct Report Details		
Display Name Simon Teck (DST9218	3)	
User Info 5 Application	ons & Roles Direct R	eports
✓User Account Information	2	
Use	r ID DST9218	Account Status Active
First Na	ame Simon	User Type Civilian
Middle Na	ame	Grade GS-12
Last Na	ame Teck	Citizenship US
EDIPI/	JPN	
E	mail Simon.Teck@dla.mi	1
1	Fitle Analyst	
Cyber Awareness Certification I	Date 04/01/2017	
Annual Revalidation I	Date 7/9/2018	
<b>⊡</b> User Contact Information		
Official Telephone 888-5	55-1212	Office/Cube
Official Fax		Street 401 Any Street
DSN Phone		PO Box
DSN Fax		City Columbus
Mobile		State Ohio
		Postal Code 42000
		Country UNITED STATES
✓ Organization		≤Supervisor
Organization Name DFAS	Columbus	Name Austin Super
Security Officer(s) HD S		User ID DAN0014
	t Soff (DAN0013)	Title Senior Manager
	es Soff (DCS9809) is-DFAS-Security Officer	Organization DFAS Columbus
	son (DFJ0012)	Email Austin.Super.civ@notmail.
IA Officer(s) CB Si Alber	. ,	<b>Phone</b> 1-234-555-1212

Figure 428: View Direct Report Details - User Information

The subordinate user's **Applications & Roles** tab also provides the following functions to the user's Supervisor:

- *Request a role for the subordinate.*
- *Remove a role for the subordinate.*
- Edit additional role attributes for the subordinate.
- Cancel a request for the subordinate.

# The following sections outline and describe the procedures for these functions:

- How to Request a Role for a Direct Report.
- How to Cancel a Subordinate Role Request.
- How to Edit a Subordinate's Additional Attributes.
- How to Remove a Subordinate's Role.

Home ×	🍦 My Informat	ion ×						
iew Dire	ct Report Detail	S						E
Display N	lame Simon Teck	(DST9218)						
User In	formation	oplications & Roles Di	irect Reports					
⊻ Curre	nt Roles	. 3				Request F	tole Remove	Role
Curre	nt Roles		Application			Environment	Role Type	
> DFAS	SABRS Prod - DFA	S General User SABRS-014	DFAS SABR	s		PROD	USER	
	ional Role Attri	butes				Edit Ad	lditional Attrib	utes
Role Nan			Attribut		Value			
DFAS S	ABRS Prod - DFAS	General User SABRS-014	SABRS	ACID (UserID)	12345			
∠ Provi:	sioned Account	s						
System T	Гуре	System Nam	ne		Prov	isioned Access		
OID		DLA OID			DST	9218		
🗠 Pendi	ing Requests						Cancel Req	uest
SAAR ID	SAAR Type	Resource(s)		Status		Current Approve	r Date	Exp
106570	Role Request	DFAS SABRS Prod - ADHOC	w/o Cmd	PENDING APPR	ROVAL	Supervisor	11/1/2017	11/2
<								>
Requ	est History							
SAAR #	SAAR Type	Resource(s)				Status	Last Activity	
106563	Attribute Chan	DFAS SABRS				REJECTED	10/30/2017	
106092	Role Request	AMPS SUPERVISOR				REJECTED	10/8/2017	
106078	Role Request	DSS Distribution Prod - NON	DLA - INQU	IRY ONLY DSST	-319	REJECTED	10/4/2017	
102806	Role Request	DFAS SABRS Prod - DFAS Te	ster SABRS-	D16		CANCELLED	11/9/2016	
102803	Role Request	DFAS SABRS Prod - Restricte	J ETD CADD			REJECTED	11/8/2016	
102003	Role Request	DFAS SABKS FIDU - RESUICE	EQ FTP SABK	5-006		REJECTED	11/0/2010	

Figure 429: Direct Reports - Applications & Roles Tab

## How to Request a Role for a Direct Report

Users:	This role request procedure gives your Supervisor the capability to submit a role request on your behalf.
Supervisors:	AMPS enables you, a Supervisor, to request one or more roles for a subordinate who reports directly to you in AMPS. Your direct reports, along with links to their user and role information, are listed on the <b>My Information</b> screen in the <b>Direct Reports</b> tab. The process of requesting a role for a direct report follows the same sequence of screens as you follow when requesting a role for yourself. You have the same features available for requesting one or more roles, changing Primary Roles, adding optional information and up to three PDF file attachments to the request, and the same approval sequence. If you attach one or more documents, the attachments may not contain Personally Identifiable Information (PII). Notifications of the role request are sent to the user, rather than to you. However, you will receive the normal Supervisor notifications during the approval process.

- In the View Direct Report Details screen, open the direct report's Applications & Roles tab.
- 2. In the **Current Roles** section, click the **Request Role** button.

AMPS displays a **Privacy Act Statement** appropriate to your organization (see **Appendix E, Privacy Act Statements**). Read the statement and click **Accept** to proceed.

AMPS then displays the first in the sequence of role request screens, **User Information** (see Figure 431).

Home ×	🍦 My Informat	tion ×								
iew Dire	ect Report	5								1
isplay N	Name Simon	T9218)								
Lloor Tr	formation A	pplications & R	alas Di	rect Reports						
			Dies Di	rect Reports						
	ent Roles					2	Reque	N	ole Femove	Role
	nt Roles			Application			∠nvironment	V3 F	Role Type	
DFAS	SABRS Prod - DFA	S General User S	ABRS-014	DFAS SAB	RS		PROD	i	JSER	
<b>∠ Addit</b>	ional Role Attri	butes					Edi	t Add	litional Attrib	utes
Role Nar	ne			Attribu	te	Value				
DFAS S	ABRS Prod - DFAS	General User SA	BRS-014	SABRS	ACID (UserID)	12345				
	sioned Account	S								
System 1	Гуре		System Nam				visioned Access			
OID			DLA OID			DST	9218			
⊻ Pend	ing Requests								Cancel Req	uest
SAAR ID	SAAR Type	Resource(s)			Status		Current Appr	over	Request Date	Exp
106570	Role Request	DFAS SABRS Pro	d - ADHOC v	w/o Cmd	PENDING APP	ROVAL	Supervisor		11/1/2017	11/:
<										>
⊻ Requ	est History									
SAAR #	SAAR Type	Resource(s)					Status	1	Last Activity	
106563	Attribute Chan	DFAS SABRS					REJECTED		10/30/2017	
106092	Role Request	AMPS SUPERVIS	SOR				REJECTED		10/8/2017	
106078	Role Request	DSS Distribution	Prod - NON	DLA - INQU	IRY ONLY DSST	Г-319	REJECTED		10/4/2017	
102806	Role Request	DFAS SABRS Pro	od - DFAS Te	ster SABRS-	016		CANCELLED		11/9/2016	
102803	Role Request	DFAS SABRS Pro	od - Restricte	d FTP SABR	S-006		REJECTED		11/8/2016	
102003										

### Figure 430: Subordinate's Applications & Roles Tab

data.

 $\geq$ 

(\*).

4.

3. In the **User Information** page of the **Request a Role for Simon Teck** Request Role screen, ensure that all 0 0 0 required fields have entries. User Information Select Roles Justification Summary You no longer need to include the user's User Account Information date of birth. AMPS no longer collects this User ID DST9218 Account Status Active First Name Simon Date of Birth No longer collected. Eb Middle Name User Type Civilian Last Name Teck Note that this screen is a nested screen, and it \* Grade GS-12 ~ EDIPI/UPN may not display the contents completely. ~ Email Simon.Teck@dla.mil Citizenship US > To correct the display, close the Title Analyst **Request Role** screen, and zoom Cyber Awareness Certification Date 04/01/2017 03 out to approximately 85 percent. Annual Revalidation Date 7/9/2018 Then, click the Request Role User Contact Information button again. Official Telephone 888-555-1212 Office/Cube > The contents of the resulting screen **Official Fax** Street 401 Any Street should fit correctly inside the DSN Phone PO Box nested screen area. · City Columbus DSN Fax Mobile ~ State Ohio Postal 42000 Required fields are marked with an asterisk Code Country UNITED STATES Y Organization Supervisor Click Next to proceed. Update Organization Update Supervisor Organization Name DFAS Columbus Name Austin Super Security Officer(s) HD Smith (MHD7777) User ID DAN0014 *If this request is the first in the current* Albert Soff (DAN0013) Title Senior Manager session, AMPS displays the Privacy Statement Charles Soff (DCS9809) **Organization** DFAS Columbus Francis-DFAS-Security Officer screen (not shown, Email Austin.Super.civ@notmail.mil Johnson (DFJ0012) Phone 1-234-555-1212 see Appendix A). IA Officer(s) CB Smith (DCB7777) Albert Soff (DAN0013) Click Accept to proceed. Brad Inao (DBI0001) AMPS displays the Select Roles screen

### Figure 431: Request Subordinate Role - User Information

(see Figure 432).

- 5. In the **Select Roles** screen, use the search or browse features to locate and select a role.
- Click on the role you want to select for the user and click the right arrow (→) button (a.k.a. the Add button) to move the role entry from the **Role Name** list to the **Selected Roles** list.

You can repeat steps 5 and 6 to add more roles to this request. AMPS creates a SAAR for each role you identify in the Selected Roles list.

7. Click **Next** to proceed.

AMPS displays the **Justification** screen (see Figure 433).

6

Request a Role for Simon Teck		×
User Information Select Roles Justification Summary	7 X Next	
Browse Roles by Application	Search Roles	
AMPS Administrative     DFAS Applications	Role Name SABRS-016 5	
DLA Aviation Applications	Role Description	
<ul> <li>DLA Enterprise Applications</li> <li>DLA Enterprise Business System (EBS)</li> </ul>	Enterprise Application	
DLA Logistics Information Services Applications	Application Environment	
Energy Applications     Information Operations		
	Primary Role Search Reset	
	Search Reset	
Select a Role		
Display Admin Roles (for Supervisor and Approval Acc		
Role Name  V DFAS SABRS Prod - DFAS Tester SABRS-016	Selected Roles	4
V DFAS SABRS Prod - DFAS Tester SABRS-016	DFAS SABRS Prod - DFAS Tester SABRS-016	
Enterprise DFAS Applications Environment App Primary Pole		
Application DFAS SABRS Role Type	Not Applicable	
DFAS SABRS Test		
Region (CICST & Description CICST2) - Software		
Acceptance Testing (SAT)		
(SAT)		
		- 20

Figure 432: Request Subordinate Role - Select Roles

	In the <b>Justification</b> screen, enter the appropriate text to justify the role request.	8	Request a Role for Simon Teck User Information Select Roles Justification Summary Request Justification & Supporting Details * Justification The user needs this role to perform job tasks. Requested by the Supervisor on the user's behalf.	Optional Information The us	10 ser has received training in this applic	atk Next
1	for illustration purposes only. Please enter nformation relevant to a specific request.			Note		
9.	<b>Optional:</b> click the Browse button to search for and locate a supporting document to upload.	9	Attachment 1       Certificate of Completion.pdf       Update         Attachment 2       Browse         Attachment 3       Browse         Attachments must be PDF files, smaller than 2MB each.       Files containing Personally Identifiable Information (PII) shall not be up         Role Attributes	ploaded (i.e. SSN, DOB, etc)		
	Each attached document must be a PDF that is smaller than two megabytes in size.		Role(s) DFAS SABRS Prod - DFAS Tester SABRS-016	Attribute SABRS ACID (UserID)	Value 12345	Required Y
	A supervisor can attach as many as three PDF documents that support the role request. However, none of these documents may contain any Personally Identifiable Information (PII).					
10.	Click <b>Next</b> to proceed.					
	AMPS displays the <b>Summary</b> screen (see Figure 434).					

Figure 433: Request Subordinate Role – Justification

11. In the **Summary** screen, review all entries for accuracy.

*Use the* **Back** *button or the screen name links* in the train to return to previous screens and make corrections, as needed.

12. Click **Submit** to start the approval process for this request.

Request a Role for Simon Teck			
User Information Select Roles Jus	tification Summary		Back Submit 12
Role Request Summary			
Please review the information belo Use the Back button to change an	ow before submitting this request. y information, and use the Submit be	utton to complete this request.	
User	Simon Teck	User Type	Civilian
User ID	DST9218	Grade	GS-12
11 Supervisor	Austin Super (DAN0014)		
	DFAS Columbus		
Cyber Awareness Certification Date	4/1/2017		
Date of Birth	*****		
Requested Role(s)	DFAS SABRS Prod - DFAS Tester SA	BRS-016	
	The user needs this role to perform job tasks. Requested by the Supervisor on the user's behalf.	Optional Information	The user has received training in this application.
Attachments	Certificate of Completion.pdf		
Role Attributes			
Role		Attribute	Value
DFAS SABRS Prod - DFAS Tester S	SABRS-016	SABRS ACID (UserID)	12345

Figure 434: Request Subordinate Role – Summary

13.	In the <b>Role Request Confirmation</b> screen, AMPS displays the SAAR number for the role request just submitted, along with the Role name and submission status.		Request a Role for Simon Teck Role Request Confirmation Your request has been submitted for approval. The following SAARs have been created:	
	You can note the SAAR number for reference, as needed for tracking purposes.	.3	SAAR Role 106571 DFAS SABRS Prod - DFAS Tester SABRS-016	
	AMPS sends email notifications to the user advising the user of the request's status, and to each approver indicating an approval action is required.		AMPS will notify you by email message regarding the status of each SAAR. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (mill only) at https://dla.servicenowservices.mil/sp?id=index	
14.	Click <b>OK</b> to finish the role request.			

Figure 435: Request Subordinate Role - SAAR and Request Confirmation

15. After you click **OK** in the **Confirmation** screen, AMPS returns to the beginning of the role request process.

If you are finished with this process, click the **Close** button (**X** icon) in the upper right corner of the role request screen.

AMPS closes the role request screen and returns to the subordinate's Applications & Roles tab in the View Direct Report Details screen.

User Account Informatio	00								
osei Account Informatio		DST9218		Account Stat	tus Ac	tive			
1	First Name	Simon		* Date of Bi	rth			協	No longer collected.
Mi	ddle Name			* User Ty	me G	ilian	~		
	Last Name	-1.5.5.5.5.5.e.c.			ade GS				
E		1286972493					~		
		Simon.Teck@dla.r Analyst	nil	* Citizens	hip US		~		
Cyber Awareness Certific			60						
Annual Revalid	ation Date	7/9/2018							
User Contact Informatio	n								
• Official Telephone	888-555-121	2	Office/Cube	[					
Official Fax			* Street	401 Any Street		1			
DSN Phone			PO Box			-			
DSN Fax			* City	Columbus		-			
Mobile			* State					V	
Thomas			* Postal			-			
			Code	42000					
			* Country	UNITED STATES					~
Organization			Supervisor						
	/ Update O	rganization		1	/ Upda	te Sup	ervisor		
Organization Name	DFAS Colum	bus		Name A	ustin Si	uper			
Security Officer(s)				User ID D					
	Albert Soff (I Charles Soff			Title S		100000-000			
	Francis-DFAS	S-Security Officer		Organization D					
	Johnson (DF			Phone 1			v@notmail.m 2		
	Albert Soff (I Brad Inao (D	DAN0013)		Filone	2.54-55	J-121			

Figure 436: Request a Subordinate Role - Close the Role Request Screen

## How to Cancel a Subordinate Role Request

1

Users:	This role cancellation procedure gives your Supervisor the capability to cancel a role request on your behalf.
Supervisors:	a subordinate who reports directly to you in AMPS. Your direct reports, along with links to their user and role information, are listed on the <b>My</b> Information screen in the <b>Direct Reports</b> tab.
	Note:
AMPS enables you, the Supervisor, to remove one or more roles from	You cannot cancel a request after it has entered the provisioning phase. (In this phase, the status field indicates the request is "TICKETED").
Where to Start:	Begin by logging in to AMPS, opening the My Information screen, and displaying the Direct Reports screen

1. In the **Direct Reports** list, click the **User ID** of the subordinate user whose information you want to view.

AMPS displays the View Direct Report Details screen containing three tabs:

- User Information
- Applications & Roles
- Direct Reports

DDC1723     Columbo     Detective     d.c.civ@nomail.mil     Security Manager     200 Maple Str       DDS9018     Sod     David     David.Sod.civ@nomail.mil     Separation of D     123 Any Street       DDS9019     Soff     Doris     Doris.Soff.civ@nomail.mil     Security Officer     8725 John J K       DAT0014     Teck     Alvin     Alvin.Teck@dla.mil     Analyst     8000 JEFFERS       DST9218     Teck     Simon     Simon.Teck@dla.mil     Analyst     401 Any Street       DTVIP15     Teck     Trish     Trish.Teck@dla.mil     test user     8000 JEFFERS			anie Piluulei			Title	Street
DDS9018         Sod         David         David.Sod.civ@nomail.mil         Separation of D         123 Any Street           DDS9019         Soff         Doris         Doris.Soff.civ@nomail.mil         Security Officer         8725 John J K           DAT0014         Teck         Alvin         Alvin.Teck@dla.mil         Analyst         8000 JEFFERS           DST9218         Teck         Simon         Simon.Teck@dla.mil         Analyst         401 Any Street           DTV         J15         Teck         Trish         Trish.Teck@dla.mil         test user         8000 JEFFERS	JUCI/23 CUIU	umbo Dotoct	in co				
DDS9019         Soff         Doris         Doris.Soff.civ@nomail.mil         Security Officer         8725 John J K           DAT0014         Teck         Alvin         Alvin.Teck@dla.mil         Analyst         8000 JEFFERS           DST9218         Teck         Simon         Simon.Teck@dla.mil         Analyst         401 Any Street           DTql <sup>m</sup> J5         Teck         Trish         Trish.Teck@dla.mil         test user         8000 JEFFERS	DC0010 Cod		Ive				
DAT0014         Teck         Alvin         Alvin.Teck@dla.mil         Analyst         8000 JEFFERS           DST9218         Teck         Simon         Simon.Teck@dla.mil         Analyst         401 Any Street           DTqtm)15         Teck         Trish         Trish.Teck@dla.mil         test user         8000 JEFFERS						•	•
DST9218         Teck         Simon         Simon.Teck@dla.mil         Analyst         401 Any Street           DTT <sup>IM</sup> 15         Teck         Trish         Trish.Teck@dla.mil         test user         8000 JEFFERS					_	,	-
DTE <sup>lm</sup> ]15 Teck Trish Trish.Teck@dla.mil test user 8000 JEFFERS	110011 100						
KPW0000 White Patricia R Patricia White ctr@dla.mil AMPS Develon 8000 IEEERS							8000 JEFFERSON
	DW0000 Whit	to Datrici:	- R	Datricia Wh	ite ctr@dla mil /	MDS Develop	8000 JEEEERSON [
<	<						>

Figure 437: Direct Reports - Select a Direct Report

2. Click the Applications & Roles tab.

AMPS displays the subordinate user's Applications & Roles screen containing current and pending requests, as well as provisioned resources and SAAR history.

3. In the **Pending Requests** table, locate and click the SAAR you want to cancel.

AMPS highlights the SAAR record in **Pending Requests**.

4. Click Cancel Request.

AMPS displays a confirmation message (see Figure 439).

3

User	2 A	pplications & Roles Direct	Reports					
<ul> <li>Curre</li> </ul>	ent Ro					Re	equest Role	Remove Ro
Curre	nt Roles			Application		Environme	ent Role	Туре
DFAS	SABRS Prod - DF/	AS General User SABRS-014		DFAS SABRS		PROD	USE	R
✓ Addit	ional Role Attr	ibutes					Edit Additio	nal Attribute
Role Nan	ne		Attribute	Value				
DFAS S	ABRS Prod - DFAS	General User SABRS-014	SABRS ACID (UserID)	) 12345				
		L_						
	sioned Account			Provisioned Acc				
System 1	Гуре	System Name			ess			
OID		DLA OID		DST9218		_		
⊻ Pend	ing Requests					4	Ca	ncel Reque
SAAR ID	SAAR Type	Resource(s)		Status		Request Date	pire Date	Last Xctivi
106571	Pole Request	DEAS SARPS Prod - DEAS Tester	SARDS-016	DENDING ADDDO	Supervisor 1	1/1/2017	11/2/2017	11/1/2017
106570	Role Request	DFAS SABRS Prod - ADHOC w/o (	Cmd Line SABRS-005	PENDING APPRO	Supervisor 1	1/1/2017	11/2/2017	11/1/2017
Deser	est History							
		Resource(s)				Status	Last	Activity
SAAR #	SAAR Type	Resource(s)				Status		Activity
SAAR #	SAAR Type Attribute Chan	DFAS SABRS				REJECTED	0 10/3	30/2017
SAAR # 106563 106092	SAAR Type Attribute Chan Role Request	DFAS SABRS AMPS SUPERVISOR		T-319		REJECTED REJECTED	0 10/3 0 10/8	30/2017 3/2017
SAAR # 106563 106092 106078	SAAR Type Attribute Chan Role Request Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA		T-319		REJECTED REJECTED REJECTED	0 10/3 0 10/8 0 10/4	30/2017 3/2017 4/2017
SAAR # 106563 106092 106078 102806	SAAR Type Attribute Chan Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISOR	SABRS-016	Т-319		REJECTED REJECTED REJECTED CANCELLE	0 10/3 0 10/8 0 10/4 5D 11/9	30/2017 3/2017 4/2017 9/2016
SAAR # 106563 106092 106078 102806 102803	SAAR Type Attribute Chan Role Request Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester DFAS SABRS Prod - Restricted FT	SABRS-016 P SABRS-006			REJECTED REJECTED REJECTED CANCELLE REJECTED	0 10/3 0 10/8 0 10/4 5D 11/9 0 11/8	30/2017 3/2017 4/2017 9/2016 3/2016
SAAR # 106563 106092 106078 102806 102803 102808	SAAR Type Attribute Chan Role Request Role Request Role Request Role Request Role Removal	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester DFAS SABRS Prod - Restricted FT DFAS SABRS Prod - DFAS System	SABRS-016 P SABRS-006 s Maint Team SABRS-	020		REJECTED REJECTED REJECTED CANCELLE REJECTED COMPLETE	0         10/3           0         10/8           0         10/4           0         10/4           0         11/9           0         11/8           0         10/2	30/2017 3/2017 4/2017 9/2016 3/2016 20/2016
SAAR # 106563 106092 106078 102806 102803 102808 102807	SAAR Type Attribute Chan Role Request Role Request Role Request Role Request Role Removal Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester DFAS SABRS Prod - Restricted FT	SABRS-016 P SABRS-006 s Maint Team SABRS- onal Attributes SABRS	020		REJECTED REJECTED REJECTED CANCELLE REJECTED	0         10/3           0         10/8           0         10/4           0         10/4           ED         11/8           ED         10/2           ED         10/2	30/2017 3/2017 4/2017 9/2016 3/2016 20/2016 20/2016
SAAR # 106563 106092 106078 102806 102803 102808 102807 102804	SAAR Type Attribute Chan Role Request Role Request Role Request Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester DFAS SABRS Prod - Restricted FT DFAS SABRS Prod - DFAS System DFAS SABRS Prod - Update Additi	SABRS-016 P SABRS-006 s Maint Team SABRS- ional Attributes SABRS I User SABRS-014	020		REJECTED REJECTED REJECTED CANCELLE REJECTED COMPLETE PROCESSE	10/3           10/4           10/4           10/4           10/4           10/4           10/4           10/4           10/4           10/4           10/4           10/4           11/5           11/5           11/6           111/6           111/6	30/2017 3/2017 4/2017 9/2016 3/2016 20/2016 20/2016 19/2016
SAAR # 106563 106092 106078 102806 102803 102808 102807 102804 102788	SAAR Type Attribute Chan Role Request Role Request Role Request Role Removal Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester : DFAS SABRS Prod - Restricted FT DFAS SABRS Prod - DFAS System DFAS SABRS Prod - Update Additi DFAS SABRS Prod - DFAS Genera DFAS SABRS Prod - ROSCOE MEN	SABRS-016 P SABRS-006 s Maint Team SABRS- ional Attributes SABRS I User SABRS-014 IU SABRS-003	020 ;-999		REJECTED REJECTED REJECTED CANCELLE REJECTED COMPLETE PROCESSE COMPLETE	0         10/3           0         10/4           0         10/4           0         10/4           ED         11/9           0         11/8           ED         10/2           ED         10/2           ED         10/1           ED         10/1           ED         10/1	30/2017 3/2017 4/2017 9/2016 3/2016 20/2016 20/2016
SAAR # 106563 106092 106078 102806 102803 102808 102807 102804 102788 102725	SAAR Type Attribute Chan Role Request Role Request Role Request Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISOR DSS Distribution Prod - NON DLA DFAS SABRS Prod - DFAS Tester : DFAS SABRS Prod - Restricted FT DFAS SABRS Prod - DFAS System DFAS SABRS Prod - Update Additi DFAS SABRS Prod - DFAS Genera	SABRS-016 P SABRS-006 s Maint Team SABRS- ional Attributes SABRS l User SABRS-014 IU SABRS-003 - INQUIRY ONLY DSS	020 ;-999		REJECTED REJECTED CANCELLE REJECTED COMPLETE PROCESSE COMPLETE COMPLETE	0         10/3           0         10/8           0         10/8           0         10/4           ED         11/8           ED         10/2	80/2017 8/2017 8/2017 9/2016 8/2016 20/2016 20/2016 19/2016 19/2016 12/2016

Figure 438: View Direct Report Details - User Information

5. To confirm the request cancellation request, click the **Yes** button.

AMPS displays an **Information** message indicating the selected SAAR has been cancelled (see Figure 440).

	ect Report Detai	ls					
isplay I	Name Simon Teck	(DST9218)					
User In	nformation A	pplications & Ro	oles Direc	t Reports			
Curre	ent Roles					Requ	est Role Remove Role
Curre	ent Roles				Application	Environment	Role Type
> DFAS	SABRS Prod - DF	AS General User S/	ABRS-014		DFAS SABRS	PROD	USER
≤Addit	tional Role Attr	ibutes				Ed	dit Additional Attributes
Role Nar	ne			Attribute	Value		
DFAS S	ABRS Prod - DFAS	S General User SAE	3RS-014	SABRS ACID (UserID)	12345		
	isioned Accoun		-				
System 7	Гуре		System Name		Provisioned Access		
OID			DLA OID		DST9218		
Pend	ing Requests		Cancel Role	Request			Cancel Request
SAAR ID	SAAR Type	Resource(s)	Are you sur	e you want to cancel thi	is role request? This action is	er Request Ex	pire Date Last Activity
106571	Role Request	DFAS SABRS Pro	immediate	and cannot be undone.		11/1/2017 11	/2/2017 11/1/2017
106570	Role Request	DFAS SABRS Pro	¢		5 Yes N	11/1/2017 11	/2/2017 11/1/2017
Requ	est History						
CAAD #	SAAR Type						
SAAK #		Resource(s)			· · · · · · · · · · · · · · · · · · ·	Status	Last Activity
	Attribute Chan	Resource(s) DFAS SABRS				Status REJECTED	Last Activity 10/30/2017
106563		and the second	OR			1	
106563 106092	Attribute Chan	DFAS SABRS AMPS SUPERVISE		A - INQUIRY ONLY DSST	T-319	REJECTED	10/30/2017
106563 106092 106078	Attribute Chan Role Request	DFAS SABRS AMPS SUPERVISE	Prod - NON DL	a new place of a local property of the date of a place of the set	г-319	REJECTED REJECTED	10/30/2017 10/8/2017
106563 106092 106078 102806	Attribute Chan Role Request Role Request	DFAS SABRS AMPS SUPERVISE DSS Distribution	Prod - NON DL d - DFAS Teste	r SABRS-016	т-319	REJECTED REJECTED REJECTED	10/30/2017 10/8/2017 10/4/2017
106563 106092 106078 102806 102803	Attribute Chan Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISE DSS Distribution DFAS SABRS Pro- DFAS SABRS Pro-	Prod - NON DL d - DFAS Teste d - Restricted F	r SABRS-016		REJECTED REJECTED REJECTED CANCELLED	10/30/2017 10/8/2017 10/4/2017 11/9/2016
106563 106092 106078 102806 102803 102808	Attribute Chan Role Request Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISE DSS Distribution DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro	Prod - NON DL d - DFAS Teste d - Restricted F d - DFAS Syste	r SABRS-016 TP SABRS-006	120	REJECTED REJECTED REJECTED CANCELLED REJECTED	10/30/2017 10/8/2017 10/4/2017 11/9/2016 11/8/2016
106563 106092 106078 102806 102803 102808 102807	Attribute Chan Role Request Role Request Role Request Role Request Role Removal Role Request	DFAS SABRS AMPS SUPERVISU DSS Distribution DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro	Prod - NON DL d - DFAS Teste d - Restricted F d - DFAS Syste d - Update Add	r SABRS-016 TP SABRS-006 ms Maint Team SABRS-0	120	REJECTED REJECTED REJECTED CANCELLED REJECTED COMPLETED	10/30/2017 10/8/2017 10/4/2017 11/9/2016 11/8/2016 10/20/2016 10/20/2016
106563 106092 106078 102806 102803 102808 102807 102804	Attribute Chan Role Request Role Request Role Request Role Request Role Removal Role Request	DFAS SABRS AMPS SUPERVISU DSS Distribution DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro	Prod - NON DL d - DFAS Teste d - Restricted F d - DFAS Syste d - Update Add d - DFAS Gener	r SABRS-016 TP SABRS-006 ms Maint Team SABRS-0 itional Attributes SABRS- al User SABRS-014	120	REJECTED REJECTED REJECTED CANCELLED REJECTED COMPLETED PROCESSED	10/30/2017 10/8/2017 10/4/2017 11/9/2016 11/8/2016 10/20/2016 10/20/2016 10/19/2016
106563 106092 106078 102806 102803 102808 102807 102804 102788	Attribute Chan Role Request Role Request Role Request Role Request Role Removal Role Request Role Request	DFAS SABRS AMPS SUPERVISO DSS Distribution DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro	Prod - NON DL d - DFAS Teste d - Restricted F d - DFAS Syste d - Update Add d - DFAS Gener d - ROSCOE ME	r SABRS-016 TP SABRS-006 ms Maint Team SABRS-0 itional Attributes SABRS- al User SABRS-014	)20 -999	REJECTED REJECTED CANCELLED REJECTED COMPLETED PROCESSED COMPLETED	10/30/2017 10/8/2017 10/4/2017 11/9/2016 11/8/2016 10/20/2016 10/20/2016 10/19/2016
106563 106092	Attribute Chan Role Request Role Request Role Request Role Request Role Request Role Request Role Request	DFAS SABRS AMPS SUPERVISO DSS Distribution DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro DFAS SABRS Pro	Prod - NON DL d - DFAS Teste d - Restricted F d - DFAS Syste d - Update Add d - DFAS Gener d - ROSCOE ME Prod - NON DL	r SABRS-016 TP SABRS-006 ms Maint Team SABRS-0 itional Attributes SABRS- ral User SABRS-014 ENU SABRS-003	)20 -999	REJECTED REJECTED CANCELLED REJECTED COMPLETED COMPLETED COMPLETED	10/30/2017 10/8/2017 10/4/2017 11/9/2016 11/8/2016 10/20/2016 10/20/2016 10/19/2016 10/12/2016

### Figure 439: Cancel a Subordinate Role Request - Confirm the Cancellation

6. In the **Information** message box, click **OK** to acknowledge and close the message.

View Dire	ct Report Detail	s						I
Display N	ame Simon Teck	(DST9218)						
User Inf	formation A	pplications & Roles Direct	Reports					
<b>∠</b> Curre	nt Roles					R	equest Role	Remove Role
Curren	it Roles			Application		Environm	ent Role	е Туре
DFAS	SABRS Prod - DFA	AS General User SABRS-014		DFAS SABRS		PROD	USE	R
<b>⊻ Additi</b>	onal Role Attri	ibutes	(i) Information				Edit Additio	nal Attributes
Role Nam	e		SAAR: 106570 has cancelled.	been	1			
DFAS SA	ABRS Prod - DFAS	General User SABRS-014	concence.		1.1			
Provis	ioned Account	is		- CK	6			
System T	уре	System Name		Provisioned Acc	cess			
OID		DLA OID		DST9218				
⊻Pendi	ng Requests						Ca	ancel Request
SAAR ID	SAAR Type	Resource(s)		Status	Current Approver	Request Date	Expire Date	Last Activity Date
106571	Role Request	DFAS SABRS Prod - DFAS Tester	SABRS-016	PENDING APPRO	Supervisor	11/1/2017	11/2/2017	11/1/2017
Reque	est History							
SAAR #	SAAR Type	Resource(s)				Status	Last	t Activity
106570	Role Request	DFAS SABRS Prod - ADHOC w/o	Cmd Line SABRS-005			CANCELL	ED 11/1	1/2017
106563	Attribute Chan	DFAS SABRS				REJECTE	D 10/3	30/2017
106092	Role Request	AMPS SUPERVISOR				REJECTE	D 10/8	3/2017
106078	Role Request	DSS Distribution Prod - NON DLA	- INQUIRY ONLY DSS	T-319		REJECTE	D 10/4	4/2017
102806	Role Request	DFAS SABRS Prod - DFAS Tester	SABRS-016			CANCELL	ED 11/9	9/2016
	Role Request	DFAS SABRS Prod - Restricted FT	P SABRS-006			REJECTE		3/2016
	Role Removal	DFAS SABRS Prod - DFAS System				COMPLET		20/2016
	Role Request	DFAS SABRS Prod - Update Addit		-999		PROCESS		20/2016
	Role Request	DFAS SABRS Prod - DFAS Genera				COMPLET		19/2016
	Role Request	DFAS SABRS Prod - ROSCOE MEN				COMPLET		12/2016
	Role Request	DSS Distribution Prod - NON DLA		T-319		REJECTE		7/2016
	Role Request	DFAS SABRS Prod - DFAS Genera				REJECTE		7/2016
102046	Role Request	DFAS SABRS Prod - DFAS System	s Maint Team SABRS-	020		COMPLET	ED 8/1/	2016

Figure 440: Cancel a Subordinate Role Request - SAAR is Cancelled

 Note that AMPS has removed the cancelled SAAR from the subordinate's **Pending Requests** table and moved it to the **Request History** table.

The **Request History** entry saves the cancellation date of the SAAR for future reference.

7

Display N	lame Simon Teck	(DST9218)						
User In	formation A	pplications & Roles	Direct Reports					
✓ Curre	nt Roles					R	Request Role	Remove Role
Curre	nt Roles			Application		Environm	nent Rol	е Туре
DFAS	SABRS Prod - DFA	S General User SABRS-01	4	DFAS SABRS		PROD	USE	
	ional Role Attri	ihutoc					Edit Additio	onal Attributes
Role Nan		butes	Attribute	Value			Luit Additio	Jilai Attribute
		General User SABRS-014	SABRS ACID (UserII					
DIA3 3	HDIG FIUL - DEAG	General Osci SMDR3-01T	shore here (oscill	-/ IZJTJ				
Provis	sioned Account	s						
System T	Гуре	System I	Name	Provisioned Acc	tess			
OID		DLA OID	)	DST9218				
	Ing Requests	Resource(s)		Status	Current Approver	Request Date	Expire Date	Last Activit
106571	Role Request	DFAS SABRS Prod - DFAS	Tester SABRS-016	PENDING APPRO	Supervisor	11/1/2017	11/2/2017	11/1/2017
Requ	est History							
SAAR #	SAAR Type	Resource(s)				Status	Las	t Activity
106570	Role Request	DFAS SABRS Prod - ADH	DC w/o Cmd Line SABRS-005			CANCELL	.ED 11/	1/2017
106563	Attribute Chan	DFAS SABRS				REJECTE	D 10/	30/2017
106092	Role Request	AMPS SUPERVISOR				REJECTE	D 10/	8/2017
106078	Role Request	DSS Distribution Prod - N	ON DLA - INQUIRY ONLY DS	ST-319		REJECTE	D 10/	4/2017
102806	Role Request	DFAS SABRS Prod - DFAS	Tester SABRS-016			CANCELL	.ED 11/	9/2016
102803	Role Request	DFAS SABRS Prod - Rest	icted FTP SABRS-006			REJECTE	D 11/	8/2016
102808	Role Removal	DFAS SABRS Prod - DFAS	Systems Maint Team SABRS	5-020		COMPLET	TED 10/	20/2016
102807	Role Request	DFAS SABRS Prod - Upda	te Additional Attributes SABR	S-999		PROCESS	SED 10/	20/2016
	Role Request	DFAS SABRS Prod - DFAS	General User SABRS-014			COMPLET	TED 10/	19/2016
102804		DFAS SABRS Prod - ROSO	OF MENU SABRS-003			COMPLET	TED 10/	12/2016
	Role Request	DIAS SADIUSTING 1005						
102788	Role Request Role Request		ON DLA - INQUIRY ONLY DS	ST-319		REJECTE	D 9/2	7/2016
102788		DSS Distribution Prod - N		ST-319		REJECTE		7/2016 7/2016

Figure 441: Cancel a Subordinate Role Request - Pending Requests is Updated

# How to Edit a Subordinate's Additional Attributes

Users:	This update procedure gives your Supervisor the capability to update a role's Additional Attributes, such as DoDAACs or other required or optional codes and dates. Some roles share the same attribute, but AMPS requires you to change the attribute value only once. Other roles may have multiple values; for these roles, AMPS enables you to enter, change, or remove attributes as needed.
Supervisors:	This procedure is limited to internal Supervisors. (External Supervisors do not have AMPS accounts and, therefore, do not have access to a Direct Reports screen.) AMPS enables you to update Additional Attributes for a subordinate user who reports directly to you in AMPS. Your direct reports, along with links to their user and role information, are listed on the <b>My Information</b> screen in the <b>Direct Reports</b> tab.
Where to start:	A Supervisor begins this process by viewing the user's <b>Applications &amp; Roles</b> screen: follow steps 1-4 of the section entitled <b>How to View a Direct Report's</b> Information.

 If the user has more than one role with additional attributes, click the **Role Name** to select the role for update purposes.

If the user has two or more roles that share the same attribute, select all the roles having that attribute.

2. Click the **Edit Additional Attributes** button to proceed.

AMPS starts the Request Attribute Changes module (see Figure 443).

Display N	<b>View Direct</b>	Report Deta	ils						
User Inf Display Name Simon Teck (DST9218)									
- Direct	User Infor	mation	Applications & Roles Direct Reports						
UserID	Current	Roles				R	equest Role R	emove Role	
DDC1723 DD59018	Current i	Roles		Application		Environm	and the second	Automotive devices Automatic	
0059018	and the second s		FAS General User SABRS-014	DEAS SABRS	2	PROD	USER		11
DAT0014						1		-	<b>r</b> 1
DSTI US	Addition	al Role Att	ributes			(	Edit Additiona	al Attributes	
	Role Name		Attribute	Value		-			
1		RS Prod - DEA		D (UserID) 12345		×			
<u> </u>	$\sim$		0	0 (01010) 12313					117
- Q rei	🗠 Provisio	ned Accourt	nts						811
Curren	System Typ	e	System Name	Provisioned Act	cess				811
> DFAS :	OID	ND DLA OID D5T9218							
- Pendi	≥ Pending	Requests					Can	cel Request	
SAAR ID	SAAR ID SA	AR Type	Resource(s)	Status	Current Approver	Request		Last Activity Date	8
Jser has r	User has no	User has no pending requests at this time.							PI I
Reque									
SAAR #	≤ Request		la monte de la companya de			las a	le care		
106092	SAAR # SA		Resource(s)			Status	Last A		1
106078	106092 Role Request AMPS SUPERVISOR REJECTED 10/8/2017								
102806	106078         Role Request         DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319         REJECTED         10/4/2017           102806         Role Request         DFAS SABRS Prod - DFAS Tester SABRS-016         CANCELLED         11/9/2016								
102803	102803 Rd								
102808	102808 Rd		DFAS SABRS Prod - DFAS Systems Maint Team SABRS-020 COMPLETED 10/20/2016						
102807	102807 Rd		DFAS SABRS Prod - Update Additional Attributes SABRS-929 PROCESSED 10/20/2016 DFAS SABRS Prod - Update Additional Attributes SABRS-999 PROCESSED 10/20/2016						
102804	102804 Rd		DFAS SABRS Prod - OFAS General User SABRS-014 COMPLETED 10/19/2016						
102788	102788 Rd		DFAS SABRS Prod - ROSCOE MENU SABRS-003 COMPLETED 10/12/2016						
102125	102125 Rd		DSS Distribution Prod - NON DLA - INOUTRY ONLY DSST-319 REJECTED 9/27/2016						
102130 102046	102130 Rd		DFAS SABRS Prod - DFAS General User SABR			REJECTER			
		le Request	DFAS SABRS Prod - DFAS Systems Maint Tea	m SARRS.020		COMPLET			

Figure 442: Additional Role Attributes – Edit Additional Attributes

3. In the **User information** screen, make sure all required fields have entries.

The Supervisor is no longer required to enter the user's date of birth. AMPS no longer collects this data.

4. Click the **Next** button.

AMPS displays the **Attribute Changes** screen.

User Inform       Current         User Information       User Information Attribute Changes Justification Summary         User Information Attribute Changes Justification Summary       4         User Information Attribute Changes Justification Summary       4         User Information Attribute Changes Justification Summary       4         User Information Summary       4         User Information Attribute Changes Justification Summary       4         User Information       User Information         D059019       User Account Information         Middle Name       East Name Teck         EDIPI/UPN 1286972433       Grade GS-12 V         Email Simon.Teck@dla.mill       * Grade GS-12 V         * Orbor Awareness Certification Date 04/01/2017       * Grade GS-12 V         Annual Revalidation Date 7/9/2018       * Orficial Telephone 888-55-1212         Viser Contact Information       * Official Flagphone 888-55-1212         Official Flagphone 888-55-1212       Officic/Cube         Viser Contact Information       * Organization         * Organization       * Update Organization         * Request H       DSN Fax       * City Columbus         106092 Role       Mobile       * State Ohio         102080 Role       Organization Name DFAS Columbus       Super Visor </th <th>Home My Info</th> <th>ormation ×</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Home My Info	ormation ×						
	Display Name	View Direct Report Details						
User Information Attribute Changes Justification Summary User Account Information User ID DST9218 User Account Information User ID DST9218 User Account Information User ID DST9218 DST9218 DT0015 KTW0000 Correct EDIPT/UPN User Information Correct EDIP/UpN User I	User Informa	Request Attribute Changes for Simon Teck						
User Account Information       User ID DST9218         D059018       D059019         D059019       First Name Simon         Middle Name       Middle Name         D170013       Middle Name Teck         EDDFJ/UPN 1286972493       Grade GS-12         Email Simon Teck@dla.mll       * Citizenship US         * Curren       * Cyber Awareness Certification Date 0/401/2017         * Oper Awareness Certification Date 0/401/2017       * Citizenship US         * SAR ID SAA       User Contact Information         • Official Telephone       88-555-1212         Office/Cube       * Street 401 Any Street         D08092 Role       DSN Phone         106092 Role       Mobile         * State ID SAA       DSN Phone         102080 Role       Mobile         102080 Role       * Organization         * Organization       * Update Organization         102080 Role       Organization Name         102080 Role       * Organization         102080 Role       * Organization Name         102080 Role       * Organization	-			arv		4	I Al Next	<u>^</u>
DDS9019       User ID       DST9218       Account Status Active         DDS19218       First Name Simon       Date of Birth       Date of Birth       Date of Birth         DS19218       Date of Birth       Cilian       So longer collected.         DS19218       Last Name Teck       User Type Civilian         Current       * Cirrent       * Grade GS-12 V         * Current       * Title Analyst       * Cyber Awareness Certification Date [04/01/2017 Coll         * Pending R       * User Contact Information       * Official Telephone 1888-555-1212       Office/Cube         V User Contact Information       * Official Fax       PO Box       * Street 401 Any Street         DIG0092 Role       Mobile       * Street 401 Any Street       PO Box         D106092 Role       Mobile       * State Ohio       V         U2280 Role       Mobile       * State Ohio       Vidate Supervisor         U2280 Role       Organization       Supervisor       Supervisor         U2280 Role       Organization Name DFAS Columbus       Name Austin Super         U2280 Role       Organization Name DFAS Columbus       Name Austin Super         U2280 Role       Organization Name DFAS Columbus       Name Austin Super         U2280 Role       Organization Name DFAS Columbus				,		_	5	
DST9218       Middle Name       User Type Civilian         DTT0015       Last Name Teck       User Type Civilian         FEDURJUMU Teles/2493       Frail Simon. Teck@dla.mll       * Grade (S5-12 *         * Curren       * Title Analyst       * Citizenship US *         * Cyber Awareness Certification Date 04/01/2017       * Citizenship US *       * Citizenship US         * Pending R       * User Contact Information       * Official Telephone 888-555-1212       Office/Cube       • Citizenship US         * Request H       OSN Phone       PO Box       • Citizenship US       *         Y Request H       DSN Phone       PO Box       • Citizenship US       *         106092 Role       Mobile       • Street       401 Any Street       • Street       401 Any Street         102808 Role       Mobile       • State       Ohio       *       • Country       VIIIted States         102808 Role       Organization       * Supervisor       * Supervisor       * Supervisor         102808 Role       Organization Name       DFAS Columbus       Name Austin Super       Yeas Country         102130 Role       Organization Name DFAS Columbus       Name Austin Super       Yeas Country       Yeas Country         102106 Role       Postatal Coordan Coorda       Yeas Cou			User ID DST9218		Account St	atus Active		
DTT0015       Last Name Teck       • Grade GS-12 ▼         FDIPI/UPN 1286972493       • Grade GS-12 ▼         Email State       • Citizenship US ▼         • Current       • Cyber Awareness Certification Date 04/01/2017         • Cyber Awareness Certification Date 04/01/2017       • Citizenship US         • Cyber Awareness Certification Date 7/9/2018       • User Contact Information         • Official Telephone       888-555-1212       Office/Cube         • Request H       DSN Phone       PO Box         DSN Phone       PO Box       • Citizenship US         106092 Role       DSN Phone       PO Box         106092 Role       DSN Phone       PO Box         102806 Role       Mobile       • Street 401 Any Street         102808 Role       • Organization       • Supervisor         102808 Role       • Update Organization       • Supervisor         102102 Role       • Update Organization       • Supervisor         102203 Role       • Organization Name DFAS Columbus       Name Austin Super         102103 Role       • Organization Name DFAS Columbus       Name Austin Super         102104 Role       • Organization Name DFAS Columbus       Name Austin Super         102104 Role       • Organization DFAS Columbus       Name Austin Super	DAT0014		First Name Simon		Date of E	Birth	🚯 No longer collected	.]
DT10015       Last Name       Teck         ED1PI/UPN       1286972493       * Grade       GS-12         * Curren       * Title       Analyst       * Citizenship       US         * Cyber Awareness Certification Date       04/01/2017       * Citizenship       US       *         SAAR ID SAAF       * Official Telephone       888-555-1212       Office/Cube       •       Street       401 Any Street         Vereau       * Official Telephone       888-555-1212       Office/Cube       •       Street       401 Any Street         Vereau       * Official Telephone       888-555-1212       Office/Cube       •       Street       401 Any Street         Official Fax       • Street       401 Any Street       •       Street       401 Any Street         DSN Phone       • Street       01 Supervisor       •       Code       •       Country         106092       Role       •       •       State       0hio       ▼       •       •         102080       Role       •       •       Supervisor       •       Supervisor       •       Update Supervisor         102808       Role       •       Organization       •       Supervisor       •       Update Superviso	the second se				User	Type Civilian		2
Currer   3   * Ourrer   3   * Oper Awareness Certification Date   9   Annual Revalidation Date   7/9/2018   * Dending R   * User Contact Information   * Official Telephone   888-555-1212   Official Fax   * Street   401 Any Street   DSN Phone   PO Box   SAAR # SAAF   DSN Phone   PO Box   106002 Role   102026 Role   102026 Role   102026 Role   102026 Role   102027 Role   102028 Role   102020 Role								
Current     Control     Contro     Control     Control     Control     Control     Control     Co								
3       Cyber Awareness Certification Date (04/01/2017)         Y       Annual Revalidation Date 7/9/2018         Y       User Contact Information         * Official Telephone       888-555-1212         Official Fax       * Street 401 Any Street         DSN Phone       PO Box         DSN Phone       PO Box         DSN Pax       * City Columbus         106092 Role       Mobile         102006 Role       Mobile         102007 Role       Postal         102008 Role       * Organization         102007 Role       * Update Organization         102008 Role       * Organization Name         DSN Fax       * State Ohio         102008 Role       * Organization         102007 Role       * Update Organization         102008 Role       * Organization         102125 Role       * Organization         102130 Role       * DFAS Columbus         102046 Role       * DSSN Phone         102046 Role       * DFAS Columbus         102045 Role       * DFAS Columbus         102045 Role       * Organization Name         102045 Role       * Organization Name         102045 Role       * Organization Name         102046				.mil	* Citizen	ship US 🗸		dia.
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✓ Pending R       ✓User Contact Information         ✓ User has no pe       ✓User Contact Information         ✓ Street H       Official Fax         SAAR # SAAF       Official Fax         ✓ Request H       DSN Phone         SAAR # SAAF       DSN Phone         DSN Phone       PO Box         106092 Role       Mobile         102806 Role       Mobile         102808 Role       Mobile         102808 Role       ✓Organization         ✓ Update Organization       ✓ Update Organization         102125 Role       Organization Name         102130 Role       Organization Name         102130 Role       Organization Name         102146 Role       Security Officer(s)         HD Smith (MH07777)       User ID         Albert Soff (DAX0013)       Title Senior Manager         Charles Soff (DCS9809)       Organization DFAS Columbus		•	and the second second second second second	EG				
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× Request H         SAAR # SAAF        DSN Phone        PO Box          SAAR # SAAF        DSN Fax        * City Columbus          106092 Role       Mobile       * State Ohio        * City Columbus          102806 Role       Mobile       * State Ohio        * Postal          102807 Role       Mobile       * Country        * Country          102807 Role       Vorganization       ✓       ✓         102808 Role       * Update Organization       ✓       ✓         102807 Role       Vuldate Organization       ✓       ✓         102808 Role       ✓       Update Organization       ✓         102807 Role       1022788 Role       ✓       ✓       ✓         102125 Role       Organization Name       DFAS Columbus       Name Austin Super         102125 Role       Organization Name       DFAS Columbus       Name Austin Super         102126 Role       Security Officer(s)       HD Smith (MHD7777)       User ID DAN0014         102046 Role       Security Officer(s)       HD Smith (MHD7777)       User ID DAN0014         Incharles Soff (DCS9809)       Fracis-DFAS-Security Officer       Organization DFAS Columbus         Fracis-DFAS-Security Officer <t< th=""><th>User has no pe</th><th></th><th></th><th>and the second sec</th><th>401 Any Street</th><th></th><th></th><th></th></t<>	User has no pe			and the second sec	401 Any Street			
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102806       Role       * Postal       42000         102803       Role       * Country       UNITED STATES       ✓         102807       Role       * Country       UNITED STATES       ✓         102804       Role       * Country       UNITED STATES       ✓         102804       Role       * Update Organization       ✓       ✓         102130       Role       Organization Name       DFAS Columbus       Name       Austin Super         102046       Role       Security Officer(s)       HD Smith (MHD7777)       User ID       DAN0014         102046       Role       Security Officer(s)       HD Smith (MHD7777)       User ID       DAN0014         Albert Soff (DCS9809)       Title       Senior Manager       Charles Soff (DCS9809)       DFAS Columbus         Francis-DFAS-Security Officer       Organization       DFAS Columbus       DFAS Columbus       DFAS Columbus								
102803       Role       Code         102808       Role       Code         102807       Role       Country       UNITED STATES         102804       Role       Supervisor         102805       Role       ✓ Update Organization       ✓ Update Supervisor         102125       Role       Ørganization       ✓ Update Supervisor         102130       Role       Organization Name       DFAS Columbus       Name         102046       Role       Security Officer(s)       HD Smith (MHD7777)       User ID       DAN0014         102046       Role       Security Officer(s)       HD Smith (DAN0013)       Title       Senior Manager         Charles Soff (DCS9809)       Organization       DFAS Columbus       DFAS Columbus		Mobile					$\checkmark$	
102808       Role       * Country       UNITED STATES       ▼         102804       Role       * Country       UNITED STATES       ▼         102804       Role       * Organization       ▼       Supervisor         102125       Role       ✓       Update Organization       ✓       Update Supervisor         102125       Role       ✓       Update Organization       ✓       Update Supervisor         102125       Role       ✓       Organization Name       DFAS Columbus       Name       Austin Super         102046       Role       Security Officer(s)       HD Smith (MHD7777)       User ID       DAN0014         Albert Soff (DCS9809)       Charles Soff (DCS9809)       Title       Senior Manager         Charles Soff (DCS9809)       Organization       DFAS Columbus       DFAS Columbus				* Postal	42000			
102807       Role         102804       Role         102788       Role         102125       Role         102130       Role         102130       Role         102046       Role         02046       Role         Vorganization Name       DFAS Columbus         Name       Austin Super         102046       Security Officer(s)         HD Smith (MHD7777)       User ID         Albert Soff (DCS9809)       Title         Charles Soff (DCS9809)       Organization         Francis-DFAS-Security Officer       Organization					UNITED CTATEC			
102788       Role       Organization       Supervisor         102125       Role	102807 Role			Country	UNITED STATES			
Vipolate Organization     Update Supervisor       102125     Role     Organization Name     DFAS Columbus     Name     Austin Super       102104     Role     Security Officer(s)     HD Smith (MHD7777)     User ID     DAN0014       102046     Role     Security Officer(s)     HD Smith (MHD7777)     User ID     DAN0014       Charles Soff (DCS9809)     Charles Soff (DCS9809)     Title     Senior Manager       Francis-DFAS-Security Officer     Organization     DFAS Columbus		Organization		Cuponicor				
102130         Role         Organization Name         DFAS Columbus         Name         Austin Super           102046         Role         Security Officer(s)         HD Smith (MHD7777)         User ID         DAN0014           Albert Soff (DAN0013)         Title         Senior Manager           Charles Soff (DCS9809)         Organization         DFAS Columbus		Dorganization	Undate Organization	2 Supervisor		/ Undate Supervisor		
Security Officer(s)         HD Smith (MHD7777)         User ID         DAN0014           Albert Soff (DAN0013)         Title         Senior Manager           Charles Soff (DCS9809)         Organization         DFAS Columbus		Organization Name						
Charles Soff (DCS9809) Francis-DFAS-Security Officer Organization DFAS Columbus								
Francis-DFAS-Security Officer Organization DFAS Columbus					Title	Senior Manager		
					Organization	DFAS Columbus		
Joinion (Discore)			Johnson (DFJ0012)			Austin.Super.civ@notmail.	mil	
IA Officer(s) CB Smith (DCB7777) Phone 1-234-555-1212		IA Officer(s)	CB Smith (DCB7777)		Phone	1-234-555-1212		* v
	(							

Figure 443: Request Attribute Changes – User Information

5. In the **Attribute Changes** screen, locate and click the Select Application button.

AMPS displays a drop-down list containing the names of all applications with roles having modifiable attributes.

ay name	View Direct Report Details		
ser Informa	Request Attribute Changes for Simon Teck		
irect Rep		Cancel Back Next	
erID	User Information Attribute Changes Justification Summary	Cancel Dack Next	
C1723	Change Attribute Value		
59018	DFAS SABRS		
5	Select Application		
9218	DFAS SABRS		
F0015			
V0000			
(			
urrent R			le
Current Rol			
DFAS SABR			Γ
Pending R			st

Figure 444: Change Attribute Value - Select Application

6. From the drop-down list, select the application having the role with attributes that must be edited.

AMPS displays an **Attributes** table that lists each attribute and the role with which it is associated.

	View Direct Report Details	
User Informa	Request Attribute Changes for Simon Teck	
Direct Rep		Cancel Back Next
erID	User Information Attribute Changes Justification Summary	Cancel Back Next
C1723	Change Attribute Values	
S9018		
S9019 T0014	Select Application DFAS SABRS V	
T0219	Attributes Please e	enter your SABRS ACID (UserID)
6	h	BRS Prod - DFAS General User SABRS-014
	· ·	
Current Re		
Current Rol		1
DFAS SABR		

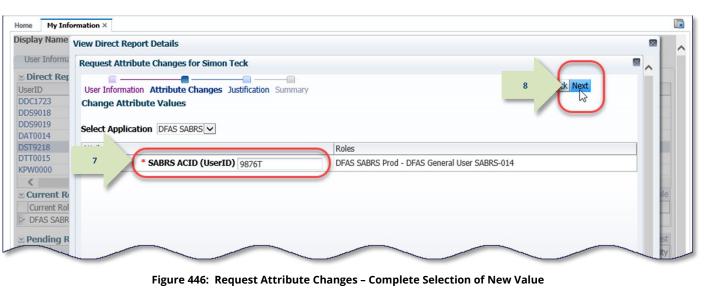
Figure 445: Change Attribute Value – Select or Enter New Value

## Subsitue a New Value

7. Enter or select one or more values to edit the attribute.

AMPS provides different methods for entering or selecting new attribute values:

- Free-form text field: enter a character string in the text field to replace an existing value with a new value.
- Drop-down box: select a predefined value to replace an existing value with a new value.
- 8. Click the **Next** Button.



9. Enter text in the **Justification** field.

*This text must contain a complete and thorough explanation for the attribute change.* 

### 10. Click the **Next** button.

AMPS displays the **Summary** screen.



Figure 447: Request Attribute Changes – Justification

### 11. Click the **Submit** button to proceed.

AMPS displays a confirmation message indicating a SAAR has been submitted to the approval process to complete the new attribute entry.

If you enter more than one change, AMPS creates a separate SAAR for each change entry.

Home My In	nformation ×					
Display Nam	e View Direct Report Details					
User Inform	Request Attribute Changes fo	r Simon Teck				
≥ Direct Re	*					
UserID	Ver User Information Attribute Changes Justification Summary 11					
DDC1723	Role Request Summary					
DDS9018	Please review the information	below before submitting this request.				
DDS9019	Lies the Deck butten to shore	e any information, and use the Submit butto	n la complete this secured			
DAT0014 DST9218	Use the Back button to change	e any information, and use the Submit butto	on to complete this request.			
DTT0015						
KPW0000		Ser Simon Teck ID DST9218	User Type Civilian Grade GS-12			
<		Sor Austin Super (DAN0014)	Grade GS-12			
⊻ Current F		on DFAS Columbus		le		
Current Re						
DFAS SAB	R Certification Da					
	R Justificati	on Accessor code for this user has	Comments	ity		
SAAR ID SAA	1F	changed. The old code has been replaced with the new code.		ity		
User has no p	Attachme	nts				
⊻ Request	н					
SAAR # SAA	F Changed Attributes					
106092 Role	e	A	Attribute Values Roles			
106078 Role		RS ACID (UserID) 9876T	DFAS SABRS Prod - DFAS General User SABRS-014			
102806 Role						
102803 Role						
102808 Role 102807 Role						
102804 Role						
102788 Role						
102125 Role						
102130 Role	e					
102046 Role	e					
				· · ·		
<				>		

Figure 448: Request Attribute Changes – Summary

screen, AMPS displays a table containing the following information:

- SAAR number assigned to the attribute change request.
- Name of the role affected by the attribute change.
- New attribute value.
- 13. Click the Close icon to close the **Request** Attribute Changes screen.

14. AMPS refreshes the user's **Applications & Roles** tab to reflect the newly added entry in

The existing attributes are listed in the **Additional Role Attributes** table, until after

*This action closes the* **View Direct Report Details** *screen and returns the display to the* 

the SAAR has been fully approved.

supervisor's **Direct Report** screen.

15. Click the **Close** icon.

the **Pending Requests** table:

AMPS closes the screen and returns the display to the user's **Applications & Roles** screen.



Figure 449: Update Additional Attributes - SAAR Submitted

User Inform;	Display Name Simon Tex	+ (DST0218	n					
× Direct Rer		-	Sec. 10. 10.					
UserID	User Information	Application	is & Roles Di	irect Reports				
DDC1723	S Current Roles							Request Role Remov
0059018	Current Roles				Applica	tion	Environ	ment Role Type
DD59019	P DEAS SABRS Prod - DI	AS General	User SABRS-014		DEAS 5	ABRS	PROD	USER
DAT0014	Children and the second second second							
D5T9218	Additional Role Att	ributes						Edit Additional Att
OTT0015	Role Name	in the second		Attribute	Value			
KPW0000	DEAS SABRS Prod - DEA	S General I	kar SARRS.014	SABRS ACID (UserI				
<	Units andra Pilus - Unit	5 General C	1961 3MBR3-V14	anana muto (user	0) 12345			
- Current R	Provisioned Accourt	its						
Current Rol	System Type		System Nam	18	Provision	ed Access		
> DEAS SABR	OID		DLA OID		DST9218	3		
	Pending Requests							Cancel R
s ding R	permittent production and the		1		D.S.		Panuart	Last /
AF	SAAR ID SAAR Type	-20	Resource(s)	Status	Cun	rent Approver	Request	Expire Date Date
4	106563 Attribute Chang	e Request	DEAS SABRS	PENDING APPRO	WAL Sup	ervisor	10/29/201	7 10/30/2017 10/29
	and the second		-Missison Asso	Constation and	01-0		and the second second	
SA SAAF	Request History SAAR # SAAR Type	Resource	1-3				Status	Last Activit
10 .92 Role								
106078 Role	106092 Role Request 106078 Role Request		PERVISOR	DLA - INQUIRY ONLY D	COT THE		REJECT	
102806 Role	102806 Role Request		IBUBBN Prod - NON IRS Prod - DFAS Te		331-319		CANCEL	
102803 Role	102803 Role Request		SRS Prod - DEAS TE SRS Prod - Restricte				REJECT	
102808 Role	102808 Role Removal			stems Maint Team SABR	020		COMPLE	
102807 Role	102807 Role Request			Additional Attributes SABI			PROCES	
102804 Role	102807 Role Request			eneral User SABRS-014	0.333		COMPLE	
102788 Role	102788 Role Request		3RS Prod - ROSCOE				COMPLE	
102125 Role	102125 Role Request			DLA - INQUIRY ONLY D	015 730		REJECT	
102130 Role	102120 Role Request			aneral User SABRS-014	991-313		REJECTI	
	102046 Role Request			stems Maint Team SABR	5.020		COMPLE	
102046 Role			SKS PTOD - DHAS SY	stems Maint Team SABR	5-020		COMPLE	TED 8/1/2010

#### Figure 450: Update Additional Attributes - Update Completed

# How to Remove a Subordinate's Role

Users:

This role removal procedure gives your Supervisor the capability to remove a role you no longer need. This capability provides the same capability available to the user to remove roles. The user can find this capability on the **Application & Roles** page of the user's **My Information** screen.

**Supervisors:** AMPS enables you to remove one or more roles from a subordinate who reports directly to you in AMPS. Your direct reports, along with links to their user and role information, are listed on the **My Information** screen in the **Direct Reports** tab.

 Begin on the Direct Reports screen and locate the name of the user whose records you want to view.

### Note:

You can perform a role removal for the selected user on this screen, as well as on the View Direct Report Details screen mentioned in Step 2. To remove a role, follow the instructions provided in Step 3 and following.

2. Click the ID of the user whose records you want to view.

AMPS opens the View Direct Report Details screen for the selected user.

UserID	Last Name	First Name	Middle Name	Email	Title	Street
DDC1723	Columbo	Detective		d.c.civ@nomail.mil	Security Manager	
DDS9018	Sod	David		David.Sod.civ@nomail.mil	Separation of D	
DDS9019	Soff	Doris		Doris.Soff.civ@nomail.mil	Security Officer	
DAT0014	Teck	Alvin		Alvin.Teck@dla.mil	Analyst	8000 JEFFERS
DST9218	Teck	Simon		Simon.Teck@dla.mil	Analyst	401 Any Street
DT ( <sup>th</sup> )15	Teck	Trish		Trish.Teck@dla.mil	test user	8000 JEFFERS
KDW0000	White	Datricia	R	Patricia White ctr@dla.mil	AMPS Develop	8000 IEEERS
<						

Figure 451: Subordinate's List - Select Direct Report

3

3. Click the **Role Name** of the role to be removed.

AMPS highlights the role record in the **Current Roles** table.

	ect Report Detai Name Simon Teck								
User In	nformation A	pplications & F	Roles Direct	Reports					
Curre	ent Roles						R	equest Role	Remove Rol
Curre	nt Roles				Application		Environm	ent Role	туре
> DFAS	SABRS Prod - DF	AS General User	SABRS-014		DFAS SABRS		PROD	USE	R
			2						
Addit	ional Role Attr	ibutes						Edit Additio	nal Attribute
Role Nan	ne			Attribute	Value				
DFAS S	ABRS Prod - DFAS	General User S	ABRS-014	SABRS ACID (UserID)	12345				
Provi	sioned Accoun	ts							
System T	Гуре		System Name		Provisioned Acc	cess			
DID			DLA OID		DST9218				
<b>⊻ Pend</b> i	ing Requests	1						Ca	incel Reque
SAAR ID	SAAR Type	Resource(s)			Status	Current Approver	Request Date	Expire Date	Last Activi Date
106571	Role Request	DFAS SABRS P	rod - DFAS Tester	SABRS-016	PENDING APPRO	Supervisor	11/1/2017	11/2/2017	11/1/2017
Deau	est History								
	SAAR Type	Resource(s)					Status	Last	Activity
	Role Request Attribute Chan	DFAS SABRS PI	rod - ADHUC W/O	Cmd Line SABRS-005			CANCELL		l/2017 30/2017
	Role Request	AMPS SUPERVI	SOP				REJECTE		3/2017
106092	Role Request			- INQUIRY ONLY DSS	T-310		REJECTE		1/2017
102806	Role Request		rod - DFAS Tester	•	1-313		CANCELL		9/2016
102803	Role Request		rod - Restricted FT				REJECTE		3/2016
102808	Role Removal			is Maint Team SABRS-	020		COMPLET		20/2016
102807	Role Request			ional Attributes SABRS			PROCESS		20/2016
102804	Role Request			User SABRS-014			COMPLET		9/2016
102788	Role Request		rod - ROSCOE MEI				COMPLET		2/2016
102125	Role Request			- INQUIRY ONLY DSS	T-319		REJECTE		7/2016
102130	Role Request		rod - DFAS Genera				REJECTE		/2016
102046	Role Request	DEAS SARDS D	rod - DEAS System	s Maint Team SABRS-	120		COMPLET		2016

Figure 452: Subordinate's Application & Roles Tab - Selected Role to Remove

4. With the role selected, click the **Remove Role** button.

AMPS displays a **Request Role Removal** dialog (see Figure 454).

View Dir	ect Report Detail	s						
Display	Name Simon Teck	(DST9218)						
User I	Information A	pplications & Roles Direct	Reports			_		
Curr	ent Roles					4	· 🖌	Remove Role
Curre	ent Roles			Application		Environm	Role	Type 😽
DFAS	S SABRS Prod - DFA	AS General User SABRS-014		DFAS SABRS		PROD	USE	R
⊻Addi	itional Role Attri	ibutes					Edit Additio	nal Attributes
Role Na	me		Attribute	Value				
DFAS S	SABRS Prod - DFAS	General User SABRS-014	SABRS ACID (UserID)	12345				
				1				
	risioned Account							
System	Туре	System Name		Provisioned Acc	ess			
OID		DLA OID		DST9218				
Pend	ding Requests						Ca	incel Request
SAAR II	D SAAR Type	Resource(s)		Status	Current Approver	Request Date	Expire Date	Last Activity Date
106571	Role Request	DFAS SABRS Prod - DFAS Tester	SABRS-016	PENDING APPRO	Supervisor	11/1/2017	11/2/2017	11/1/2017
Pog	uest History							
		Resource(s)				Status	Lact	Activity
		DFAS SABRS Prod - ADHOC w/o	Cond Line CARDS AND			CANCELL		/2017
106563		DFAS SABRS	CITU LITE SADKS-005			REJECTE		30/2017
106092		AMPS SUPERVISOR				REJECTE		8/2017
106078		DSS Distribution Prod - NON DLA		T-310		REJECTE		/2017 I/2017
102806		DFAS SABRS Prod - DFAS Tester				CANCELL		9/2016
102803		DFAS SABRS Prod - DFAS Tester DFAS SABRS Prod - Restricted FT				REJECTE		3/2016
102808		DFAS SABRS Prod - DFAS System		)20		COMPLET		20/2016
102807								
	Role Request	DFAS SABRS Prod - Update Addit	tional Attributes SABRS	-999		PROCESS	ED 1077	20/2010
102807		DFAS SABRS Prod - Update Addit DFAS SABRS Prod - DFAS Genera		-999		COMPLET		20/2016
	Role Request		l User SABRS-014	-999			TED 10/1	9/2016
102804	Role Request Role Request	DFAS SABRS Prod - DFAS Genera DFAS SABRS Prod - ROSCOE ME	al User SABRS-014 NU SABRS-003			COMPLET	TED 10/1 TED 10/1	9/2016 2/2016
102804 102788	Role Request Role Request Role Request	DFAS SABRS Prod - DFAS Genera	I User SABRS-014 NU SABRS-003 - INQUIRY ONLY DSST			COMPLET	TED 10/1 TED 10/1 D 9/27	9/2016

Figure 453: Applications & Roles - Remove Role Button

5. Enter explanatory comments in the **Justification** text area.

AMPS requires an entry in the **Justification** window. AMPS stores the information with the SAAR that it creates for the subordinate role removal. This information is also directed to the provisioners of applications that employ ticketing services, such as Total AMPS (see Figure 457).

## Note:

Comments shown in the sample screen are for illustration purposes only. Please enter information relevant to each request.

### 6. Click **OK**.

AMPS creates a SAAR for the subordinate role removal request, closes the **Justification** window, and displays a confirmation message that includes the request's SAAR number (see Figure 455).

iew Direct Report	Details				
Display Name Simo	n Teck (DST9218)				
User Information	Applications & R	oles Direct Reports			
Current Roles				Reques	t Role Remove Role
Current Roles			Application	Environment	Role Type
DFAS SABRS Pro	d - DFAS General User S	SABRS-014	DFAS SABRS	PROD	USER
Additional Role	Attributes			Edit	Additional Attributes
Role Name			1	-	
DFAS SABRS Prod	- DFA	Removal			
⊻ Provisioned Ac		DST9218 Simon			
System Type	Last Name	Teck			
OID	Email	Simon.Teck@dla.mil			
Pending Reque	ISTS .	Super, Austin CIV DFAS			Cancel Request
SAAR ID SAAR Type	Organization	DFAS Columbus		spir	e Date Last Activity
106571 Role Requ	est	Please enter the required informa	ation, then click OK to submit the role	removal request. 1/2	/2017 11/1/2017
× Request Histor	Remove Role	DFAS SABRS Prod - DFAS Genera	al User SABRS-014		
SAAR # SAAR TVN	-	* User no longer needs this role	e to perform job-		Last Activity
106570 R 5	Justification	related tasks.		2	11/1/2017
106563 A	Justineation				10/30/2017
106092 Role Requ	A				10/8/2017
106078 Role Requ	est				10/4/2017
102806 Role Requi	est		6	OK Cancel	11/9/2016
102803 Role Requ	est DFAS SABRS Pr	od - Restricted FTP SABRS-006		REJECTED	11/8/2016
102808 Role Remo	val DFAS SABRS Pr	od - DFAS Systems Maint Team SA	ABRS-020	COMPLETED	10/20/2016
102807 Role Requ	est DFAS SABRS Pr	od - Update Additional Attributes S	ABRS-999	PROCESSED	10/20/2016
102804 Role Requ	est DFAS SABRS Pr	od - DFAS General User SABRS-01	4	COMPLETED	10/19/2016
	est DFAS SABRS Pr	od - ROSCOE MENU SABRS-003		COMPLETED	10/12/2016
102788 Role Requ		Prod - NON DLA - INQUIRY ONLY	CDSST-319	REJECTED	9/27/2016
				REJECTED	
102788 Role Requi 102125 Role Requi 102130 Role Requi		od - DFAS General User SABRS-01	9	RELETED	9/27/2016

Figure 454: Request Role Removal - Justification

- 7. Read the **Information** message containing the SAAR number assigned to the removal request.
- 8. Click **OK** to close the **Information** message box.
  - Because the Supervisor submitted the role removal request, AMPS assumes the approval is implicit and proceeds with the role removal.
  - If the role is for an application that AMPS automatically provisions, AMPS proceeds with the corresponding deprovisioning action to complete the role removal.

iew Direc	ct Report Detail	s					
)isplay Na	<b>ame</b> Simon Teck	(DST9218)					
User Inf	formation A	pplications & Roles Direct Reports					
✓Currer	nt Roles				B	equest Role	Remove Role
	nt Roles		Application		Environm		е Туре
DFAS S	SABRS Prod - DFA	AS General User SABRS-014	DFAS SABRS		PROD	USE	
	7 4 SA	Information AAR: 106572 has been submitted to remove this role. Toorty.	The system should auto	omatically remove t	he role		nal Attributes
System Ty		System Name	Provisioned Acc	ress	A	5	
OID	790	DLA OID	DST9218				
SAAR ID	ng Requests	Resource(s)	Status	Current Approver	Request Date	Expire Date	Date
	Role Removal	DFAS SABRS Prod - DFAS General User SABRS-014	PENDING APPRO		11/1/2017	44/0/0047	11/1/2017
1065/1	Role Request	DFAS SABRS Prod - DFAS Tester SABRS-016	PENDING APPRO	Supervisor	11/1/201/	11/2/2017	11/1/2017
	est History						
SAAR #		Resource(s)			Status	Las	t Activity
		DFAS SABRS Prod - ADHOC w/o Cmd Line SABRS-005	5		CANCELL	ED 11/2	1/2017
	Attribute Chan	DFAS SABRS			REJECTE		30/2017
	Role Request	AMPS SUPERVISOR			REJECTE		8/2017
	Role Request	DSS Distribution Prod - NON DLA - INQUIRY ONLY DS	SST-319		REJECTE		4/2017
	Role Request	DFAS SABRS Prod - DFAS Tester SABRS-016			CANCELL		9/2016
	Role Request	DFAS SABRS Prod - Restricted FTP SABRS-006			REJECTE		8/2016
	Role Removal	DFAS SABRS Prod - DFAS Systems Maint Team SABRS			COMPLET		20/2016
	Role Request Role Request	DFAS SABRS Prod - Update Additional Attributes SABR DFAS SABRS Prod - DFAS General User SABRS-014	K2-999		PROCESS		20/2016 19/2016
	Role Request	DFAS SABRS Prod - DFAS General User SABRS-014 DFAS SABRS Prod - ROSCOE MENU SABRS-003			COMPLE		19/2016
	Role Request	DSS Distribution Prod - NON DLA - INQUIRY ONLY DS	ST-310		REJECTE		7/2016
	Role Request	DFAS SABRS Prod - DFAS General User SABRS-014	31-313		REJECTE		7/2016
102130							

Figure 455: Role Removal Confirmation - SAAR Number

### Total AMPS Provisioner: Steps to Complete the Role Removal

To complete the role removal task, an application or system provisioner must remove the user's access rights as detailed in the provisioning ticket.

For a Total AMPS ticketed application, AMPS performs the following tasks:

- Notifies the application resource provisioners,
- Lists the ticketing task in the provisioners' **My Task** list (see Figure 456), and
- Issues a provisioning ticket (see Figure 457).
- 1. Log in to AMPS, open the **Inbox** from the User ID dropdown menu, and locate the SAAR indicated in the email notification.
- 2. Click the SAAR title to start the provisioning process.

AMPS opens the Total AMPS ticket in a separate window.

Views	- My	Tasks(16) 🔹 🥒	🔍 🔻 Me & My Group All 🛩 Assigned	✓ ►	1
		Tide		Number Cres	otor
	2	SAAR #106572 DFAS PROD - SABRS PRO	/ISIONER Remove Access for Teck, Simon (DST9218)	843139	1
Inbox		SAAR #10648	/ISIONER Update Access for MALICK, FRANKLIN (1229740381)	842911	
My Tasks (16)		SAAR #106472 DFAS PROD - SABRS PRO	/ISIONER Update Access for MALICK, FRANKLIN (1229740381)	842811	)
2010 C C C C C C C C C C C C C C C C C C	Ē	SAAR #106460 DFAS PROD - SABRS PRO	/ISIONER Update Access for MALICK, FRANKLIN (1229740381)	842840	
Views	Ē	SAAR #106131 DFAS PROD - SABRS PRO	/ISIONER Remove Access for Teck, Dave (DDT0019)	842532	
Due Soon	<b>E</b>	SAAR #106114 DFAS PROD - SABRS PRO	/ISIONER Remove Access for Fitzgerald, Zorba (EZF0023)	841906	
High Priority	. 🕀	SAAR #105871 DFAS PROD - SABRS PRO	/ISIONER Request for Soff, Charles (DCS9809)	841251	
Past Day		SAAR #104814 DFAS PROD - DJMS NAVY	PROVISIONER Remove Access for Whizz, Ghee (EGW0315)	841025	
Past Week		SAAR #104811 DFAS PROD - DJMS NAVY	PROVISIONER Remove Access for Medison, James (EJM2626)	841024	
Past Month	<b></b>	SAAR #104813 DFAS PROD - DJMS NAVY	PROVISIONER Remove Access for nosnibor, aicirtap (EAN0157)	840802	
Past Quarter	<b>(B)</b>	SAAR #104815 DFAS PROD - DJMS NAVY	PROVISIONER Remove Access for Jackson, Richard (ERJ0377)	840787	
Manual Provisioning	<b>(</b>	SAAR #104812 DFAS PROD - DJMS NAVY	PROVISIONER Remove Access for nosnibor, aicirtap (EAN0157)	840800	
	<b></b>	SAAR #104477 DFAS PROD - SABRS PRO	/ISIONER Request for Super, Colleen (DCS9808)	838966	
My Staff Tasks	1	SAAR #104473 DFAS PROD - DJMS NAVY	PROVISIONER Request for Eteck, Dez (EDE0254)	838986	
New Tasks	1	SAAR #104147 DFAS PROD - SABRS PRO	/ISIONER Request for Teck, Alvin (DAT0014)	837994	
Pending Approvals	1	SAAR #104146 DEAS PROD - SABRS PRO	/ISIONER Request for Teck, Alvin (DAT0014)	837967	

Figure 456: Provisioner's Sample Task List

- 3. Check the **Work Details** section for instructions about the provisioning request. In the sample screen, the **Work Details** indicate the provisioner is to remove the specified role currently assigned to the **Requestor**.
- 4. Enter text in the **Comments** area to clarify the current action taken.

**S**ince a provisioning ticket can be opened, closed, and reopened before it is complete, you can enter progress notes or other appropriate text in the **Comments** area to clarify the status of the provisioning task.

To save comments and reopen the ticket later, click **Save Comments**. Reopen the ticket from your **My Tasks** list.

3

5. When the deprovisioning tasks are complete, click **Work is Completed.** 

AMPS closes the provisioning ticket screen.

AMPS then notifies the user that the deprovisioning actions are complete and the user's application access privileges have been removed.

😬 Home × 👌 Inbox × 🛛	SAAR #106572 DFAS PRODUCTS SAAR #106572 DFAS PRODUCTS	00 ×			
SAAR #106572 DFAS PI	ROD - SABRS PROVISI	ONER Remove Access for Teck, S	Simon (DS <sup>*</sup> Claim	Save Comments	Work is Complete
Application Request					
Current Ta	sk Owner:				
	onsibility: DFAS PROD -				s s
	Updated: Nov 1, 2017 6				
4	omments: Deprovisionin from the user	g work is complete. Job role has been ro s account	emoved		
Work Details					
Request For: DLA Login: DST9218 Name: Teck, Simon Phone: 888-555-1212 Email: Simon.Teck@dla.mi EDIPI/UPN: 1286972493 Access Information: SAAR #: 106572 Remove Job Role: DFAS Sid Applications and Access: Resource: DFAS Prod Remove: MyUSR16 Remove: MyUSR16 Remove: SABRS-01 Remove: USER\$ Justification: User no longe Optional Information: (nor	ABRS Prod - DFAS General SABRS 0 4 TGF#SABT er needs this role to perforr				
Role Removal SAAR reques	sted by Austin Super on 11,	/01/2017			
Additional Role Attrib	utes				
Attribute	Value				
SABRS ACID (UserID)	12345				
<ul> <li>User Summary</li> <li>User ID</li> <li>Name</li> </ul>	DST9218 Teck, Simon		888-555-1212 Simon.Teck@dla.mil		
	DFAS Columbus		(DAN0014) Super, Austin		
Job Title	*	Annual Revalidation			
IT Level	IT2	Date Cyber Awareness Certification Date			
∠ Current Roles					
Current Roles		Applica	ation	Environment	Role Type
User has no roles at this time	2.				

Figure 457: Remove Job Role - Total AMPS Ticket

### Supervisors...

When the provisioner completes the deprovisioning process and closes the ticket, AMPS removes the role from the user's list of Current Roles.

AMPS also enters the role name and removal information in the user's SAAR History.

	ay Name Sur	-	tion ×	10014)									
Use	er Information	Арр	olications & Role	5 Dire	ect Re	ports							
User	ID	Last Name	9	First Name	e	Mi	iddle N	Name	Email			Tit	tle
DDC	1723	Columbo		Detective					d.c.civ(	ືກomail.mil		Se	curity
		Sod		David						od.civ@nom	ail.mi		parati
DAN	0013	Soff		Albert					Albert.	Soff.civ@notn	nail.m		curity
DCSS	9809	Soff		Charles					Charles	.Soff.civ@noi	mail.r		curity
DDS	9019	Soff		Doris					Doris.S	off.civ@noma	ail.mil	Se	curity
DST	9218	Teck		Simon					Simon.	Teck@dla.mil		Ar	nalyst
KPW	/0000	White		Patricia		R			Patricia	.White.ctr@d	la.mi	I AN	4PS D
<													>
	ding Roles f		ieneral User SAB n Teck	10 011		DFAS SABRS	<u> </u>	PROD		User Role			
												Cancel Re	quest
SAA	AR ID Role Nar	me			SAAR	Туре	Sta	atus		Current App	rover	Cancel Red Request Date	
			- DFAS General	User SA		Type Extension		atus NDING Al	PPRO		rover	Request	Expin
102	805 DFAS SA	ABRS Prod	- DFAS General - Restricted FTF		Role	Extension	PE	NDING A			rover	Request Date	Expiry
102 102	805 DFAS SA	ABRS Prod			Role	Extension	PE	NDING A		User	rover	Request Date 2016-10-1	Expir
102 102 <b>SAA</b>	R History fo	ABRS Prod ABRS Prod or Simon	- Restricted FTF		Role	Extension	PE	NDING A	PPRO	User Supervisor		Request Date 2016-10-1 2016-10-1	Expire 2016 2016
102 102 <b>SAA</b>	1805 DFAS SA 1803 DFAS SA C IR History fo AR ID SAAR Ty	ABRS Prod ABRS Prod or Simon ype	- Restricted FTF Teck Role Name	SABRS	Role Role	Extension Request	PE	NDING A	PPRO	User Supervisor	La	Request Date 2016-10-1 2016-10-1	Expiry 2016- 2016-
102 102 <b>SAA</b> 5AA	R History fo AR ID SAAR Ty 808 Role Rer	ABRS Prod ABRS Prod Dr Simon ype moval	- Restricted FTF Teck Role Name DFAS SABRS Pn	od - DFAS S	Role Role	Extension Request 15 Maint Tear	PE PE	NDING AF	PPRO Sta	User Supervisor Itus MPLETED	Las 10,	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016	Expiry 2016- 2016-
1020 1020 <b>SAA</b> SAA 1020 1020	R History fo AR ID SAAR Ty 808 Role Ren 8007 Role Rec	ABRS Prod ABRS Prod or Simon ype moval quest	- Restricted FTF Teck Role Name DFAS SABRS Pri DFAS SABRS Pri	od - DFAS S od - Update	Role Role	Extension Request as Maint Tear ional Attribut	PE PE	NDING AF	PPRO Sta CO PR	User Supervisor itus MPLETED OCESSED	Las 10, 10,	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016 /20/2016	Expiry 2016- 2016-
1024 1024 <b>SAA</b> SAA 1024 1024 1024	R History for AR ID SAAR Ty 808 Role Ref 807 Role Ref 806 Role Ref	ABRS Prod ABRS Prod or Simon ype moval quest quest	- Restricted FTF Teck Role Name DFAS SABRS Pr DFAS SABRS Pr DFAS SABRS Pr	od - DFAS S od - Update od - DFAS 1	Role Role	Extension Request is Maint Tean ional Attribut SABRS-016	PE PE m SAB tes SA	NDING AF NDING AF RS-020 BRS-999	PPRO Sta CC PR CA	User Supervisor Itus MPLETED OCESSED NCELLED	La:	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016 /20/2016 /20/2016	Expiry 2016- 2016-
1024 1024 <b>SAA</b> 5AA 1024 1024 1024 1024	R History for AR ID SAAR Ty 808 Role Ren 807 Role Rec 806 Role Rec 804 Role Rec	ABRS Prod ABRS Prod or Simon ype moval quest quest quest	- Restricted FTF Teck Role Name DFAS SABRS Pri DFAS SABRS Pri DFAS SABRS Pri DFAS SABRS Pri	od - DFAS S od - Update od - Update od - DFAS 1 od - DFAS (	Role Role System Addit Fester Genera	Extension Request is Maint Tean ional Attribut SABRS-016 al User SABRS	PE PE PE m SAB tes SA S-014	NDING AF NDING AF RS-020 BRS-999	PPRO Sta CC PR CA CC	User Supervisor itus MPLETED OCESSED NCELLED MPLETED	La:	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016 /20/2016 /20/2016 /19/2016	Expiry 2016- 2016-
1020 1020 <b>SAA</b> 53AA 1020 1020 1020 1020 1020	R History for R History for R History for R R History for R R Role Ref 807 Role Ref 806 Role Ref 806 Role Ref 804 Role Ref 805 Role R	ABRS Prod ABRS Prod or Simon ype moval quest quest quest tension	- Restricted FTF Teck Role Name DFAS SABRS Pr DFAS SABRS Pr DFAS SABRS Pr DFAS SABRS Pr DFAS SABRS Pr	SABRS od - DFAS S od - Update od - DFAS 1 od - DFAS ( od - ROSCO	Role Role Role System Addit Fester Genera DE MEN	Extension Request is Maint Tean ional Attribut SABRS-016 al User SABRS-00	m SAB tes SA S-014	NDING AF NDING AF RS-020 BRS-999	PPRO Sta CC PR CA CC RE	User Supervisor MPLETED OCESSED NCELLED MPLETED JECTED	Las 10, 10, 10, 10, 10,	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016 /20/2016 /20/2016 /19/2016 /12/2016	Expiry 2016- 2016-
1020 1020 SAA SAA 1020 1020 1020 1020 1020 1020	R History for AR ID SAAR Ty 808 Role Ren 807 Role Rec 806 Role Rec 804 Role Rec	ABRS Prod ABRS Prod or Simon ype moval quest quest quest tension quest	- Restricted FTF Teck Role Name DFAS SABRS Pri DFAS SABRS Pri DFAS SABRS Pri DFAS SABRS Pri	SABRS od - DFAS S od - Update od - DFAS 1 od - DFAS 0 od - ROSCO od - ROSCO	Role Role Role System Addit Tester Genera DE MEN DE MEN	IS Maint Team is Maint Team ional Attribut SABRS-016 al User SABRS-00 NU SABRS-00	PE PE PE SAB tes SA S-014 03 03	NDING AI NDING AI IRS-020 IBRS-999	PPRO Sta CC PR CA CC RE CC	User Supervisor itus MPLETED OCESSED NCELLED MPLETED	Las 10, 10, 10, 10, 10, 10,	Request Date 2016-10-1 2016-10-1 st Activity Da /20/2016 /20/2016 /20/2016 /19/2016	Expiry 2016- 2016-

### Figure 458: User's SAAR History - Role Removal Completed

# Administrative Users' Utilities

AMPS Administrative Users have utilities available to them for account maintenance and troubleshooting purposes. Administrative users must have the appropriate role, as specified in the following sections, to get access to the utilities.

They include the following utilities:

- User Search
- User Security Maintenance

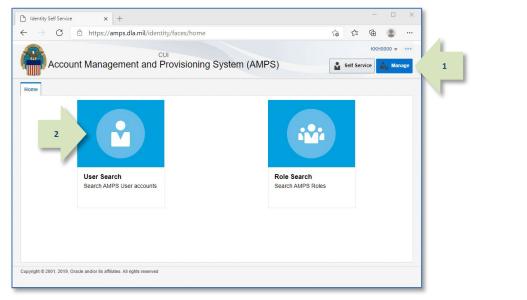
# **User Search**

Prerequisites	To employ the User Search screen, you must request the AMPS Security Officer role. After your request for this role is approved, AMPS automatically provisions your account with this role and adds the User Search tile to the Manage Home page.
What You Can Do:	<ul> <li>A Security Officer may have a number of reasons to check a user's record. AMPS stores a range of data for each user. In AMPS, a Security Officer can perform these tasks: <ul> <li>Search for an individual user.</li> <li>View the user's User Information, Contact Information, Organization, and Supervisor assignment.</li> <li>View and modify a User's Security Information.</li> <li>Select and remove a user's role.</li> </ul> </li> </ul>
Where to Begin:	After you have received email confirmation that the AMPS Security Officer role you requested has been assigned to your account, launch AMPS and check the <b>Manage Home</b> page.

Access to the **User Search** screen is available from the AMPS Manage Home page:

- After you launch AMPS, click the Manage button in the AMPS banner to open the Manage Home page.
- 2. Click the **User Search** tile.

AMPS opens the **User Search** screen (see a sample of this screen in Figure 460).



#### Figure 459: AMPS Manage Home Page - User Search Tile

The User Search screen contains two main areas:

#### A. Search

- Select an option to search on **All** or **Any** field criteria you enter or select.
  - All: displays only records that match ALL criteria.
  - **Any:** displays records with any matching criteria in the return.
- Use dropdown lists to select a different operation from among the available choices:
  - Starts with: initial characters
  - Ends with: final characters
  - **Equals:** exact character match
  - Does not equal: excludes results with a matching character string.
  - **Contains:** contains the character string somewhere in the search field.
  - **Does not contain:** excludes results that contain a matching character string.
  - **Is blank:** includes results that have a blank entry in the specified field.
  - **Is not blank:** includes results that do not have a blank entry in the specified field.

### Note:

The search criteria are NOT case sensitive.

B. Search Results

- Verify the identity of the user whose record you need to review.
- Click the User Login entry for the record you want to review. Each User Login field is a link to the user's User Information and Applications & Roles screens.

🔡 Home ×	👌 User S	earch ×									
User Search	ı										
Match 💿	All 🔿 Any										
User	Login Sta	arts with	~			Start Date	Equals	$\checkmark$			20
Last I	Name Sta	arts with	$\checkmark$	Soff		End Date	Equals	$\checkmark$			20
First I	Name Sta	arts with	$\checkmark$			Display Name	Starts wit	n 🗸			
Account S	tatus Eq	uals	$\checkmark$	$\checkmark$		EDIPI	Starts wit	n 🗸	1		
1	Email Sta	arts with	$\checkmark$			Organization	Starts wit	n 🗸			
										Search	Reset
Search Res	ults										
EDIPI	Display	Name	User Logi	in Last Name	First Name	e Organization	ר ו	elephone N	lumber	Email	
	Soff, Alb	ert CI	DAN0013	Soff	Albert	DFAS Limest	tone 5	64321		Albert.Soff.civ@	notmail.mil
	Charles	Soff	DCS9809	Soff	Charles	DFAS Indian	apolis 1	-777-555-1	212	Charles.Soff.civ	@nomail.mi
1	Doris So	off	DDS9019	Soff	Doris	DFAS Indian	apolis 1	-333-555-1	212	Doris.Soff.civ@	nomail.mil

#### Figure 460: Sample User Search Screen

### How to Search for, View, and Maintain a User's Security Information

- Choose an option for including or limiting how the search criteria are combined.
- 2. Enter one criterion or a combination of multiple search criteria.

For example, the screen in Figure 461 contains criteria for two fields. Because the user has selected **All** as the **Match** option, AMPS displays only items that match all of the search criteria.

3. Click Search.

AMPS displays records with matching characters in the **Search Results** table.

In the example shown, AMPS displays records for all users whose Last Name begins with the specified character string and whose EDIPI starts with the numeral 1.

Not included are users whose EDIPI begins with any numeral but **1**, even though their names may begin with **Soff.** 

4. Click the **User Login** entry for the user whose record you want to review.

AMPS may display a **Privacy Act Statement** appropriate for your organization. Click **Accept** to proceed (see **Appendix A** in this user guide for more information on the **Privacy Act Statement**).

AMPS then displays the user's identity and role information (see Figure 462).

🔡 Home × 👌 U	ser Search $\times$							
User Search								
Match <ul> <li>All</li> </ul>	Any							
User Logir	Starts with	$\checkmark$			Start Date	Equals	~	20
2 Last Name	Starts with	✓ Sof	f		End Date	Equals	~	20
First Name	Starts with	~			Display Name	Starts w	ith 🔽	
Account Status	Equals	~	$\checkmark$		EDIPI	Starts w	ith 🔽 1	
Emai	Starts with	~			Organization	Starts w	ith 🔽	
							3	Search Reset
George Desults							_	
Search Results								
EDIPI Dis	play Name	User Login	Last Name	First Name	Organization		Telephone Number	Email
Sof	f, Albert CI	DAN0013	Soff	Albert	DFAS Limest	one	54321	Albert.Soff.civ@notmail.mil
Cha	arle - C-4	DCS9809	Soff	Charles	DFAS Indian	apolis	1-777-555-1212	Charles.Soff.civ@nomail.mi
Do	is: 4	DDS9019	Soff	Doris	DFAS Indian	apolis	1-333-555-1212	Doris.Soff.civ@nomail.mil
<		(hn)						>

Figure 461: Sample User Search Screen

5. Add or change the following entries in the Security Information section:

--Position Sensitivity

- --Date of Investigation
- --Clearance Type
- --Background Investigation Type
- --Security Officer Review Flag
- --Security Officer Review Comments

The Security Officer Review Flag has two valid entries for selection:

--Not Flagged for Review: The user's security information does not require a security review with every role request. This option is not applicable to DFAS users' requests, which always require a Security Officer review.

--Flagged for Review: The user's security information requires a security review with every role request. DLA user requests for IT3 roles do not require a Security Officer review; for these types of role requests, AMPS disregards the flag setting.

#### 6. Click Save.

AMPS displays an **Information** message to confirm changes have been saved (see Figure 463).

- 7. Click **OK** to close the **Information** message.
- As an option, click Return to Search Results to pick another record or create a new list of search results.

🛄 Home × 👌 User Search ×				
Return to Search Results				
Display Name Doris Soff (DDS9019)				
User Information Application	ns & Roles			
User Information				6 al Save
User ID	DDS9019	Acc	count Status Active	~
First Name	Doris		User Type Civilian	
Middle Name			Grade GS-01	
Last Name	Soff		Citizenship US	
EDIPI/UPN				
Email	Doris.Soff.civ@nomail.mil			
Title	Security Officer (DFAS)			
Cyber Awareness Training Date	4/1/2016			
Annual Revalidation Date				
Contact Information				
		Offic	e/Cube	
Official Telephone 1-333-555	-1212		Street 8725 John J Ki	ingman Road
Official Fax			PO Box	
DSN Phone			City Fort Belvoir	
DSN Fax			State Virginia	
Mobile			Zip 22060-6221	
		(	Country UNITED STAT	ES
Security Information				
Position Sensitivity IT2 V		Security C	Officer Review Not Fla	gged for Review 🔽
Date of Investigation 4/1/2013	1	Security (	Flag Officer Review Change	d Desition Consitivity
Clearance Type Secret		V	Comments entered	d Date of
Background SSBI	$\checkmark$			gation, Clearance
Investigation Type	•		Type, E	Background Type.
Organization		Supervisor		
Organization Name DFAS Indian	apolis	Supervisor Name	Austin Super	
-	Security Officers	-	DAN0014	
the second s	the state of the s		Senior Manager	
Brad Inao (DBI0001)	Albert Soff (DAN0013)		DFAS Columbus	
		Email	Austin.Super.civ@notm	ail.mil
		Phone	1-234-555-1212	

#### Figure 462: User Search Result - User Information

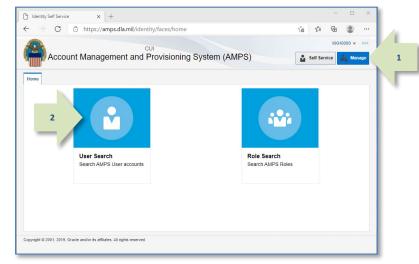


Figure 463: Information Message - Changes Saved

### How to Remove a User's Role

A Security Officer who has the *AMPS Security Officer* role can remove roles from users' accounts through the **User Search** utility. Follow these steps to search for a user, select a role currently assigned to the user, and submit a role removal request.

The role removal process is completed when the application provisioner completes the work identified on the AMPS provisioning ticket. AMPS sends email notifications to the user and to the provisioner at each stage of the role removal process after the Security Officer submits the removal request



#### Figure 464: Manage Home Page - User Search Tile

User Sear	cn								
Match @	) All () A	Any							
Use	r Login	Starts with	~	DAT0014	Start	Date Equals	$\checkmark$	100	
Last	Name	Starts with	$\sim$		End	Date Equals	~	20	
First	Name	Starts with	$\checkmark$		Display	Name Starts with	~		
Account	Status	Equals	~	$\checkmark$		EDIPI Starts with	~		
	Email	Starts with	$\sim$		Organiz	ation Starts with			
							4	Search Reset	
Search Re	sults								
EDIPI	Disp	lay Name		User Login	Last Name	First Name	Organization	Telephone Number	Email
No data to	display.								-
<									)

#### Figure 465: User Search Screen - Executing a Search

Access to the **User Search** screen is available from the AMPS Main Menu:

- After you launch AMPS, click the Manage button in the AMPS banner to open the Manage Home page.
- 2. Click the **User Search** tile.

AMPS opens the **User Search** screen (see a sample of this screen in Figure 465).

 In the User Search screen enter one or more search criteria, such as all or part of the user's login ID.

#### 4. Click the **Search** button.

AMPS may display a **Privacy Act Statement** appropriate for your organization. Click **Accept** to proceed. (See **Appendix A** in this user guide for more information.)

AMPS then displays the results of the search in the **Search Results** table (see Figure 466).

5. Click the User Login link to open the user Information screen.

AMPS displays information for the selected user with the **User Information** tab displayed by default.

🔡 Home × 👌 Use	er Search $\times$						
User Search							
Match   All	Any						
User Login	Starts with	✓ DAT0014	Start Da	te Equals	~	20	
Last Name	Starts with	~	End Da	te Equals	~	20	
First Name	Starts with	<b>~</b>	Display Nan	e Starts with	<b>~</b>		
Account Status	Equals	× ×	EDI	<b>PI</b> Starts with	~		
Email	Starts with	<b>~</b>	Organizatio	Starts with	~		
						Search Reset	
Search Results					<u>.</u>		
							-
EDIPI Disp		User Login	Last Name Fi	rst Name	Organization	Telephone Number	Email
Alvin	те 5	DAT0014	Teck A	lvin	DFAS Columbus	888-555-1212	Alvin.Teck
<							>

#### Figure 466: User Search Results

#### 😬 Home × 🛛 🗞 User Search × Return to Search Results Display Name Alvin Teck (DAT0014) Applications & Roles User Information 6 Cancel Save User Information User ID DAT0014 Account Status Active First Name Alvin User Type Civilian Middle Name Grade GS-12 Citizenship US Last Name Teck EDIPI/UPN Email Alvin.Teck@dla.mil Title Analyst Cyber Awareness Training Date 4/1/2017 Annual Revalidation Date Contact Information Office/Cube INFORMATION OPERATIONS Official Telephone 888-555-1212 Street 8000 JEFFERSON DAVIS HIGHWAY Official Fax PO Box DSN Phone City Richmond DSN Fax State Virginia Zip 23297-5002 Mobile Country UNITED STATES Security Information Security Officer Review Not Flagged for Review Position Sensitivity IT3 V Flag Date of Investigation 4/1/2014 1 Security Officer Review $\checkmark$ Comments Clearance Type Secret Background SSBI $\checkmark$ Investigation Type Organization Supervisor Supervisor Name Organization Name DFAS Columbus IA Officers Security Officers User ID HD Smith (MHD7777) CB Smith (DCB7777) Title Albert Soff (DAN0013) Albert Soff (DAN0013) Organization Brad Inao (DBI0001) Email Phone

Figure 467: User Information Screen

#### 6. Click the Applications & Roles tab.

AMPS displays the **Applications & Roles** tab page for the selected user.

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AMPS highlights the selected role.

Return to Search	n Results							
Display Name /	Alvin Teck	(DAT0014)						
User Informati	ion A	pplications & Roles						
DEAC Deamate	Den d	Support System Administr	ates DDDV 004	1		Reque	st Role Remo	ve Role
DFAS Prompt P	ay Prod -	Support System Administr	alor PKPT-004	tion	Environr	nent Role Type		
		Support System Administra			PROD	User Role		
DSS Distributio	n Prod - N	ON DLALZINQUIRY ONLY D	DSST-3 DSS Di	istribution	PROD	User Role		
Additional Ro	lo Attrib	utor				Undate	e Additional At	tributoe
	ALL ID	utes				opuad	e Addidonal Ad	uibutes
Role Name No data to disp	1		Attribu	te	Value			
Provisioned A	Accounts							
	Accounts							
System Type		System Name	A)/				visioned Acce	
System Type DFAS PROD - P	PROMPT	DFAS PROD - PROMPT PA				Up	date Prompt P	ay 4
System Type DFAS PROD - P DSS PROD - DS	PROMPT	DFAS PROD - PROMPT PA DSS PROD - DSS Distribu				Up	date Prompt P e-ID: DSST-3:	ay 4
System Type DFAS PROD - P	PROMPT	DFAS PROD - PROMPT PA				Up	date Prompt P	ay 4
System Type DFAS PROD - P DSS PROD - DS	PROMPT 55 DISTR	DFAS PROD - PROMPT PA DSS PROD - DSS Distribu				Up	date Prompt P le-ID: DSST-3: T0014	ay 4 19 Def
System Type DFAS PROD - P DSS PROD - DS OID	PROMPT SS DISTR uests	DFAS PROD - PROMPT PA DSS PROD - DSS Distribu		Status		Up	date Prompt P e-ID: DSST-3: T0014 Cancel I	ay 4 19 Def Request
System Type DFAS PROD - P DSS PROD - DS OID Pending Requ	PROMPT 6S DISTR uests . Type	DFAS PROD - PROMPT P/ DSS PROD - DSS Distribu DLA OID	ition		Đ	Up Rol DA	date Prompt P le-ID: DSST-3: T0014 Cancel I	ay 4 19 Def Request
System Type DFAS PROD - P DSS PROD - DS OID Pending Requ SAAR ID SAAR 104147 Role I 104146 Role I	PROMPT SS DISTR uests Type Request	DFAS PROD - PROMPT P/ DSS PROD - DSS Distribu DLA OID Role Name	SDEV Menu Optic	on TICKETE		Up Rol DA	date Prompt P le-ID: DSST-3: T0014 Cancel I r Request Date	ay 4 19 Def Request Expiry
System Type DFAS PROD - P DSS PROD - DS OID Pending Requ SAAR ID SAAR 104147 Role I	PROMPT SS DISTR uests Type Request	DFAS PROD - PROMPT P/ DSS PROD - DSS Distribu DLA OID Role Name DFAS SABRS Prod - CICC	SDEV Menu Optic	on TICKETE		Current Approve	date Prompt P le-ID: DSST-3: T0014 Cancel I r Request Date 2017-01-1	ay 4 19 Def Request Expiry I
System Type DFAS PROD - P DSS PROD - DS OID Pending Requ SAAR ID SAAR 104147 Role I 104146 Role I	PROMPT SS DISTR uests . Type Request Request	DFAS PROD - PROMPT P/ DSS PROD - DSS Distribu DLA OID Role Name DFAS SABRS Prod - CICC	SDEV Menu Optic	on TICKETE		Current Approve	date Prompt P le-ID: DSST-3: T0014 Cancel I r Request Date 2017-01-1	Request
System Type DFAS PROD - P DSS PROD - DS OID Pending Requ SAAR ID SAAR 104147 Role 1 104146 Role 1 C	PROMPT SS DISTR uests . Type Request Request	DFAS PROD - PROMPT P/ DSS PROD - DSS Distribu DLA OID Role Name DFAS SABRS Prod - CICC	SDEV Menu Optic	on TICKETE		Current Approve	date Prompt P le-ID: DSST-3: T0014 Cancel I r Request Date 2017-01-1	Request

Figure 468: Applications & Roles - Select a Role to Remove

#### 8. Click the **Remove Role** button.

AMPS opens a Request Role Removal dialog (see Figure 470).

👥 Home × 🛛 🚴 Use								
	er Search ×							
Return to Search Res	sults							
Display Name Alvin	n Teck (DAT0014)							
User Information	Applications	& Roles					$\subset$	
Current Roles						Req	uest Role Remo	ve Role
Role Name			Application		Environment	Role Type		5
DFAS Prompt Pay P	Prod - Support Syste	em Administrator PR	DFAS Prom	pt Pay	PROD	User Role	-	
DSS Distribution Pr	od - NON DLA - ING	QUIRY ONLY DSST-3	3 DSS Distrib	oution	PROD	User Role		
							a different an	
Additional Role /	Attributes					Upda	ate Additional Al	ttributes
Role Name			Attribute		Value			
No data to display.								
Provisioned Acco						-		
System Type	System Nar						rovisioned Acce	
System Type DFAS PROD - PROM	System Nar MPT DFAS PROD	- PROMPT PAY				U	Ipdate Prompt P	ay 4
System Type DFAS PROD - PROI DSS PROD - DSS D	System Nar MPT DFAS PROD DISTR DSS PROD	- PROMPT PAY				U	Ipdate Prompt P tole-ID: DSST-3	ay 4
System Type DFAS PROD - PROM	System Nar MPT DFAS PROD	- PROMPT PAY				U	Ipdate Prompt P	ay 4
System Type DFAS PROD - PROI DSS PROD - DSS D	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID	- PROMPT PAY				U	Ipdate Prompt P tole-ID: DSST-3 DAT0014	ay 4
System Type DFAS PROD - PROM DSS PROD - DSS D OID	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID	- PROMPT PAY - DSS Distribution		Status	c	U	Ipdate Prompt P tole-ID: DSST-3 DAT0014 Cancel	Pay 4 19 Def
System Type DFAS PROD - PROI DSS PROD - DSS D OID Pending Request	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID ts Role Name	- PROMPT PAY - DSS Distribution	Menu Option		-	U R D	Apdate Prompt P sole-ID: DSST-3 DAT0014 Cancel	Request Expiry D
System Type DFAS PROD - PROT DSS PROD - DSS D OID Pending Request SAAR ID SAAR Typ	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID ts De Role Name uest DFAS SABI	- PROMPT PAY - DSS Distribution		TICKETED	Pi	u R C urrent Appro	Ipdate Prompt P cole-ID: DSST-3: DAT0014 Cancel ver Request Date	Request Expiry D
System Type DFAS PROD - PROI DSS PROD - DSS D OID Pending Request SAAR ID SAAR Typ 104147 Role Requ	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID ts De Role Name uest DFAS SABI	- PROMPT PAY - DSS Distribution - SS Prod - CICSDEV I		TICKETED	Pi	U R C urrent Appro	Ipdate Prompt P cole-ID: DSST-3: DAT0014 Cancel Ver Request Date 2017-01-1	Request Expiry D
System Type DFAS PROD - PROI DSS PROD - DSS D OID Pending Request SAAR ID SAAR Typ 104147 Role Requ 104146 Role Requ	System Nar MPT DFAS PROD DISTR DSS PROD DLA OID ts De Role Name uest DFAS SABI	- PROMPT PAY - DSS Distribution - SS Prod - CICSDEV I		TICKETED	Pi	U R C urrent Appro	Ipdate Prompt P cole-ID: DSST-3: DAT0014 Cancel Ver Request Date 2017-01-1	Request
System Type DFAS PROD - PROI DSS PROD - DSS D OID Pending Request SAAR ID SAAR Typ 104147 Role Requ 104146 Role Requ <	System Nar MPT. DFAS PROD DLA OID ts Dee Role Name Uest DFAS SABI	PROMPT PAY     DSS Distribution      SS Prod - CICSDEV I     S Prod - ADHOC w;		TICKETED	Pi	U R C urrent Appro	Ipdate Prompt P cole-ID: DSST-3: DAT0014 Cancel Ver Request Date 2017-01-1	Request Expiry D

#### Figure 469: Applications & Roles - Remove Role Button

😬 Home × 👌 User Search × Return to Search Results Display Name Alvin Teck (DAT0014) User Information Applications & Roles Current Roles Request Role Remove Role Role Nan Request Role Removal X DFAS Pro User ID DAT0014 DSS Distr First Name Alvin Addition Last Name Teck Email Alvin.Teck@dla.mil Role Nam Supervisor Name No data t Organization Name DFAS Columbus Provisio Please enter the required information, then click OK to submit the role removal request. System y 4 9 Def.. DEAS I Remove Role DFAS Prompt Pay Prod - Support System Administrator PRPY-004 Justification This user does not require this role. 9 Pendir Request SAAR ID 10 104147 Kole Request 104146 Role Request DFAS SABRS Prod - ADHOC w/o Cmd Line ... TICKETED Provisioner < SAAR History SAAR ID SAAR Type Role Name Status Last Activity Date

#### Figure 470: Request Role Removal

- In the Justification text area (required field), enter an explanation that justifies the removal of the user's role.
- 10. Click the **OK** button.

AMPS closes the **Request Role Removal** dialog and displays an **Information** message that confirms the changes and lists the SAAR number for the role removal request (see Figure 471).

- 11. In the **Information** message dialog, read the messages. You can make a note of the SAAR created for the role removal.
- 12. Click **OK** to close the message dialog.

Return to Search Results Display Name Alvin Teck (DAT0014) User Information nc 8 De Remove Role Information Current Roles Role Name Messages for this page are listed below. DFAS Your changes have been saved. 11 DSS (1) SAAR: 104758 has been submitted to remove this role. The system should automatically remove the role shortly Additional R \_ Att i 12 Role Name No data to display Provisioned Accounts System Type System Name Provisioned Access DFAS PROD - PROMPT... DFAS PROD - PROMPT PAY Update Prompt Pay 4 DSS PROD - DSS DISTR ... DSS PROD - DSS Distribution Role-ID: DSST-319 Def. OID DLA OID DAT0014 Pending Requests Cancel Request Current Approver Request Date SAAR ID SAAR Type Role Name Status Expiry D 104758 Role Removal DFAS Prompt Pay Prod - Support System A... PENDING APPRO. 104147 Role Request DFAS SABRS Prod - CICSDEV Menu Option ... TICKETED Provisioner 2017-01-1.. 104146 Role Request DFAS SABRS Prod - ADHOC w/o Cmd Line ... TICKETED 2017-01-1. Provisioner < > SAAR History SAAR ID SAAR Type Role Name Last Activity Date Status

Figure 471: AMPS Information - Confirmation and SAAR Number

Current	Roles					Requ	iest Role Remo	ve Role
Role Nam	пе		Application	Envi	ronment	Role Type		
DSS Distr	ribution Prod - NO	ON DLA - INQUIRY ONLY DSST-3	DSS Distrib			User Role		
Addition	al Role Attribu	ites				Upda	te Additional At	tributes
Role Nam	пе		Attribute	Valu	е			
No data t	o display.							
System T		System Name					ovisioned Acces	
System T	vne	System Name				Pr	ovisioned Acces	55
		DFAS PROD - PROMPT PAY					pdate Prompt P	
	D - DSS DISTR	DSS PROD - DSS Distribution DLA OID					ole-ID: DSST-31 AT0014	L9 Def
OID		DLA OID				Di	AT0014	
Pending	Requests						Cancel F	Request
SAAR ID	SAAR Type	Role Name		Status	Cu	rrent Approv	ver Request Date	Expiry
	Role Removal	DFAS Prompt Pay Prod - Support				ovisioner	2017-05-1	
	Role Request	DFAS SABRS Prod - CICSDEV Me				ovisioner	2017-01-1	
	Role Request	DFAS SABRS Prod - ADHOC w/o	Cmd Line	TICKETED	Pro	ovisioner	2017-01-1	
<								>

Figure 472: Applications & Role - Pending Requests

 AMPS displays the role removal request in the user's **Pending Requests** table. (The Security Officer can also see this screen.)

> For Total AMPS roles, AMPS sends a role removal request to application provisioners for each account associated with the role. The following list explains the **Status** entry and **Current Approver** entry for the SAAR:

**TICKETED:** AMPS has sent a provisioning ticket to the application provisioner. Action on the ticket is still pending.

**Current Approver:** AMPS lists the current approver for the SAAR. The provisioning request remains in the provisioner's queue until the action is complete and the provisioner completes the ticket in AMPS.

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😬 Home × 🛛 👌 User Search ×

14. AMPS sends this email notification to the user whose role is being removed by the Security Officer.AMPS also sends this email to the user's Supervisor.

There is no action required by the user or the Supervisor.

This notification advises the user that a role removal request has been submitted.

The email identifies the SAAR number, SAAR Type, Removal Type, Role name, and Justification. It also identifies the Security Officer who submitted the role removal SAAR, as well as the date of the request. 14



SAAR	104758
SAAR Type	Role Removal
Removal Type	Regular Removal
Role to Remove	DFAS Prompt Pay Prod - Support System Administrator PRPY-004
Justification	This user does not require this role.
Submitted Date	05/10/2017 18:58:56 UTC
Submitted By	Soff, Albert (DAN0013)

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Figure 473: Role Removal - Sample Initial Email

### Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The sample provided in Figure 473 is an image of the email viewed in HTML format.

15. AMPS sends another email notification to the user whose role is being deprovisioned.

This notification advises the user that the role removal request has been submitted to the application provisioner for action. **Subject:** AMPS Application Processing for SAAR #104758

**Body:** AMPS application processing for SAAR 104758 has started for DFAS Prompt Pay.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

16. AMPS sends this email notification to the provisioner.



**Subject:** AMPS Application Processing for SAAR #104758 requires your attention.

**Body:** AMPS Application Processing request for SAAR 104758 requires your attention. Please visit AMPS at this URL: https://amps.dla.mil/

This notification advises the provisioner that a provisioning ticket awaits action on a SAAR submitted for a role removal. The provisioner uses the SAAR number to locate the SAAR in AMPS and complete the provisioning assignment.

Open your inbox to locate the SAAR. Click the SAAR title to open and complete the task.

Task Details:

Request For: DLA Login: DAT0014 Name: Teck, Alvin Phone: 888-555-1212 Email: Alvin.Teck@dla.mil EDIPI/UPN: nnnnnnn

Access Information: SAAR #: 104758

Remove Job Role: DFAS Prompt Pay Prod - Support System Administrator PRPY-004

Applications and Access: Resource: DFAS PROD - PROMPT PAY Remove: Update Prompt Pay 4

Justification: This user does not require this role.

Optional Information: (none)

Role Removal SAAR requested by Albert Soff on 05/10/2017

17.	For Total AMPS applications, AMPS lists	*
	a provisioning ticket for the application	SAAR #104758 DFAS PROD - PROMPT PAY PROVISIONER Remove Access for Teck, Alvin (DAT0014)
	provisioner as an assigned SAAR in the Inbox > My Tasks list (not shown).	Application Request
		Current Task Owner:
	To complete the role removal process in the application itself, the provisioner completes the work identified in this ticket.	Current Resource Responsibility: DFAS PROD - PROMPT PAY PROVISIONER Last Updated: May 10, 2017 8:54 AM  * Comments: Deprovisioning work is completed.
	As with other Total AMP Tickets, the provisioner can claim the ticket by clicking the <b>Claim</b> button, and save progress comments without	Work Details
	completing the ticket by clicking the <b>Save Comments</b> button.	Request For: DLA Login: DAT0014 Name: Teck, Alvin Phone: 888-555-1212
18.	To close the Total AMPS provisioning ticket, the provisioner clicks the <b>Work</b>	Email: Alvin.Teck@dla.mil EDIPI/UPN:
	<b>is Complete</b> button on the ticket	Access Information: SAAR #: 104758
	screen.	Remove Job Role: DFAS Prompt Pay Prod - Support System Administrator PRPY-004
		Applications and Access: Resource: DFAS PROD - PROMPT PAY Remove: Update Prompt Pay 4
		Justification: This user does not require this role.
		Optional Information: (none)
		Role Removal SAAR requested by Albert Soff on 05/10/2017
		✓ User Summary
		User ID         DAT0014         Phone         888-555-1212           Name         Teck, Alvin         Email         Alvin.Teck@dla.mil
		Organization     DFAS Columbus     Supervisor       Job Title     Analyst     Annual Revalidation       IT Level     IT3     Date
		Cyber Awareness 4/1/2017 Certification Date
		✓Current Roles
		Current Roles
		DSS Distribution Prod - NON DLA - INQUIRY ONLY DSST-319

Figure 474: Security Officer's Role Removal Request - Sample Provisioning Ticket

 After the deprovisioning process is completed in AMPS, the system sends an email notification to the user who had the role.

This notification tells the user that the role's access privileges have been removed from his account.

The email identifies the SAAR number, SAAR Type, Removal Type, Role name, and Justification. It also identifies the Security Officer who submitted the role removal SAAR, as well as the date of the request.

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### Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The sample provided in Figure 475 is an image of the email viewed in HTML format.

The Security Officer's role removal request is now finished.



SAAR	104758
SAAR Type	Role Removal
Removal Type	Regular Removal
Role to Remove	DFAS Prompt Pay Prod - Support System Administrator PRPY-004
Justification	This user does not require this role.
Submitted Date	05/10/2017 18:58:56 UTC
Submitted By	Soff, Albert (DAN0013)

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Figure 475: Role Removal - Sample Final Email

Prerequisites	To employ the <b>User Security Maintenance</b> utility, a Security Officer must request the <b>AMPS Security Officer User Edit Role</b> . After the request for this role is approved, AMPS automatically provisions the requestor's account with this role and adds the <b>User Security</b> <b>Maintenance</b> command on the Administration dropdown menu (see Figure 476). This command provides access to the <b>User Security Maintenance</b> screen and functions.
What You Can Do:	<ul> <li>The User Security Maintenance utility is a time-saving module that enables a Security Officer to enter and submit changes to multiple user records at one time. This utility is an alternative to the User Search option, which permits changes to only one user record at a time.</li> <li>The User Security Maintenance utility enables a Security Officer to perform the following tasks: <ul> <li>Search for an individual user.</li> <li>View the user's Security Information as it appears on the user's My Information screen.</li> <li>Modify a user's Security Information.</li> <li>Add a record for changes to the user's record.</li> <li>Repeat this procedure for multiple users.</li> <li>Update all users with one action.</li> </ul> </li> <li>The User Security Maintenance utility enables a Security Officer to build a list of several users to update with one confirmation action. Remember that just adding a record to the Bulk Update list does not update the user's record until the Security Officer confirms and submits all the updated records with the confirmation action. See Step 5 of the section titled How to Update Users' Security Information for more information.</li> </ul>
Where to Begin:	After receiving email confirmation that the <b>AMPS Security Officer User Edit Role</b> has been assigned, the Security Officer can launch AMPS and check the Administration dropdown menu from the Self Service Home page. If the role has been properly assigned to the account, AMPS displays the <b>User Security Maintenance</b> command on the <b>Administration</b> dropdown menu (see Figure 476).
<ul> <li>Access to the User Security</li> <li>Maintenance screen is available from the Self Service Home page:</li> <li>1. After launching AMPS, click the Administration tile on the Self Service Home page to open the</li> </ul>	CUI CUI Customize KXH0000 v ···· Customize KXH0000 v ····· Customize KXH0000 v ···· Customize KXH0000 v ···· Customize KX

# **User Security Maintenance**

2. Click the User Security Maintenance command from the menu.

Administration dropdown

AMPS opens the **User Security Maintenance** screen (see a sample of this screen in Figure 477).

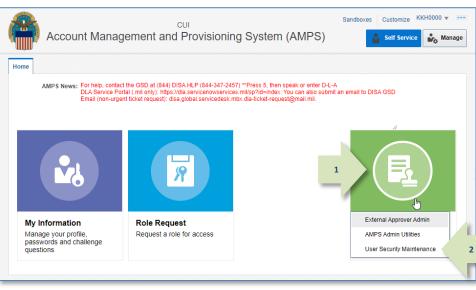


Figure 476: Administration Dropdown Menu - User Security Maintenance Command

menu.

The User Security Maintenance

Account Management and Provisioning System (AMPS)

**B.** Security Information: Displays a selection of user-related identifying information, enabling you to verify that the user you searched for and selected is the correct user.

> Also, displays the user's Security Information fields. These fields are modifiable, enabling you to enter or update entries.

AMPS activates the following buttons after you select a record:

-- Update Single: click this button to update the displayed record, or

--Add to Bulk Update: click this button to populate the **Bulk** Update list.

C. Bulk Update: Enables you to assemble a list of security information changes organized by user record. AMPS activates the Update All in List button after you add the first record.

> When you have completed changes and assembled the list of records to be updated, click Update All in List to complete multiple updates with one action.

					(#
	📰 Home × 👌 User Security Maintenance ×				
Α	> Search				
	Enter Search Criteria Below (User ID or Las		n.		
	* Search Criteria	Search			
	Select a User From the List 🔽				
В	<ul> <li>Security Information</li> </ul>				
	User ID EDIPI ********	* Date of Investigation	₿ <mark>0</mark>		
	First and Last Name	* Clearance Type	$\checkmark$		
	Email Address Phone Number	* Background	$\checkmark$		
	User Type	Investigation Type			
		* Position Sensitivity			
		* Security	V		
		Officer Review Flag			
		* Security			
		Officer Review			
		Comments Update Sind	le Add to Bulk Update		
		Coposte sans			
С	✓ Bulk Update				
	User ID Last Name First Name	Date of Investigation Clearance Typ	Background Investigation Type Background Position Sensitivity	Security Officer Review Flag	Security Officer Review Comments
	Update All in List	· · ·			
					* indicates a required field
		Figure 477: User Security	Maintonango Sever		

ιLy

User Documentation: User Guide

### How to Update Users' Security Information

Valid Search Criteria

ria The following list outlines the types of search criteria a Security Officer can enter to display a list of matching selections:

- Complete AMPS user ID: AMPS displays the name and ID of the user whose ID matches the user ID search criterion.
- Partial AMPS user ID: AMPS displays a drop-down list of users whose AMPS user IDs contain characters that match the search criterion.
- Complete Last Name: AMPS displays a selection of users whose last name matches the Last Name search criterion.
- Partial Last Name: AMPS displays a selection of users who last name OR user ID matches the characters in the Search Criteria field.

AMPS does not match characters in a user's first name, but search results list the user's last name, first name, and user ID.

- 1. In the **Search Criteria** field, enter a partial or full AMPS user ID or user last name.
- 2. Click Search.

AMPS populates the **Select a User** drop-down list with matching search results.

3. Open the drop-down list and select the name of the user whose **Security Information** requires an update.

AMPS displays the user's current security information if it is available in AMPS (see Figure 479). If not, the fields remain blank.

⊻ Search Enter S tch Criteria	Below (Use	r ID or Last Na	me) and Click the	Search / ton				
1 * Sear Sel .t a User Fro	ch Criteria m the List	DAN0014 Super Austin D		rch 2				
✓ Security Informat	3_1	*****	Super Austir * Date of Investigation * Clearance		10			
Phor	Las⊾⊿ame il Address le Number User Type		* Clearance Type * Background Investigation Type		V	~		
			* Position Sensitivity * Security Officer Review Flag		×			
			* Security Officer Review Comments	,	Add to Bulk Up	date		
🗹 Bulk Update								
User ID Las	t Name	First Name	Date of Investigation	Clearance Type	Background Investigation Type	Position Sensitivity	Security Officer Review Flag	Security Officer Revi Comments
Update All in List								·
								* indicates a requir

Figure 478: User Security Maintenance - Search

- 4. Enter or modify data in the following fields:
  - Date of Investigation: enter the date of the user's most recent security clearance or other investigation.
  - Clearance Level: select the user's current clearance level, or select None.
  - Background Investigation Type: select the type of background investigation used to verify the user's security eligibility.
  - IT Level: enter the user's current Information Technology (IT) level.
  - Flag for Security Review: select Flagged for Review if every request submitted by a user should receive a security review.
  - **Comments:** Enter comments to clarify changes.
- When all security information has been verified and updated where necessary, click Add to Bulk Update.

AMPS adds a record to the **Bulk Update** list.

### Note:

At Step 5, the user's security information is not yet updated! See Step 8 for instructions on completing the update action.

Search Criteria DAN0014 Search Select a User From the List Super Austin DAN0014				Confidential				
Ema Phon	User ID     DAN001       EDIPI     *******       ast Name     Austin S       il Address     Austin S       e Number     1-234-5!       User Type     Civilian	uper uper.civ@notmail.	* Background Investigation Type * Position Sensitivity * Security	None Position of Tru Secret Top Secret NACI	ecret 🔓 ust/Favorable Pub	lic Trust		
			Officer Review Flag * Security Officer Review					
Dulk Undat			Review Flag * Security Officer		Add to Bulk Up	date		
<b>Bulk Updat</b>	e Last Name	First Name	Review Flag * Security Officer Review Comments		Add to Bulk Up Background Investigation Type	Position Sensitivity	Security Officer Review Flag	Security Officer Revie Comments



ation has	Security Information			
d where		DAN0014	* Date of	04/01/2014
ulk	EDIPI	*****	Investigation	
	First and Last Name	Austin Super	* Clearance	Interim Top Secret
	Email Address	Austin.Super.civ@notmail.mil	Туре	
e Bulk	Phone Number	1-234-555-1212	* Background Investigation	SSBI 🗸
	User Type	Civilian	Туре	
			* Position Sensitivity	
/			* Security Officer	Flagged for Review
ted!			Review Flag	
on			* Security	Updated user's security information. Flagged
on.			Officer	
			Review	
			Comments	L 5 Add to Bulk Update

#### Figure 480: User Security Maintenance - Add to Bulk Update

- 6. Repeat Steps 1 3 to search for and select another user.
- Repeat Steps 4 and 5 to select additional users to update and add to the **Bulk Update** list.

#### ✓ Search Enter Search Criteria Below (User ID or Last Name) and Click the Search Button. Search `riteria DZT0001 Search Select a U 6 Teck Zachariah DZT0001 📐 Security Intermation Teck Zachariah DZT0001 Jser ID Date of 2 Investigation EDIPI \*\*\*\*\*\*\*\* Clearance $\checkmark$ First and Last Name Туре Email Address Background $\checkmark$ Phone Number Investigation User Type Туре \* Position $\checkmark$ Sensitivity Security $\checkmark$ Officer Review Flag Security Officer Review Comments Update Single Add to Bulk Update

Figure 481: User Security Maintenance - Search and Select Another User

📰 Home × 🛛 🐍 User Security Maintenance × Search Enter Search Criteria Below (User ID or Last Name) and Click the Search Button. \* Search Criteria DZT0001 Search Select a User From the List Teck Zachariah DZT0001 V Security Information User ID \* Date of 2 EDIPI \*\*\*\*\*\*\*\* Investigation First and Last Name \* Clearance  $\checkmark$ Туре Email Address Background  $\checkmark$ Phone Number Investigation User Type Туре \* Position  $\checkmark$ Sensitivity \* Security  $\checkmark$ Officer **Review Flag** \* Security Officer Review Comments Update Single Add to Bulk Update 7 **Bulk Update** Background Security Officer Security Officer Review Date of Position User ID Last Name First Name Clearance Type Investigation Investigation Sensitivity Review Flag Comments Type 04/01/2014 IT2 Flagged for Re... Udated user's security in... DAN0014 Super Austin Interim Top Se... SSBI DZT0001 Teck Zachariah 04/01/2014 Secret SSBI IT2 Flagged for Re... Updated user security inf. 8 odate. All in List

Figure 482: Bulk Update List

 When you have completed the list of users you want to update, click the Update All in List button in the Bulk Update panel.

> AMPS displays a confirmation message listing the names of all users whose records have been updated (see Figure 483).

9. Review the messages in the Information box to ensure all user records were updated.

Click **OK** to close the **Information** box.

AMPS closes the **Information** box and enables you to resume use of the **User Security Maintenance** utility or switch to a different task.

* Search Criteria		DZT0001		Search				
Select a User From	n the List	Teck Zacharia	ah DZT0001 🗸					
Phone	User ID EDIPI	****	<ol> <li>Security Info</li> </ol>	his page are listed I has been updated fo has been updated fo	r Austin Super	OK	9	
			Review * Secu Off	iicer Flag iicty iicer view	Add to Bulk U	pdate		
Bulk Update Jser ID Last	Name	First Name	Date of Investigation	Clearance Type	Background Investigation Type	Position Sensitivity	Security Officer Review Flag	Security Officer Rev Comments

Figure 483: Bulk Update Confirmation Message Box

# **Application Access Removal**

With the release of AMPS 18.1.0, AMPS now includes a module, called **Application Access Removal**, that enables Data Owners to remove roles from one or more users when a situation calls for such removals. Situations include the following scenarios:

- Application administrators have authorized the direct removal of a user from an application. A direct removal initiated on the application does not automatically update the user's AMPS account, resulting in a need to reconcile the user's application account with the AMPS account. These removals may occur when a user's account times out due to inactivity, or the user loses the requisite authority to certain access privileges, or other business processes that require removal of user access in an application. In any case, a user's AMPS account must be reconciled with the user's application accesses to ensure AMPS reflects the correct role information for the user.
- Application administrators may also want to remove users from a role or roles in bulk, rather than having a Supervisor remove individual roles through the standard Role Removal process (see the section entitled **Role Removal** for more information). A Supervisor can remove only one role at a time, which can be a time-consuming task.
- Applications administrators may want to initiate the removal of multiple users from application roles by starting in AMPS.

In these scenarios, AMPS provides an administrative user interface that provides the Data Owner, or other authorized administrator, with the utilities needed to work through these scenarios within AMPS.

### AMPS Account and Access Reconciliation

AMPS has two methods of provisioning user access to an application or system:

• Direct provisioning: in this method, AMPS itself logs in to the target application on behalf of the user and supplies the provisioning information to the application. This method does not require human intervention.

### Automatic Reconciliation for Direct-Provisioned Applications

Applications that stakeholders have configured for direct provisioning can also be configured for automatic removal reconciliation in AMPS. The process previously in place automatically removed a user's provisioned access in AMPS after the user lost his or her access in an application. Rather than remove the user's role, AMPS only revoked specific resources from a user's account. AMPS did not remove a role from a user's account, even if all the associated resources for that role were revoked. This process left a role assignment in the user's AMPS record, with no provisioned resources. The process should remove the role itself and also revoke the resources.

 Manual provisioning through Total AMPS tickets or Remedy tickets: in this method, AMPS produces either a Total AMPS ticket or Remedy ticket for a role request and notifies designated application provisioners that action on a provisioning request is pending.

In both cases AMPS keeps track of the access the user has been granted in an application or system by maintaining a record of current roles held by the user within the user's account.

However, administrators in each application or system, independent of AMPS' tracking, can remove a user's access. Such removals may occur for various reasons, such as a timeout due to inactivity, or a removal for security reasons. When an administrator removes a user's access in a system or application without notifying the AMPS team with a work order, the user's Current Roles information in AMPS is no longer synchronized.

To address the difference in role information, the AMPS team devised and implemented a process to reconcile the difference. Using this process, a Data Owner can update a user's AMPS record to remove any roles that are no longer valid for that user. This update process enables the Data Owner to reflect the correct state of the user's access capabilities.

Application Access Removal also enable a Data Owner to initiate the process of removing a user from a role in AMPS, which submits a notification to remove the user from a selected application. This feature enables the Data Owner to select multiple users to remove from a role, or select multiple roles to remove from a user's account. These procedures do not require the user's participation or approval, a capability that enhances the Data Owner's efficiency.

AMPS has been modified to support the following scenarios:

- Automatic reconciliation for direct-provisioned applications
- Manual reconciliation for Total AMPS, Remedy-supported, or direct-provisioned applications.

The following subsections summarize these modifications.

To address this gap in function, the AMPS team developed a custom process that searches for AMPS accounts in which all the resources on a user's role have been revoked. If all resources for a specific role have been revoked, AMPS now removes that role from the user's account record. This function is called "automatic delete reconciliations." For more details, see the section below.

To implement automatic delete reconciliations, application managers must add this function as part of their connector configuration. If they do not plan to implement automatic delete reconciliations, they can use the manual reconciliation process for some directly provisioned applications.

## Manual Reconciliations for Total AMPS or Directly Provisioned Applications

Applications that are not directly and automatically provisioned through AMPS rely on manual provisioning and deprovisioning through either Total AMPS or Remedy tickets. When a Provisioner for such an application deprovisions a user's access to a resource, the deprovisioning process does not also remove the user's corresponding role from AMPS. This scenario results in conflicting records of roles and access to resources between AMPS and the remote system.

Because Total AMPS and Remedy-supported applications are provisioned manually, AMPS formerly had no option for administrators to reconcile them automatically through a system-to-system connection. Instead, these administrators needed a manual process that would enable them to log in to AMPS and remove users from roles or remove roles from users.

The administrators who employ this process are specific users, ordinarily Data Owners or Provisioners. These administrators must request and receive a specific role or roles in AMPS that enable them to log in to AMPS and perform the following tasks:

- Select users to remove from roles through the AMPS user interface.
- Select roles to remove from a user's AMPS account.
- Upload a list of user and role combinations that serves as a bulk role removal request.

Each of these of processes generate a removal SAAR that is flagged as a manual reconciliation. In keeping with the business process, AMPS does not require approvals for these SAARs. For audit purposes, AMPS records the user who submits a manual reconciliation SAAR as the Data Owner who fulfills the Data Owner approval step for the SAAR.

During the process of creating a reconciliation request, the user submitting the request must enter a justification for the removal. He or she can then complete and submit the role removal request.

After AMPS generates each SAAR for the requests, the system performs the following actions:

- Removes the roles immediately.
- Marks the SAARs as complete.
- Sends email notifications to users advising them that their roles have been removed. This notification includes the reason for the removal, which is taken from the Justification text entered by the Data Owner.

### For directly provisioned applications . . .

For roles directly provisioned to an application, the Application Access Removal process starts an attempt to remove that user's access automatically in the target system. However, the user's access has already been removed. To finish the process, AMPS marks the resource as Revoked in its role record for the user.

### Manual Role Removal

Authorized application managers can also start a role removal process by using the manual role removal feature. In this case, users have roles in AMPS and in the related applications, but for administrative reasons, a Data Owner may need to remove a role, or multiple roles, from a user or multiple users.

For Total AMPS roles, removing a role through this utility <u>will not</u> generate tickets for removal, because AMPS assumes by using this process that all access has already been removed from the target system. Email notifications will be sent to the user to notify them that their AMPS access has been removed.

### Role Removal File Upload

The Application Access Removal utility provides the user with a method for filling in and uploading a CSV file with multiple user and role combinations. With this feature, the application manager can create a CSV file having user name and role name combinations. After the application manager uploads this file, AMPS removes the specified roles for the specified users in a single pass.

Another scenario exists, where specified users (usually Data Owners or Provisioners) may be given the privilege to initiate Role Removal processes for users of their application from within AMPS. This option will function similarly to the previous option, except that this option <u>will</u> produce Total AMPS tickets to remove the access. The SAARs that are produced using this method will be regular Role Removal SAARs, which are auto-approved due to their being submitted by "privileged" users (i.e.: the Data Owner/Provisioner who has been granted this ability). Because these requests will be treated as "regular" role removals in AMPS, email notifications will be sent in association with each SAAR.

To ensure that the values in the CSV file are valid and acceptable in the process, AMPS produces error messages that help the user spot and correct problems.

## Application Access Management: System Roles

Like other functional areas of AMPS, Application Access Management requires application administrators to acquire specific roles that provide access to its process. In AMPS, each application has a corresponding Access Application Management role that provides the role holder with access to that application's role and user assignments.

To set up access to the Application Access Management process, AMPS requires specific administrative users to have one of the following roles:

### **Application Access Management Manager**

The Application Access Management Manager has responsibility for approving the requests for individual Application Access Management roles. Application owners modify their application's Role-based Access Control (RBAC) form to identify the individuals who must have this role. AMPS applies the Application Access Management Manager role to each specified user through a background administrative process.

### **Application Access Management Roles**

Data owners or application provisioners who have responsibility for managing users assigned to roles through the Application Access Management process must request a role that corresponds to an application. For example, a DFAS data owner who approves requests for SABRS Navy application roles must request the **DFAS SABRS Application Access Management** role. Having this role has the following effects on the data owner's or provisioner's AMPS account:

- Adds the following command to the Administration list on the main menu: **Application Access Removal**.
- Provides access to the Application Access Management screens and processes for managing role removals.

The data owner's or provisioner's request for this role is approved in a typical role request path, but the data owner approval is provided by the data owner manager who holds the application's Application Access Management Manager role.

# Note:

In Application Access Management, AMPS provides an Application Access Management role for each application, which provides the role holder with access to *all* roles and *all* users in the application. The principle behind this process is that a data owner can remove roles from a user, or remove users from a role, either of which the data owner has previously approved.

- **Application Access Management Manager:** a data owner manager who approves requests for individual Application Access Management roles.
- **Application Access Management:** a data owner or provisioner who handles the removal of users from a specific application's role and the removal of a specific user from one or more application roles assigned to that user.

However, if application owners have segmented an application and created separate data owner roles, AMPS does not accommodate these data owners with corresponding Application Access Management.

For example, even though application owners can create separate data owner roles for separate sites, AMPS does not offer the same separation in Application Access Management roles. Each application has only one corresponding Application Access Management role; data owners or provisioners who hold this role can see all roles and users, regardless of whether or not the data owner approved the original request.

### About Removing Roles from Pending SAARs

Because AMPS user accounts may be in flux, with roles undergoing approval and other roles undergoing removal, a condition may exist in which a Data Owner requests removal of a role from an account when the request for that role may not be complete. Also, an internal DLA user may be going through an Annual Account Revalidation request, in which the user has identified roles that need to be removed from his account. In these cases, SAARs exist and are in progress. The Application Access Management module has the capability to handle scenarios in which in-flight SAARs may contain a role that a Data Owner has requested to be removed.

If a user has an open Annual Revalidation, AMPS will remove the roles from that SAAR, but the SAAR otherwise remains open.

### **Application Access Removal Screens: Quick Tour**

The **Application Access Removal** interface is the front-end GUI that enables Data Owners, or other administrative users, to remove users from roles within their application. This section describes each of the screens for this interface, in detail.

#### **Application Access Removal Tile**

After you obtain the appropriate Application Access Management role or roles, when you log in to AMPS, click the **Manage** button in the AMPS banner to open the Manage Home page. You will find a tile labeled **Application Access Removal**.

To open the GUI for this process, click the **Application Access Removal** tile.

AMPS opens the **Application Access Removal** page and displays the Activity Selection screen (see Figure 485).

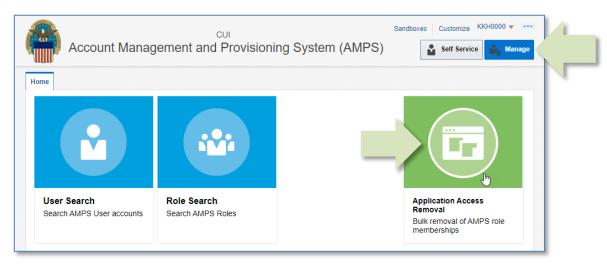


Figure 484: Manage Home Page - Application Access Removal Tile

The following subsections provide a tour of each screen in the **Application Access Removal** process. Each tour provides an overview of the screen's appearance and its features. Use these subsections as reference. If you are ready to use the **Application Access Removal** features, proceed directly to the section entitled **How to Request an Application Access Removal** (page 472).

### Tour of the Activity Selection Screen

The Activity Selection screen is the first screen displayed after you click the **Application Access Removal** tile on the Manage Home page. Use this screen to choose which kind of removal action and result you want to accomplish. You can perform the same actions with either screen, but as the description indicates, the **Regular Removal** activity generates SAARs and, where required, provisioning tickets for role deprovisioning. The **Reconciliation** activity does not produce deprovisioning instructions, because the user has already been deprovisioned from the account, and you need only to reconcile the user's AMPS account with his or her actual access rights.

 B
 Choose which activity you would like to complete during this session:

 A
 Image: Submit Regular Removal SAARs

 A
 This option produces regular Role Removal SAARs for each entry. These SAARs do not require approval. For ticketed roles, these SAARs generate removal tickets for provisioners to remove the user's access from the target application. For directly provisioned roles, AMPS immediately removes all access associated with each role.

 B
 Submit Recondition Removal SAARs

 B
 Use this option only to reconcile access removals in AMPS when the user's access has already been removed from the target application. For a reconciliation removal, AMPS produces SAARs to record and remove each role from the user, but it does NOT produce provisioning tickets to remove access from the target application. AMPS completes each SAAR automatically with no approval required. This option is used most often to reconcile the AMPS accounts of users who have been removed from an application due to inactivity timeouts in that application and whose corresponding roles must therefore be removed from their AMPS accounts.

#### Figure 485: Application Access Removal – Select a Removal Activity

	lf y	you want to perform this task,	And fulfill these objectives	Choose this option:
A	-OR	Remove a role from a user's AMPS account, and If needed, send deprovisioning instructions to an application provisioner, Remove a user from a role. If needed, send deprovisioning instructions to an application provisioner.	<ul> <li>Find a faster, more efficient way to</li> <li>Remove a role from one or more users in a time-saving, bulk-type format.</li> <li>Remove a user from one or more roles in a time-saving, bulk-type format.</li> <li>Generate deprovisioning SAARs for role removals.</li> </ul>	😭 Submit Regular Removal SAARs
В	• -OR	Remove an AMPS role from a user whose access has already been removed from the target application, - Remove a user from an AMPS role, in which the user's access has already been removed in the target application.	Reconcile a user's AMPS account with the account access rights that have been removed on target applications.	Submit Reconciliation Removal SAARs

This view of the screen displays the features you would use to select an application and select a specific role. After you select a role, AMPS lists all users assigned to the role in the

### Tour of Set up a Role Removal Request Screen - Top

The Search by Role/Search by User screen is the next screen displayed after you select one of the two activities. Use this screen to select an application, find a role or find a user, and set up the role removal request you need to submit.

Α

С

- A. Select Application: this drop-down box contains a list of one or more applications from which you can choose roles or users.
- **B. Files:** buttons to upload or download the bulk upload or template files.
  - a. Upload List of Users to Remove
  - b. Download Template Remove File
- C. Search by Role tab:
  - View: choose which columns to view and the order in which they are listed.
  - **Search:** specify and locate a role or range of roles.
  - Detach: display the role list in a separate dialog to expand the table view.
- **D.** Role Display Name: the role name displayed in AMPS.
- **E. JD Code:** Job Description Code, or the short, alphanumeric name of the role.
- **F. Primary Role**: Indicator that identifies if the current role is a Primary Role.
- G. Classification:
  - a. C = role is Classified
  - b. U = role is Unclassified
- H. Access: Access Type:
  - a. **P** = reserved for **Privileged** users
  - **b. A** = reserved for **Authorized** users
- I. IT Level: Position sensitivity level assigned to the role. A user's IT level must not exceed the IT level of the role without the express authorization of a security officer.

😬 Home 🗴 🔣 Application Access Remova... 🗴 O Cancel Next Select Application DFAS SABRS  $\sim$ 😭 Upload List of Users to Remove 🔂 Download Template Removal File Search by Role Search by User Application Roles View - 🔍 SABRS-001 🚮 Detach Role Display Name JD Code IT Level Primary Role Classification Access DFAS SABRS Prod - MC General User SABRS-001 SABRS-001 Not Applicable П3 1 Records Users In Selected Role Users to Remove from Role View - Q DRT0021 View - 🔍 Search Role Removals 🛃 Detach 🖌 Detach Add User ID Last Name First Name FDIPI Email Account Status User ID Last Name First Name Role Display Name 1286972493 Rupert.Teck@dla.mil DRT0021 Teck Rupert Active DRT0021 Teck Rupert DEAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002 Add EBS Prod - SMC - Site Administrator JD-00955 DRT0021 Teck Rupert > Rows Selected 2 Records 1 1 Records

table under Users in Selected Role.

Figure 486: Application Access Removal - Search by Role/Search by User

### Tour of Set up a Role Removal Request Screen - Bottom

The Search by Role/Search by User screen is the next screen displayed after you select one of the two activities. Use this screen to select an application, find a role or find a user, and set up the role removal request you need to submit.

A

- A. Users in Selected Role:
  - View: choose which columns to view and the order in which they are listed.
  - **Search:** specify and locate a user or range of users.
  - Detach: display the user list in a separate dialog to expand the list view.
- B. User information:
  - User ID: user's AMPS ID.
  - Last Name: user who holds the role.
  - **First Name:** user who holds the role.
  - **EDIPI:** government-authorized identification.
  - Email: official email address.
  - Account Status: shows whether an account is active or inactive.
- C. Users to Remove from Role:
  - User ID: user's AMPS ID.
  - Last Name: user who holds the role.
  - **First Name:** user who holds the role.
  - Role Display Name: the role name displayed in AMPS.
- D. Action buttons:
  - Add: add selected user to the list of users to be removed from the selected role.
  - Remove: take the selected user off the Remove list.

Select Application DFAS SABRS				pload List of Users to wwnload Template Rer		Q	Cancel ONext
Application Roles							
View 🔻 🔍 SABRS-001	detach						
Role Display Name			JD Code	Primary Role	Classification	Access	IT Level
DFAS SABRS Prod - MC General User SABR	S-001		SABRS-001	Not Applicable	U	A	IT3
		0	1				1 Rec
Users In Selected Role		0	Users to Remo	ve from Role			1 Rec
Users In Selected Role	- Detach	0	View - Q Sear		De	tach	1 Rec
View  View	Detach EDIPI Email	Account Status	Add View - Sear	ch Role Removals	Role Display Na	ame	
View 🔻 🔍 DRT0021		Account Status	Add View View Sean	ch Role Removals First Name Rupert	Role Display Na DFAS SABRS Na	ame avy PROD - SABRS	Funds Distribution NAVY
View  View	EDIPI Email	Account Status	Add View - Sear	e First Name	Role Display Na DFAS SABRS Na	ame	Funds Distribution NAVY

#### Figure 487: Application Access Removal - Search by Role/Search by User

### **Tour of Review Screen**

The **Review** screen is displayed next. This screen lists all the selections you have made and identifies any that cannot be processed or that will be processed with changes to pending SAARs already awaiting action.

In the example shown in Figure 488, the Data Owner has selected three roles to remove from the AMPS account of user DRT0021:

1

- The first selection has a Warning message attached. The Status Reason explains why AMPS attached the Warning. In this example, the role is part of a pending SAAR associated with the role and the user. The user may have requested the role, but the role has not been closed through the provisioning process. The Data Owner can process the selection as it is shown or remove it from the list.
- The second selection has an **Error** message attached. The **Status Reason** explains why AMPS cannot process this selection. The Data Owner can remove the selection from the list, but if the item remains in the list, AMPS automatically removes this item after the Data Owner clicks the **Next** button. With either action, AMPS does not process the request.
- The third selection has a **Status** of **Valid**. AMPS can process this selection as is.

### Note:

The Remove Selected Items from List button at the bottom of this page allows the Data Owner to remove one or more list items prior to proceeding to the next screen.

- As the instruction for this screen states, the Data Owner can take advantage of this pause in the process to review the selections to ensure they are valid.
- 2. A **WARNING** status alerts the Data Owner to a situation in which the assigned role is undergoing more than one action. In the example shown, the role specified by the Data Owner for removal has already been submitted for removal, and the SAAR for that removal is still pending.
- 3. An **ERROR** status indicates an insurmountable problem with the current request, including one of the four following conditions:
  - a. The user does not exist.
  - b. The role does not exist.
  - c. The user does not have the role.
  - d. The role being removed is a Primary Role and the user would still have Additional Only roles associated with their account.

# The Status Reason column explains which condition is causing the error.

 A VALID status indicates that AMPS has found no issues with the request and will process the request as submitted.

	🔡 Home × [ 🏠 Applicatio	on Access Rem	ova X		E
	Review				Cancel     Cancel
	Entries with a "Warning" statu To remove an item, first click • To select two or more • To select a range of i Then, click the <b>Remove Sel</b> View ▼	will not be process us will be processo the item. e items, Ctrl-dick tems, clck the fir ected Items fro e Removals First Name	Role Display Name	Status	Status Reason There are pending SAARs associated with this User and Role. These SAARs will either be cancelled or the role will be removed from these SAARs once the role is removed from the user:
	DRT0021 Teck	Rupert	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-		• Role Removal: 110929
	DRT0021 Teck	Rupert	EBS Prod - SMC - Site Administrator JD-00955	SERROR	The role being removed is a primary role, which can't be removed until all other Additional Only roles for that application are removed.
ł	DRT0021 Teck	Rupert	DFAS SABRS Prod - MC General User SABRS 0	VALID	2
	C Rows Selected 1				Totał: 3 Valid: 1 Error: 1 Warning: 1

Figure 488: Application Access Removal - Review Screen

The Justification screen is displayed next. AMPS requires the Data Owner to enter a

Tour of Justification Screen

The text area provided for Justification entries is large enough to accommodate several hundred alphanumeric characters, which the Data Owner can use to record the appropriate reasoning that supports access removal actions.

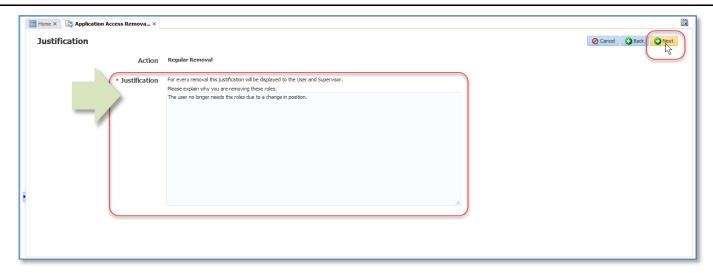


Figure 489: Application Access Review – Justification Screen

## Tour of Summary Screen

The Summary screen is displayed next. On this screen, AMPS provides the Data Owner a chance to review their justification statement and combined information for the role(s) and user(s) affected by the removal action. After the Data Owner verifies the information is correct, they submit the request and AMPS processes the removal entries.

- **A.** Justification: displays the Data Owner's statement to justify the removal(s).
- **B.** Entries to Process: Each entry in this table provides user and role information and will generate a SAAR.
  - a. View: choose which columns to view and the order in which they are listed.
  - **b.** Search: specify and locate an entry.
  - c. Detach: display the entries in a separate dialog to expand the list view.
- C. Entry Data:
  - a. User ID: user's AMPS ID.
  - **b.** Last Name: user who holds the role.
  - c. First Name: user who holds the role.
  - d. Role Display Name: the role name displayed in AMPS.
  - e. **Application:** the application to which the role belongs.

	Home × 🔀 App	plication Access Re	mova ×		
:	Summary Action: Regular Rem Dustification: The user no longer n	eeds the roles due to	a change in position	. A	Cancel Back
в		rch Role Removals	De	tach	
	User ID	Last Name	First Name	Role Display Name	Application
	DRT0021	Teck	Rupert	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002	DFAS SABRS Navy
	DRT0021	Teck	Rupert	DFAS SABRS Prod - MC General User SABRS-001	DFAS SABRS
C					
					2 Records

AMPS has removed all items that had an Error status on the Review page.

Note:

Figure 490: Application Access Removal – Summary Screen

## Tour of Confirmation Screen

The Confirmation screen is the last screen displayed in the process. AMPS provides the same information for the entries to process provided on the Summary screen but adds the

number for each SAARs generated to process the removal entries. In addition, the Data Owner may download a file containing the final list of removal entries.

for	🔡 Home × 🔯	Application Access	Remova ×			
	Confirma	tion				
he						
e	The following	g SAARs have be	een created:			
A	View 👻 🔍	Search Role Removals	<b>1</b>	Detach		C 🕞 Download List
	SAAR ID	User ID	Last Name	First Name	Role Display Name	Application
cate a	110956	DRT0021	Teck	Rupert	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002	DFAS SABRS Navy
	110957	DRT0021	Teck	Rupert	DFAS SABRS Prod - MC General User SABRS-001	DFAS SABRS
ntries o						
r list.						2 Records
een						21100103

Figure 491: Application Access Removal - Confirmation

A. SAARs created: Each entry in this table provides information for each SAAR generated.

- a. View: choose which columns to view and the order in which they are listed.
- **b. Search:** specify and locate a SAAR.
- Detach: display the entries in a separate dialog to expand the list view.
- B. SAAR ID: the SAAR number.
- **C. Download List:** button to download a CSV file of your list.
- **D. OK:** button to close the screen and opens the Activity Selection screen.

# How to Request an Application Access Removal

Prerequisites	To get access to the <b>Application Access Removal</b> utilities, an application manager—such as a Data Owner or Provisioner—must request a role. This role type was established for application owners to create individual roles for administrators who have the responsibilities of (a) reconciling roles between AMPS accounts and resource accounts and (b) managing the removal of multiple users from roles or multiple roles from users. An application owner can create a role for each application, providing the role holder with access to the application's users and roles. Each Application Manager role grants access to the Application Access Removal screens and procedures.
What You Can Do:	In the Application Access Removal screen, you can perform the following tasks:
	Screen 1: Select the type of removal action needed.
	Screen 2: Download a template.
	Upload a list of users and roles.
	Select users and roles.
	Choose application.
	<ul> <li>Search by Role: The object is to find a role and remove selected users or all users from the role.</li> </ul>
	<ul> <li>Search by User: The object is to find a particular user and remove the user from a role or list of roles.</li> </ul>
	Screen 3: Review the status of your request entries for warnings and errors.
	Remove undesirable entries.
	Screen 4: Enter a justification for your request.
	Screen 5: Review a summary of your request.
Where to Begin:	The application administrator starts by collecting the role and/or user information required by the access removal process and logging in to AMPS.

## Select an Activity

## Access to the Application Access

**Removal** screen is available from the AMPS Main Menu:

- 1. After you launch AMPS, open the **Manage Home** page.
- 2. Click the Application Access Removal tile.

AMPS opens the **Application Access Removal** screen (see Figure 492).

- 3. Carefully read the description next to each activity type.
- 4. Click the link for the activity that best suits your goal.

## Note:

Although the backend processes provide different outputs, the request procedure is the same for Regular Removal and Reconciliation activities.

	<ul> <li>Submit Regular Removal SAARs</li> <li>This option produces regular Role Removal SAARs for each entry. These SAARs do not require approval. For ticketed roles, these SAARs generate removal tickets for provisioners to remove the user's access from the target application. For directly provisioned roles, AMPS immediately removes all access associated with each role.</li> <li>Submit Reconciliation Removal SAARs</li> <li>Use this option only to reconcile access removals in AMPS when the user's access has already been removed from the target application. For a reconciliation removal, AMPS produces SAARs to record and remove each role from the user, but it does NOT produce provisioning tickets to remove access from the target application. AMPS completes each SAAR automatically with no approval required. This option is used most often to reconcile the AMPS accounts of users who have been removed from an application due to inactivity timeouts in that application and whose corresponding roles must therefore be removed from their AMPS accounts.</li> </ul>
--	--

## Figure 492: Application Access Removal – Select Activity

5

## List Building by Role

- 5. Select the **Search by Role** tab. (Allow the screen to refresh.)
- 6. Click the **Select Application** field to open a dropdown menu.

(If you manage only one application, this field is read only.)

 Select the application you want to manage from the dropdown menu (not shown).

> AMPS populates the **Application Roles** table with roles from the application you selected.

8. Search for and select the role you want to manage.

(You can narrow your search by using the search field.)

AMPS populates the Users In Selected Role table.

9. Search for and select the user(s) you want to remove from the role.

(You can narrow your search by using the search field.)

10. Click the **Add** button.

AMPS creates an entry in the Users to Remove from Role table.

- 11. Repeat steps 5 to 10 as needed.
- (optional) To remove an entry from the Users to Remove from Role table, select the entry and click the Remove button.
- 13. Click the **Next** button when your list of users and roles is complete.

AMPS opens the **Review** screen (see Figure 499).

14. (optional) Click the **Cancel** button to clear all entries and start over.

Select Application DFAS SABRS v 6		_	😭 Upload List of Users t			Cancel ONext
Application Roles						
View 🔻 🔍 SABRS-001						
Role Display Name		JD Code	Primary Role	Classification	Access	IT Level
DFAS SABRS Prod - MC General User SABRS-001		SABRS-001	Not Applicable	U	A	IT3
						1 Records
Users In Selected Role	10	Users to Re	emove from Role			1 Records
Users In Selected Role			emove from Role Search Role Removals	Deta	ch	1 Records
View  View  DRT0021 User ID Last Name First Name EDIPI Email	Account Status	View 🔻 🔍 User ID Las	Search Role Removals	Role Display Nam	ie	
View - 🔍 DRT0021	Account Status	View - Q User ID Las	Search Role Removals st Name First Name ck Rupert	Role Display Nam DFAS SABRS Nav	ie /y PROD - SABRS F	unds Distribution NAVY-002
View  View  DRT0021 User ID Last Name First Name EDIPI Email	Account Status	View 🕶 🔍	Search Role Removals st Name First Name ck Rupert	Role Display Nam DFAS SABRS Nav	ie	unds Distribution NAVY-002

Figure 493: Application Access Removal – Search by Role

The purpose of the search screen is to build a list of entries in the **Users to Remove from Role** table. Whether you use the **Search by Role** method (above) or the **Search by User** method (see Figure 494), the end result is the same: a list of users and associated roles to submit to the **Application Access Removal** process. You can use one or a combination of both methods to create your list.

## List Building by User

- 5. Select the **Search by User** tab. (Allow the screen to refresh.)
- 6. Click the **Select Application** field to open a dropdown menu.

(If you manage only one application, this field is read only.)

 Select the application you want to manage from the dropdown menu (not shown).

> AMPS populates the **Users** table with users assigned roles from the application you selected.

8. Search for and select the user you want to manage.

(You can narrow your search by using the search field.)

AMPS populates the Selected User's Role in Application table.

9. Search for and select the user's role(s) you want to remove.

(You can narrow your search by using the search field.)

10. Click the **Add** button.

AMPS creates an entry in the Users to Remove from Role table.

- 11. Repeat steps 5 to 10 as needed.
- (optional) To remove an entry from the Users to Remove from Role table, select the entry and click the Remove button.
- 13. Click the **Next** button when your list of users and roles is complete.

AMPS opens the **Review** screen (see Figure 499).

14. (optional) Click the **Cancel** button to clear all entries and start over.

 Home × 🕅 Application Access Remova × Selec Application DFAS SABRS	6							load List of User vnload Template		Cancel O Next
5 Search by User				_						
USI	Enter sear	ch criteria and press en	ter to search users							
View - C DDT0019 × User ID Last Name Fin, Name	EDIPI	Email								Account Status
DDT0019 Teck Dave		Dave.Teck@dla.mil								Active
				10						1 Records
Selected User's Roles in Application				10	1	Users to	Remove f	rom Role		1 Records
Selected User's Roles in Application	Detach			10			Remove f		Detach	1 Records
View  View	Detach	Primary Role	Classificati Access	; IT Level	→ Add ← Remove	View 👻 🤇 User ID	Search Ro Last Name	le Removals First Name	Role Display Name	Application
View 🗸 🔍 Search Roles		Primary Role Not Applicable Not Applicable	Classificatii Access U A U A		→ Add	View 👻 🧧	Search Ro Last Name Teck	le Removals		Application DFAS SABRS
View - Q Search Roles Role Display Name DFAS SABRS Prod - DFAS General User SABRS-01.		Not Applicable	U A	IT Level	Add	View v C User ID DAT0014	Search Ro Last Name Teck	le Removals First Name Alvin	Role Display Name DFAS PROD - DFAS SABRS PROVISIONER	Application DFAS SABRS

Figure 494: Application Access Removal - Search by User

The purpose of the search screen is to build a list of entries in the **Users to Remove from Role** table. Whether you use the **Search by User** method (directly above) or the **Search by Role** method (see Figure 493), the end result is the same: a list of users and associated roles to submit to the **Application Access Removal** process. You can use one or a combination of both methods to create your list.

## **Bulk-List File Option**

You can submit a removal list through a bulk-removal CSV file. Access to this process is through the "search" screen.

## Download Template

1. Click on the Download Template Removal File button.

Your browser will open a popup with your download options.

2. Select **Save As** and save the template file to your local drive. (Rename the file as needed.)

#### **Prepare Your List**

- 3. Open the template file in Excel.
- 4. Edit the file to create your list of users to remove from roles:
  - a. Remove the sample entry.
  - b. Add User Login to column A.
  - c. Add associated **Role Display Name** to column **B**.
  - d. Repeat b and c as needed.
- 5. Save your completed CSV file. (Rename the file as needed.)

Do not change the file format. It must be in the CSV file format.

#### **Upload List**

6. Click the Upload List of Users to Remove button.

AMPS opens a browse window for you to select your list file.

7. Select your file and click **OK**.

AMPS checks the file for errors, and provide a message box if a problem is detected.

- 8. Click **OK** to close the message box.
- 9. Correct all errors in your file and repeat steps 6 to 8 as needed.
- 10. AMPS populates the **Users to Remove from Rol**e table with the information in you CSV file. Continue from step 12, page 474.

	1	Upload List of Users to Remove	6

#### Figure 495: Application Access Removal - Bulk List Options

	A	В	С	D	E
1	User Login	Role Display Name			
2	TESTUSER001	TEST ROLE NAME TO REMOVE FROM TESTUSER001			
3					
4	<sup>th</sup> D	*			
5					
6					
7					
	4 • •	template 🕀			

Figure 496: Application Access Removal - Sample Template File (CSV)

Upload List of Users to Remove	>
	Browse
7	OK Cancel

#### Figure 497: Upload List of Users to Remove – File Browse Window

\rm Warning

4a

Unable to lookup User or Role for given User: "DDT0019" and Role: "DFAS SABRS Prod - MC General User SABRS-002"

## Figure 498: Sample File-Upload Warning

(This warning message was received for an incorrect role name.)

×

OK

## **Review Errors and Warnings**

This screen displays all the selections you have made and identifies any that cannot be processed or that will be processed with changes to pending SAARs already awaiting action.

## Note:

Error and warning information is provided at the top of the page, along with instructions on how to remove items from your list.

- 15. Review the **Status** of each item.
  - a. A **WARNING** status indicates the assigned role is undergoing more than one action.
  - b. An **ERROR** status indicates an insurmountable problem.
  - c. A **VALID** status indicates no problems were detected.

(See **Tour of Review Screen** for more information.)

- 16. Review the **Status Reason** on items with a warning of error status.
- 17. Select any items you want to remove from your list. (Removing items with an ERROR status is not required. AMPS automatically removes these when you proceed to the next screen.)
- 18. Click the Remove Selected Items from List button.

AMPS removes the selected items from your list.

19. Click the **Next** button.

AMPS opens the Justification screen (see Figure 500).

	88	Home ×	🕅 Applicatio	n Access Remov	<b>va</b> ×		I STATE OF THE STA
		Review	v				Cancel Back Next
		Review the S	tatus of each iter	m.			
		Entries with a	an "Error" status v	will not be processe	ed. AMPS removes them from the list after you click Next		
	1	Entries with a	a "Warning" statu	s will be processed	despite the warning, unless you remove them from the list.		
	1.1		n item, first click t			5	6
					ach item you want to remove.	01	
				tems, click the first ected Items from	item in the range and Shift-dick the last item in the range.		
			Search Role		Detach	-	÷
		User ID	Last Name	First Name	Role Display Name	Status	Status Reason
							There are pending SAARs associated with this User and Role. These SAARs will either be cancelled or the role will be removed from these SAARs once the role is removed from the user:
		DRT0021	Teck	Rupert	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-00	2 Awarning	
							Role Removal: 110929
17		DRT0021	Teck	Rupert	EBS Prod - SMC - Site Administrator JD-00955	SERROR	The role being removed is a primary role, which can't be removed until all other Additional Only roles for that application are removed.
		DRT0021	Teck	Rupert	DFAS SABRS Prod - MC General User SABRS-001	VALID	
		_					
		<					
		Rows Select	ted 1				Total: 3 Valid: 1 Error: 1 Warning: 1
							18 X Remove Selected Items from List
							· · · · · · · · · · · · · · · · · · ·

Figure 499: Application Access Removal – Review

## **Justification and Action**

AMPS requires the Data Owner to enter a justification for each request.

In the example shown in Figure 500, the sample text entered is minimal. The Data Owner's business process may require much more detailed information.

- 20. Verify the **Action** displayed by AMPS is the correct action.
  - a. **Regular Removal**: produces Role Removal SAARs that generate provisioning tickets for ticketedtype roles.
  - Reconciliation Removal: produces SAARs to remove each role from the user <u>in AMPS only</u>. This generates no provisioning tickets.
- 21. If the **Action** displayed is not correct, click the **Cancel** button to return to the activity selection screen (step 4, page 472) and restart the request process.
- 22. If the **Action** displayed is correct, enter the appropriate reasoning that supports the access removal in the **Justification** text box.
- 23. Click the **Next** button.

AMPS opens the **Summary** screen (see Figure 501).

Home X Replication Access Remova X	20	21 Cancel O Back O Heat
Action Justification		

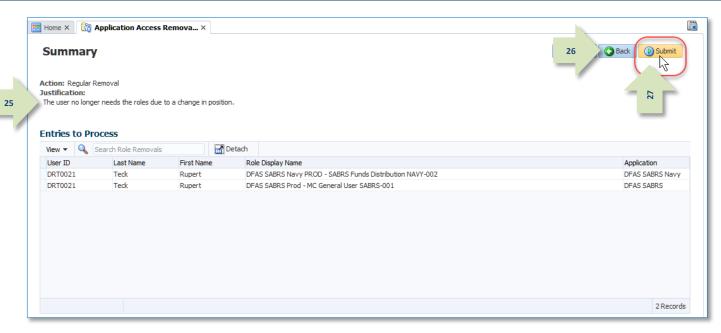


## Summary and Submission

AMPS provides a summary to give you a chance to review your list, justification, and action, prior to submitting the list for processing.

- 24. Review your **Justification** statement.
- 25. Review each item in the **Entries to Process** table.
- 26. If you want to make any changes, click the **Back** button as needed.
- 27. Click the **Submit** button.

AMPS process your request, creates SAARs and tickets as needed, and opens the **Confirmation** screen (see Figure 502).



#### Figure 501: Application Access Removal - Summary

## Figure 502: Application Access Removal - Confirmation

The **Confirmation** screen provides SAAR information and a means to download a file of your list.

- 28. Review the SAARs in the table. Make note of the SAAR ID(s).
- 29. (optional) Click the **Download List** button to download a CSV file of your list.

Your browser will open a popup with your download options.

- 30. Select **Save As** and save the list file to your local drive. (Rename the file as needed.)
- 31. Click the **OK** button.
- 32. AMPS returns the user to the **Activity Selection** screen.

## **Confirmation List File**

AMPS does not require you to download the Removal Confirmation list file, but this could prove useful in the future, should you need a record of your transaction(s).

The downloaded CSV file contains the same information that appears in the table on the **Confirmation** screen (see Figure 502).

	A	В	С	D	E	F	G	н	
1	SAAR ID	User ID	Last Name	First Name	Role Name	Application			
2	110956	DRT0021	Teck	Rupert	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002	DFAS SABRS Navy			
3	110957	DRT0021	Teck	Rupert	DFAS SABRS Prod - MC General User SABRS-001	DFAS SABRS			
4									
5									-
		Remo	valConfirmat	tion 🕀					

Figure 503: Application Access Removal – Sample Removal Confirmation List (CSV)

## Email Notifications

After you submit an Access Removal request, AMPS sends the user and the user's supervisor an email notification informing them of the status of the role removal request.

There is no action required by the user or the supervisor.

The email contains the SAAR number, SAAR Type, Removal Type, Role name, Justification, name, and User ID of the administrator requesting the removal and when the request was submitted.

## Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The sample provided in Figure 504 is an image of the email viewed in HTML format.

After AMPS prepares the request for provisioning, AMPS sends the user an email notification informing them that the process of removing the role has started.

Sample l	Jser and Super	visor Notifications: SAAR Status	
	amps.user@dl. Notification: S Signed By amps.user@dla.mil	AAR #110956 - Remove User Access for Rupert Teck (DRT00	4/10/2018 121) (DFAS Columbus) (DF 8
	SAAR #110956 bas be	en submitted for removal of: DFAS SABRS Navy PROD - SAB	PE Funde Distribution
-/	NAVY-002 with access No action is required b	to DFAS SABRS Navy.	KS Funds Distribution
_/	NAVY-002 with access	to DFAS SABRS Navy.	iks Funds Distribution

SAAR Type	Role Removal
Removal Type	Regular Removal
Role to Remove	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002
Justification	The user no longer needs the roles due to a change in position.
Submitted Date	04/10/2018 16:42:31 UTC
Submitted By	Down, Brenda (DBD0014)

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Figure 504: Application Access Removal - Sample Initial Email

## Sample User Notification: Role Deprovisioning Process Started

Subject: AMPS Application processing for SAAR #110956

Body: AMPS application processing for SAAR 110956 has started for DFAS SABRS Navy.

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <a href="https://dla.servicenowservices.mil/sp?id=index">https://dla.servicenowservices.mil/sp?id=index</a>

AMPS creates the provisioning ticket and sends an email notification to the application provisioner. The email provides instructions and information about the pending deprovisioning task.

The provisioner logs in to AMPS, opens their AMPS **Inbox**, locates the SAAR in the **My Tasks** view and clicks on the SAAR Title.

AMPS opens the provisioning task. See Figure 505 for a sample Total AMPS Ticket for an Application Access Removal.

## Sample Provisioner Notification: Action Required

**Subject:** AMPS Application Processing for SAAR #110956 requires your attention.

**Body:** AMPS Application Processing request for SAAR 110956 requires your attention.

Please visit AMPS at this URL: https://amps.dla.mil/

Open your Inbox to locate the SAAR. Click the SAAR title to open and complete the task.

Task Details:

Request For: DLA Login: DRT0021 Name: Teck, Rupert Phone: 888-555-1212 Email: Rupert.Teck@dla.mil EDIPI/UPN: 1286972493

Access Information: SAAR #: 110956 Remove Job Role: DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002 Applications and Access: Resource: DFAS PROD - DFAS SABRS Navy Remove: NAVY- 002 FUND#AUT; Table 204; 205; 507 and N\$USR180

Justification: The user no longer needs the roles due to a change in position. Optional Information: (none) Role Removal SAAR requested by Brenda Down on 04/10/2018

## Total AMPS Provisioning Ticket

After the provisioner opens the ticket, they have several options: claim the ticket, save comments on their progress only, or complete the deprovisioning work and close the ticket.

 Check the **Work Details** section for instructions about the provisioning request.

> In the sample screen, the **Work Details** indicate the provisioner is to remove the specified role currently assigned to the user listed in the **User Summary**.

2. Enter text in the **Comments** area to clarify the current action taken.

**Comments** text is required, but since a provisioning ticket can be opened, closed, and reopened before it is complete, you can enter progress notes or other appropriate text to clarify the status of the provisioning task.

To save comments and reopen the ticket later, click **Save Comments**. Reopen the ticket from the **My Tasks** view in your **Inbox**.

 When the deprovisioning tasks are complete, click Work is Completed.

AMPS closes the provisioning ticket screen.

AMPS then notifies the user that the deprovisioning actions are complete and the user's application access privileges have been removed (see below).

OLOUX # 110300 DI WO C	SARRS NAVY DROD ADDI TCATTO	N PROVISIONER Remov	e Access for Teck, Rupert (DRT002	21) Claim Save Commen	ts Work is C
	SABKS NAVT PROD APPLICATIO	IN PROVISIONER REIIIOV	Access for Teck, Rupert (DR1002		
Application Request					
Current T	ask Owner:				
	ponsibility: DFAS SABRS NAVY PRO	D APPLICATION PROVISIONE	B		- m
	st Updated: Apr 10, 2018 12:43 PM				
	Comments: Resource access has be	en removed.			
2					
$-\Lambda$					
Work Details					
Request For:					
DLA Login: DRT0021 Name: Teck, Rupert					
Phone: 888-555-1212					
Email: Rupert.Teck@dla.i	mil				
EDIPI/UPN: 1286972493					
Access Information:					
SAAR #: 110956					
(					
Remove Job Role: DFAS	SABRS Navy PROD - SABRS Funds Dist	ribution NAVY-002			
Applications and Access:					
Resource: DFAS PROI	D - DFAS SABRS Navy				
Remove: NAVY- 0	02 FUND#AUT; Table 204; 205; 507 a	nd N\$USR180			
Justification: The user no	longer needs the roles due to a chang	je in position.			
	202)				
Optional Information: (no	une)				
Optional Information: (no					
	ested by Brenda Down on 04/10/2018				
Role Removal SAAR requ <b>⊻User Summary</b>		Phone	888-555-1212		
Role Removal SAAR requ <b>⊻User Summary</b> User ID	<ul> <li>DRT0021</li> </ul>				
Role Removal SAAR requ <b>⊻ User Summary</b> User ID Name	<ul> <li>DRT0021</li> <li>Teck, Rupert</li> </ul>	Email	Rupert.Teck@dla.mil		
Role Removal SAAR requ <b>⊻ User Summary</b> User ID Name Organization	<ul> <li>DRT0021</li> <li>DFAS Columbus</li> </ul>	Email	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah		
Role Removal SAAR requ <b>⊻ User Summary</b> User ID Name Organization	<ul> <li>DRT0021</li> <li>DEAT Council Department</li> <li>DEAS Columbus</li> <li>Financial Analyst</li> </ul>	Email Supervisor	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah		
Role Removal SAAR requ ✓ User Summary User ID Name Organization Job Title	<ul> <li>DRT0021</li> <li>DEAT Council Department</li> <li>DEAS Columbus</li> <li>Financial Analyst</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018		
Role Removal SAAR requ ✓ User Summary User ID Name Organization Job Title	<ul> <li>DRT0021</li> <li>DEAT Council Department</li> <li>DEAS Columbus</li> <li>Financial Analyst</li> </ul>	Email Supervisor Annual Revalidation Date	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018		
Role Removal SAAR requ User Summary User ID Name Organization Job Title IT Level	<ul> <li>DRT0021</li> <li>DEAT Council Department</li> <li>DEAS Columbus</li> <li>Financial Analyst</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018		
Role Removal SAAR requ User Summary User ID Name Organization Job Title IT Level Current Roles	<ul> <li>DRT0021</li> <li>DRT0021</li> <li>Teck, Rupert</li> <li>DFAS Columbus</li> <li>Financial Analyst</li> <li>IT3</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018 6/1/2018 Application	Environment	Role Type
Role Removal SAAR requ User Summary User ID Name Organization Job Title IT Level Current Roles DFAS SABRS APPLICATI	<ul> <li>DRT0021</li> <li>DRT0021</li> <li>Teck, Rupert</li> <li>DFAS Columbus</li> <li>Financial Analyst</li> <li>IT3</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018 6/1/2018 Application DFAS SABRS	PROD	DO
Role Removal SAAR requ User Summary User ID Name Organization Job Title IT Level Current Roles Current Roles DFAS SABRS APPLICATI DFAS SABRS Navy PROE	<ul> <li>DRT0021</li> <li>DEAS Columbus</li> <li>Financial Analyst</li> <li>IT3</li> <li>TON ACCESS MANAGEMENT MANAGER</li> <li>SABRS ROSCOE NAVY-013</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018 6/1/2018 Application DFAS SABRS DFAS SABRS Navy	PROD PROD	DO USER
Role Removal SAAR requ User Summary User ID Name Organization Job Title IT Level Current Roles Current Roles DFAS SABRS APPLICATI DFAS SABRS Navy PROD DFAS SABRS Prod - DFA	<ul> <li>DRT0021</li> <li>Teck, Rupert</li> <li>DFAS Columbus</li> <li>Financial Analyst</li> <li>IT3</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018 6/1/2018 2012 Application DFAS SABRS Navy DFAS SABRS Navy DFAS SABRS	PROD PROD PROD	DO USER USER
Role Removal SAAR requ User ID Name Organization Job Title IT Level Current Roles Current Roles DFAS SABRS APPLICATI DFAS SABRS Navy PROD DFAS SABRS Prod - DFA EBS Prod - SMC - Site Additional State	<ul> <li>DRT0021</li> <li>Teck, Rupert</li> <li>DFAS Columbus</li> <li>Financial Analyst</li> <li>IT3</li> </ul>	Email Supervisor Annual Revalidation Date Cyber Awareness	Rupert.Teck@dla.mil (DZT0001) Teck, Zachariah 7/26/2018 6/1/2018 Application DFAS SABRS DFAS SABRS Navy	PROD PROD	DO USER

Figure 505: Application Access Removal – Sample Total AMPS Provisioning Ticket

## Final Email Notification

AMPS provides email notification to the user when their AMPS access has been removed.

The email contains the SAAR number, SAAR Type, Removal Type, Role name, Justification, name, and User ID of the administrator requesting the removal and when the request was submitted.

The Justification text is the text entered by the Data Owner during the request.

## Note:

AMPS sends the email in HTML format, but it can also be viewed in plain text. The image provided in Figure 336 is a sample image of the email viewed in HTML format.

# Sample User Notification: Role Removal Complete

aned By amps.user@dla	mil	
5AAR 110956 has b	een processed.	
SAAR	110956	
SAAR Type	Role Removal	
Removal Type	Regular Removal	
Role to Remove	DFAS SABRS Navy PROD - SABRS Funds Distribution NAVY-002	
Justification	The user no longer needs the roles due to a change in position.	
Submitted Date	04/10/2018 16:42:31 UTC	
Submitted By	Down, Brenda (DBD0014)	

AMPS provides this message for notification only. Please do not respond to this message. If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at https://dla.servicenowservices.mil/sp?id=index

Figure 506: Application Access Removal - Sample Final Email

# **Appendix A: Online Forms**

This appendix lists and describes online forms displayed in AMPS.

# What is a Privacy Act Statement?

The following information is taken from "What is a Privacy Act Statement" (Department of Homeland Security: https://www.dhs.gov/xlibrary/assets/privacy/privacy\_guidance\_e3.pdf):

What is a Privacy Act Statement?

The Privacy Act of 1974, 5 USC 552a, provides protection to individuals by ensuring that personal information collected by Federal agencies is limited to that which is legally authorized and necessary and is maintained in a manner which precludes unwarranted intrusions upon individual privacy.

Pursuant to 5 U.S.C. §552a (e) (3) agencies are required to provide what is commonly referred to as a Privacy Act Statement to all persons asked to provide personal information about themselves, which will go into a system of records (i.e., the information will be stored and retrieved using the individual's name or other personal identifier such as a Social Security Number). Department of Homeland Security (DHS) policy is to provide a Privacy Act Statement regardless of whether the collection is part of a system of records or not. All Privacy Act statements must be reviewed by the Privacy Office or component Privacy Officer.

AMPS includes a **Privacy Act Statement** that is relevant to your organization:

- If you are a DLA application user, you will see the DLA Privacy Act Statement when AMPS is prompted to display it.
- If you are a DFAS application user, you will see the DFAS Privacy Act Statement when AMPS is prompted to display it.

Read these statements carefully to understand the policies that govern the use and storage of any Personally Identifiable Information (PII) that you enter in AMPS.

# When is the Privacy Act Statement Displayed in AMPS?

The Privacy Act Statement for your organization is displayed the first time you access one of the functional areas where PII is entered and stored:

- *My Information* screen and tabs: displayed the first time you click the **My Information** tile on the **Self Service Home** page during the current session. Each time you log in to AMPS, you start a new session; if you open the **My Information** screen during a new session, AMPS displays the **Privacy Act Statement**. The Privacy Act statement is displayed in this area only once during a session.
- **Role Request** screen sequence: displayed the first time you click the **Request Role** tile on the **Self Service Home** page during the current session. Each time you log in to AMPS, you start a new session; if you start the **Role Request** sequence during a new session, AMPS displays the **Privacy Act Statement**. The Privacy Act Statement is displayed in this area only once during a session.

## **Corrected Links:**

- **Routine Uses:** http://dpcld.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx
- DLA System of Record Notices (SORNs): http://dpcld.defense.gov/Privacy/SORNsIndex/tabid/5915/Category/11156/defense-logistics-agency.aspx
- DFAS System of Record Notices (SORNs): http://dpcld.defense.gov/Privacy/SORNsIndex/tabid/5915/Category/11156/defense-logistics-agency.aspx

# **DLA Privacy Act Statement**

The links on these pages have been updated recently. Please see the Corrected Links section on page 483.

# DLA Privacy Act Statement Authority: 5 U.S.C. 301, Departmental Regulations; 10 U.S.C. 133, Under Secretary of Defense for Acquisition, Technology, and Logistics; 18 U.S.C. 1029, Access device fraud; E.O. 10450, Security Requirements for Government Employees, as amended; and E.O. 9397 (SSN), as amended. Principal Purpose(s): Information is used to validate a user's request for access into a DLA system, database or network that has its access requests managed by AMPS. Routine Uses: Data may be provided under any of the DoD "Blanket Routine Uses" published at http://dpcdd.defense.gov/Privacy/SORNsIndex/BlanketRoutineUses.aspx. Disclosure: Disclosure is voluntary; however, if you fail to supply all the requested information you will not gain access to the DLA - Account Management and Provisioning System (AMPS) database. Your identity / security clearance must be verified prior to gaining access to the AMPS database, and without the requested information cannot be accomplished. Rules of Use: Rules for collecting, using, retaining, and safeguarding this information are contained in DLA Privacy Act System Notice S500.55, entitled "Information Technology Access and Control Records" available at http://dpcdd.defense.gov/Privacy/SORNsIndex/tabid/5915/Category/11156/defense-logistics-agency.aspx.

Figure 507: DLA Privacy Act Statement

# **DFAS Privacy Act Statement**

DFAS Privacy Act Statement	
	ntal Regulations; 10 U.S.C. 133, Under Secretary of Defense for Acquisition, Technology, and wice fraud; E.O. 10450, Security Requirements for Government Employees, as amended; and
Principal Purpose(s): Information its access requests managed by AMF	is used to validate a user's request for access into a DFAS system, database or network that has PS.
Routine Uses: Data may be provid http://dpcld.defense.gov/Privacy/SORN	ded under any of the DoD "Blanket Routine Uses" published at sIndex/BlanketRoutineUses.aspx.
Account Management and Provisionin	y; however, if you fail to supply all the requested information you will not gain access to the DLA - ig System (AMPS) database. Your identity / security clearance must be verified prior to gaining , and without the requested information verification cannot be accomplished.
Notice T5210, entitled "Account Mana	, using, retaining, and safeguarding this information are contained in DFAS Privacy Act System agement Provisioning System (AMPS)" available at IsIndex/tabid/5915/Category/11152/defense-finance-and-accounting-service.aspx.
	Accept

Figure 508: DFAS Privacy Act Statement

# Consent to Monitoring (CTM)

The following text appears in the **STANDARD MANDATORY DoD NOTICE AND CONSENT AGREEMENT** (Consent to Monitoring or CTM) screen displayed to each user before AMPS displays the user's **Annual Revalidation Request** screen. After reading the information on the screen, the user must click the **I Accept** button to acknowledge the rules and signify a promise to follow the rules.

# Defense Logistics Agency (DLA)

# STANDARD MANDATORY DoD NOTICE AND CONSENT AGREEMENT

By signing this document, you acknowledge and consent that when you access Department of Defense (DoD) information systems:

- You are accessing a U.S. Government (USG) information system (IS) (which includes any device attached to this information system) that is provided for U.S. Government-authorized use only.
- You consent to the following conditions:
  - The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE) and counterintelligence (CI) investigations.
  - At any time, the U.S. Government may inspect and seize data stored on this information system.
  - Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.
  - This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests-not for your personal benefit or privacy.
  - Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:
- Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.
- The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.

- Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DoD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.
- Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DoD policy.
- A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DoD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privileged or confidentiality, and such actions do not negate any applicable privilege or confidentiality.
- These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.
- In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or
  counterintelligence investigative searching, (i.e., for all communications and data other than privileged communications or data that are related to personal
  representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DoD
  policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise-authorized use or disclosure of such information.

All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the conditions that are set forth in this User Agreement, regardless of whether the banner describes these conditions in full detail or provides a summary of such conditions, and regardless of whether the banner expressly references this User Agreement.

## I acknowledge receipt of the Standard Mandatory DoD Notice and Consent Agreement.

# **General Rules of Behavior (GROB)**

The following text appears in the **General Rules of Behavior** screen displayed to each user before AMPS displays the user's **Annual Revalidation Request** screen. After reading the information on the screen, the user must click the I Accept button to acknowledge the rules and signify a promise to follow the rules. (Revised August 2017)

# Defense Logistics Agency Information Assurance (IA): Rules of Behavior General User Agreement

The Information Assurance (IA) rules of behavior included in this agreement delineate the responsibilities and expectations of all individuals with access to DLA information systems. All individuals will review and provide a signature (manual or digital) acknowledging these rules prior to being granted access to any DLA network and/or application.

## 1. What is the purpose of the IA Rules of Behavior?

These IA rules of behavior (including Privileged User and Secret Internet Protocol Router Network (SIPRNET) IA rules, which are contained in separate "user agreements") were established to hold users accountable for their actions and responsible for securing Government data and Information Technology (IT) resources.

## 2. What are IA rules of behavior?

IA rules of behavior summarize laws and requirements from various Department of Defense (DOD) and DLA policies, instructions, manuals, etc., with regard to authorized DLA information system use. IA rules of behavior establish standards of conduct that are vital to a sound and secure enterprise information operations infrastructure. The IA rules of behavior highlight the need for users to understand that taking personal responsibility for securing DLA information and IT resources is an essential part of their mission.

## 3. Who is covered by these rules?

These rules are to be followed by the entire DLA workforce (civilian, military, and contractor) with access to DLA systems, networks, and internal web sites. This DLA workforce should be fully aware of, and abide by, DLA security policies as well as related DOD policies.

## 4. What are the penalties for Noncompliance?

Noncompliance to these rules will be enforced through sanctions commensurate with the level of infraction. Actions may result in removal of system access.

Misuse of Privacy Act data may result in civil and criminal charges and fines.

## 5. Users will:

a. Safeguard the information processed, stored, and transmitted on DLA information systems from unauthorized or inadvertent modification, disclosure, destruction, and misuse. DLA information systems are for official use and authorized purposes in accordance with DOD 5500.7-R, Joint Ethics Regulation, section 2-301.

b. Comply with safeguards, policies, and procedures to prevent unauthorized access to DLA information systems.

c. Comply with terms of software licenses and only use DLA licensed and authorized software. Additionally, users will not install single license software on shared hard drives (or servers) without prior approval.

d. Complete periodic IA awareness training when made available.

e. Use DLA Internet access and electronic mail (email) services for non-official purposes only under the following circumstances: I) Usage does not adversely affect the employee's performance or accomplishment of the DLA or DOD mission and usage does not reflect adversely on DLA, DOD, or the Federal Government as a whole; 2) Usage will occur on breaks, lunch periods, and non-duty hours; and 3) Usage precludes any unnecessary costs or appearance of impropriety to the Federal Government.

f. Not transmit sensitive information over the Internet unless it has been encrypted and digitally signed using a Common Access Card (CAC) based DOD public key certificate.

g. Digitally sign email containing attachments and embedded hyperlinks.

## 6. Not use DLA Internet access and email services to:

a. Knowingly view, receive, or transmit material with pornographic content.

b. Conduct illegal activities and soliciting for personal gain.

c. Download copyrighted software without express permission.

d. Download without ensuring protection against viruses.

e. Misrepresent personal opinion as official information.

f. Knowingly distribute chain letters, extremist or terrorist material advocating the violent overthrow of the government and/or material or jokes that demean or ridicule others on the basis of race, creed, religion, color, sex, disability, or national origin.

g. Not engage in deliberate activities that overload network resources (e.g., downloading music or video files). Network bandwidth consumption caused by such downloads may inhibit or prohibit network service to other users.

h. Promote partisan political activity.

i. Access, store, process, display, distribute, transmit, or view material that is abusive, harassing, defamatory, vulgar, profane; that promotes hate crimes, or is subversive or objectionable by nature, including material encouraging criminal activity, or violation of local, state, Federal, national, or international law.

j. Access, store, process, or distribute Classified, Proprietary, or Privacy Act protected information in violation of established security and information release policies.

k. Use the DLA network resources for personal financial gain such as advertising or solicitation of services or sale of personal property (e.g., eBay). This does not prohibit the use of a local intranet for bulletin boards/want ads.

I. Disseminate religious information unrelated to DLA's established religious program;

m. Fundraising activities, either for profit or non-profit, unless the activity is specifically approved by the organization (e.g., organization social event fund raisers, charitable fund raisers).

n. Gamble, wager, or place any bets.

**NOTE:** Although DLA uses Web filtering technology to prevent access to inappropriate Web sites, it is not a complete solution and the ability to access a Web site does not mean that it is not prohibited. It is a user's responsibility to recognize the accountability assigned when given authorized access to any DLA information system. Individual user activity is recorded, including Internet and Intranet sites and files accessed.

o. Not knowingly write, code, compile, store, transmit, or transfer unauthorized software code, Trojan horse programs, or malicious software code, to include viruses, logic bombs, worms, and macro viruses into any DLA information system.

p. Not attempt to bypass the Web filtering system (e.g., installing proxy bypass software).

q. Not share account passwords with anyone, including Personal Identification Numbers (PIN) for CAC associated with the Public Key Infrastructure.

r. Not attach any non-DLA issued device (e.g., personally owned Personal Digital Assistants, wireless devices) to any DLA information system without prior approval.

s. Not utilize any removable storage media (e.g., thumb drives, memory sticks, floppy disks, camera flash memory cards, high capacity ZIP floppy drives, secure digital cards other than compact discs (CD) or DVDs without prior approval.

t. Encrypt all data not approved for public release copied to a CD or DVD using approved software. Contact your local Information Assurance Officer (IAO) or help desk for assistance.

u. Immediately report known or suspected incidents to the responsible Information Assurance Manager in accordance with the DLA Computer Incident Response Guide.

v. Log out prior to leaving his/her desk/office/cubicle/work area at the end of his/her work day.

w. Lock his/her workstation when unattended for an extended period of time.

x. Remove his/her CAC from workstation when unattended.

y. Not attempt to modify automated screen-lock functions performed by the information system.

z. Scan files received from untrusted sources prior to opening them. For assistance with this function, please contact your local IAO or help desk.

aa. If applicable, process classified data on classified information systems only.

ab. Not use shared drives to relay Privacy Act data unless the data is password protected and the folder within the shared drive has access set up only for those authorized to access the data.

ac. Be cognizant of all applicable DLA IA policies.

## 7. Consent to Monitoring Provision

a. In addition to formally acknowledging through signature, the required provisions documented above, all users with access to a DOD information system are required to read and acknowledge the following consent to monitoring provision.

b. By signing this document, you acknowledge and consent that when you access DOD information systems:

c. You are accessing a U.S. Government information system (which includes any device attached to this information system) that is provided for U.S. Governmentauthorized use only.

d. You consent to the following conditions:

(1) The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security monitoring, network operations and defense, personnel misconduct, law enforcement, and counterintelligence investigations.

(2) At any time, the U.S. Government may inspect and seize data stored on this information system.

(3) Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.

(4) This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests--not for your personal benefit or privacy.

**Note:** Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:

(5) Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.

(6) The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged

communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.

(7) Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DOD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.

(8) Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DOD policy.

(9) A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DOD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.

(10) These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.

(11) In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (law enforcement for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DOD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise authorized use or disclosure of such information.

(12) All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the provisions that are set forth in this user agreement, regardless of whether the banner describes these provisions in full detail or provides a summary of such conditions. In addition, this applies regardless of whether the banner expressly references this user agreement.

I acknowledge receipt of this General User Agreement, understand my responsibilities, and will comply with these provisions when accessing a DLA information system.

# Privileged Rules of Behavior (PROB)

The following text appears in the **Privileged Rules of Behavior** screen displayed to each user who requires elevated privileges. After reading the information on the screen, the user must click the **I Accept** button to acknowledge the rules and signify a promise to follow the rules. AMPS captures this acknowledgement as a digital signature and stores it with the approved SAAR. (Revised August 2017)

# Defense Logistics Agency (DLA) Information Assurance (IA): Rules of Behavior Privileged (Access) User Agreement

Privileged users are authorized users who have the ability to modify secure configurations (e.g., access controls, etc.) or bypass IA controls enforced by DLA information systems (e.g., account setup, account termination, account resetting, auditing).

## 1. What is the purpose of the IA rules of behavior?

These IA rules of behavior (including general user and Secret Internet Protocol Router Network (SIPRNet) IA rules, which are contained in separate "user agreements") were established to hold users accountable for their actions and responsible for securing Government data and Information Technology (IT) resources.

## 2. What are IA rules of behavior?

IA rules of behavior summarize laws and requirements from various Department of Defense (DOD) and DLA policies, instructions, manuals, etc., with regard to authorized DLA information system use. IA rules of behavior establish standards of conduct that are vital to a sound and secure enterprise information operations infrastructure. The IA rules of behavior highlight the need for users to understand that taking personal responsibility for securing DLA information and IT resources is an essential part of their mission.

## 3. Who is covered by these IA rules of behavior?

These IA rules of behavior apply to the DLA workforce (i.e., civilian, military, and contractor), to include authorized personnel not considered members of the DLA workforce with access to DLA information systems. In particular, Privileged Users include, but are not limited to, System and Network Administrators, Web and Database Administrators, Firewall and Application Administrators, Software Developers, and Security Administrators (e.g., IA Managers (IAM), IA Officers (IAO)).

## 4. What are the penalties for noncompliance?

Noncompliance with these rules will result in sanctions being imposed on an individual(s) commensurate to the level of the infraction(s). Depending on the severity of the violation, sanctions may include a verbal or written/reprimand, removal of information system access for a specified period of time, reassignment to other duties or termination. Misuse of Privacy Act, sensitive (to include classified) data may result in civil and criminal charges and/or fines. Military Service members may be subject to administrative or disciplinary action as authorized by applicable regulations and the Uniform Code of Military Justice.

**NOTE:** The rules of behavior delineated in the DLA "General User" agreement are applicable to all DLA information system users and used in conjunction with the privileged user rules of behavior documented herein.

## 5. Privileged Users will:

a. At a minimum, have undergone an appropriate personnel security investigation commensurate with the IT level (e.g., IT- I [privileged], IT- II [limited privileged]) required to perform the duties assigned.

b. Hold a U.S. Government security clearance, when privileged access is required for an information system storing, processing, and/or transmitting classified (i.e., Secret) information.

c. Configure and operate information systems and IA controls in accordance with applicable Security Technical Implementation Guides (STIG) and DLA policies and procedures.

d. Notify the responsible IAO of any configuration changes that might adversely impact the information system.

e. If applicable, create user accounts only after receipt of an approved system access authorization request (automated or manual).

f. Establish and manage authorized user and system (e.g., service accounts) accounts for DLA information systems, including configuring access controls to enable access to authorized information and removing authorizations when access is no longer needed.

g. Not add/remove any users' names to the Root Level, Domain Administrators, Local Administrator, or Power Users group without the prior approval of the system manager and/or IAM.

h. Access only that data, control information, software, hardware, and firmware for which you are authorized access to and have a need-to-know.

i. Not access sensitive application data for other than official purposes based on roles and responsibilities associated with mission requirements.

j. Maintain separate accounts for administrative transactions (privileged account) and for day-to-day user transactions (general user account). This includes the use of privileged accounts only for privileged functions and the use of your general user account for all non-privileged functions (e.g., email, Web browsing, etc.).

k. Comply with the privileged account password construct requirement, if applicable.

l. Not share access to privileged accounts (e.g., will not share alternate tokens/personal identification numbers (PIN) or privileged account password(s) with unauthorized personnel).

m. Assume only those roles and privileges for which you are authorized.

n. Not install, modify, or remove any hardware or software (i.e., freeware/shareware and IA-related tools) without written permission/approval from the system manager and/or IAM.

o. Not obtain, install, copy, transfer, or use software or other materials obtained in violation of the appropriate vendor's patent, copyright, trade secret, or license agreement.

p. Not knowingly write code, compile, store, transmit, or transfer malicious software code, to include viruses, logic bombs, worms, and macro viruses.

q. Limit the use of vulnerability scanning tools for their intended purposes and only after proper coordination with and approval by the responsible system manager and/or IAM.

r. Not attempt to run "sniffer" or hacker-related tools on any information system unless authorized by the Designated Approving Authority and system manager/IAM. This includes the introduction of any foreign devices (non-approved equipment) to any DLA information system without specific authorization.

s. Immediately report any indication of computer network intrusion, unexplained degradation or interruption of network services, or the actual or possible compromise of data or file access controls to the appropriate system manager and/or IAM.

## 6. Consent to Monitoring Provision

a. In addition to formally acknowledging through signature, the required provisions documented above, all users with access to a DOD information system are required to read and acknowledge the following consent to monitoring provision.

b. By signing this document, you acknowledge and consent that when you access DOD information systems:

c. You are accessing a U.S. Government information system (which includes any device attached to this information system) that is provided for U.S. Governmentauthorized use only.

d. You consent to the following conditions:

(1) The U.S. Government routinely intercepts and monitors communications on this information system for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence investigations.

(2) At any time, the U.S. Government may inspect and seize data stored on this information system.

(3) Communications using, or data stored on, this information system are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any U.S. Government-authorized purpose.

(4) This information system includes security measures (e.g., authentication and access controls) to protect U.S. Government interests--not for your personal benefit or privacy.

Note: Notwithstanding the above, using an information system does not constitute consent to personnel misconduct, law enforcement, or counterintelligence investigative searching or monitoring of the content of privileged communications or data (including work product) that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Under these circumstances, such communications and work product are private and confidential, as further explained below:

(5) Nothing in this User Agreement shall be interpreted to limit the user's consent to, or in any other way restrict or affect, any U.S. Government actions for purposes of network administration, operation, protection, or defense, or for communications security. This includes all communications and data on an information system, regardless of any applicable privilege or confidentiality.

(6) The user consents to interception/capture and seizure of ALL communications and data for any authorized purpose (including personnel misconduct, law enforcement, or counterintelligence investigation). However, consent to interception/capture or seizure of communications and data is not consent to the use of privileged communications or data for personnel misconduct, law enforcement, or counterintelligence investigation against any party and does not negate any applicable privilege or confidentiality that otherwise applies.

(7) Whether any particular communication or data qualifies for the protection of a privilege, or is covered by a duty of confidentiality, is determined in accordance with established legal standards and DOD policy. Users are strongly encouraged to seek personal legal counsel on such matters prior to using an information system if the user intends to rely on the protections of a privilege or confidentiality.

(8) Users should take reasonable steps to identify such communications or data that the user asserts are protected by any such privilege or confidentiality. However, the user's identification or assertion of a privilege or confidentiality is not sufficient to create such protection where none exists under established legal standards and DOD policy.

(9) A user's failure to take reasonable steps to identify such communications or data as privileged or confidential does not waive the privilege or confidentiality if such protections otherwise exist under established legal standards and DOD policy. However, in such cases the U.S. Government is authorized to take reasonable actions to identify such communication or data as being subject to a privilege or confidentiality, and such actions do not negate any applicable privilege or confidentiality.

(10) These conditions preserve the confidentiality of the communication or data, and the legal protections regarding the use and disclosure of privileged information, and thus such communications and data are private and confidential. Further, the U.S. Government shall take all reasonable measures to protect the content of captured/seized privileged communications and data to ensure they are appropriately protected.

(11) In cases when the user has consented to content searching or monitoring of communications or data for personnel misconduct, law enforcement, or counterintelligence investigative searching, (law enforcement for all communications and data other than privileged communications or data that are related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants), the U.S. Government may, solely at its discretion and in accordance with DOD policy, elect to apply a privilege or other restriction on the U.S. Government's otherwise authorized use or disclosure of such information.

(12) All of the above conditions apply regardless of whether the access or use of an information system includes the display of a Notice and Consent Banner ("banner"). When a banner is used, the banner functions to remind the user of the provisions that are set forth in this user agreement, regardless of whether the banner describes these provisions in full detail or provides a summary of such conditions. In addition, this applies regardless of whether the banner expressly references this user agreement.

I acknowledge receipt of this Privileged User Agreement, understand my responsibilities, and will comply with these provisions when accessing a DLA information system.

\_\_ 🗆 🗙

Tools -

F11

F12

- 110%

# **Appendix B: Windows Procedures for AMPS Users**

# How to Disable Compatibility View Feature in IE

When you launch AMPS in Internet Explorer (IE), you may see a **Compatibility View** message. Compatibility View is meant for users who run applications developed for IE 7 and prior versions.

The Compatibility View in IE 8 or later can affect the display of certain screen elements, such as action buttons, in some AMPS screens. Follow these instructions to turn off Compatibility View and prevent IE from displaying this message again.

1. In the Message from webpage box, click OK to close the message.

AMPS displays the Home screen in Internet Explorer.



## Figure 509: Compatibility View Message

- 4, X

🟠 🔻 🔝 👻 🖃 📥 👻 📔 🙎 2

Pop-up Blocker Manage Add-ons Work Offline 🖄 Compatibility <u>V</u>iew Compatibility View Settings

Full Screen

Toolbars Explorer Bars

🚭 Internet | Protected Mode: On

8 Google

Diagnose Connection Pr Reopen Last Browsing Session

6 File Edit View Favorites Tools Help 🖕 Favorites 🛛 🍰 🎒 Deltek Time & Expense - ... 🧭 OIM TEST User 🧭 OIM User 😹 OIM Prod 🍘 OIM Sys Admin 🏉 Issue Tracker Blank Page

Done

Ø Blank Page - Windows Internet Explorer

# Developer Tools Internet Options

## Figure 510: Internet Explorer - Tools Menu

#### 2. In the IE Command Bar, click **Tools**.

IE opens the Tools dropdown menu.

Click Compatibility View Settings. 3.

> IE opens the Compatibility View Settings dialog (see Figure 511).

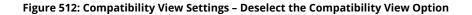
- Review any entries in the text area labeled Websites you've added to Compatibility View.
- If your Compatibility View Settings dialog contains any entries for *dla.mil*, *dfas.mil*, or other Web sites, select each entry and click the Remove button.

IE removes the specific **Compatibility View** setting from all sites in **dla.mil** or **dfas.mil**.

You can add and remove websites to be displayed in Compatibility View.
A <u>d</u> d this website:
Add
4 Websites you've added to Compatibi"
Include updated website lists from Microsoft
Display intranet sites in Compatibility View
Display all websites in Compatibility View
Qlose

Figure 511: Compatibility View Settings: Remove All Web Sites

Locate the checkbox for option to Display X 6. Compatibility View Settings intranet sites in Compatibility View. You can add and remove websites to be displayed in 1 Compatibility View. Add this website: Add Websites you've added to Compatibility View: Remove Include updated website lists from Microsoft 6 Display intranet sites in Compatibility View Display all websites in Compatibility View Close



- 7. Click the checkbox to deselect the option.
- 8. Click Close.

*IE closes the Compatibility View Settings dialog and returns to the AMPS home screen.* 

After you make this change, opening AMPS in IE will not force the display of the application into **Compatibility View** for AMPS or any other application in **dla.mil** or **dfas.mil**.

Compatibility View Set	tings 🗾
You can add a Compatibility	ind remove websites to be displayed in view.
A <u>d</u> d this website:	
	Add
Websites you've adde	d to Compatibility View:
	<u>R</u> emove
	bsite lists from Microsoft
7 Display intranet site	es in Compatibility View
Display all websites	in Compatibility View
	8 <u>C</u> lose

Figure 513: Internet Explorer - Deselect the Option to Display in Compatibility View

## How to Activate Emulation Mode in Internet Explorer 11

Some of the features in AMPS, such as button functions, work properly in Internet Explorer 8 (IE8). AMPS was developed in an IE8 environment and thoroughly tested for functional accuracy and reliability. However, changes introduced in Internet Explorer 11 (IE11) can cause problems with certain features.

The solution for IE11 users is to operate IE11 in "emulation mode," which is a group of settings that cause IE11 to behave like IE8.

## Enable IE11 Emulation Mode

1. Start IE 11 and launch AMPS with the following URL: https://amps.dla.mil/.

IE11 displays a message indicating the browser you are using is not supported for the current version of AMPS.

Click **OK** to close the message.
 The system launches the AMPS Gateway screen.

## CAUTION!

Do NOT click the link to open AMPS yet.

Proceed to Step 3.

To use AMPS in IE11, you can activate the emulation mode through a series of steps in which you choose the appropriate settings. You can easily save the settings to make a return to emulation mode faster, and you can disable emulation mode quickly for operating other Web-based applications. Follow the instructions in this section to enable and disable Emulation mode in IE11.



Figure 514: Internet Explorer 11 Message - Unsupported Browser

Defense Logistics Agency Account Management and Provisioning System (AMPS) <b>Welcome to the</b> MMPS News: To enter New AMPS, click the link below. To enter Legacy AMPS, exit this browser and	-
Click HERE for access to AMPS. • This link provides access through CAC authentication for CAC-enabled users. • Other users, vendors, and members of the public will be presented with a login screen.	User Guides and Job Aids Right-click a title and click "Save Target As" to save the PDF file to a preferred location and open the document. AMPS User Guide: AMPS Procedures for Users and Administrators (ver. 1.3.5, AMPS User Guide: AMPS Procedures for Users and Administrators (ver. 1.3.5, AMPS General Information and Troubleshooting Guide v1.1.3 Complete and Submit a Role Request – External User Approving an AMPS Role Request – Supervisor (External) AMPS IEI1 Emulation Mode, Ver1.2
See the AMPS Documentation screenavailable from the main men Accessibility Help 2	

#### Figure 515: AMPS Gateway

- 3. On the keyboard, press **F12** (not shown). *IE displays the Debug panel (see Figure 516).*
- 4. Locate the Debug menu bar and click the **Emulation** command.

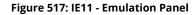
IE opens the **Emulation** panel.

Defense Logistics Agency Account Management and Provisioning System (AMPS)	
Welcome to the	e AMPS Gateway
AMPS News: Welcome to AMPS (TEST environment). AMPS Release 15.1.0 has been installed. AMPS Help.	Release Notes are located on the Release Notes tab of
Click HERE for access to AMPS.	User Guides and Job Aids
<ul> <li>This link provides access through CAC authentication for CAC-enabled users.</li> <li>Other users, vendors, and members of the public will be presented with a login screen.</li> </ul>	Right-click a title and click "Save Target As" to save the PDF file to a preferred location and open the document.
login dereen.	How to Register for an AMPS Account - External Users Only
	AMPS User Guide: Procedures for Users and Administrators Ver.2.0.0 (1/9/15)
	AMPS: General Information Guide ver. 2.2
	Tomplete and Submit a Role Request – External User
	TAPProving an AMPS Role Request – Supervisor (External)
	Approving an AMPS Role Request – Security Officer (External)
See the AMPS Documentation screen-available from the main m	nenufor a complete list of user documentation, links, and tutorials.
See the Amil S Documentation Screen available non-the main in	iena foi a complete list of user documentation, links, and tatonais.
Accessibilit	ty/Section 508
<u> </u>	
DOM Explorer Console Debugger Network UI Responsiveness	
C:DOCTYPE html PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN" "http://www	Find (Ctrl+F)
<pre></pre> <pre></pre> <pre>////////////////////////////////////</pre>	
<pre>&gt; <head></head></pre>	
<pre>A <body class="x11w p_AFMaximized"></body></pre>	
<pre>&gt;&gt; <inser prov<="" td=""><td><pre>screen/afr/blank.html" style="display:</pre></td></inser></pre>	<pre>screen/afr/blank.html" style="display:</pre>
<pre>none;"&gt;</pre>	
<pre><input id="oracle.adf.view.faces.RICH_UPDATE" type="hidden"/></pre>	<b>*</b>
DOCTYPE	

Figure 516: AMPS Home - IE11 Debug Panel

5. In the Emulation panel, locate the **User** agent string drop-down list box.

F12 DOM Explor	er Console	Debugger	Network	UI Responsiveness	Profiler	Memory	Emulation	Ģ	a ▼ Edge	≥∣?	Ξ×
් <u>∎</u> ්)											
Mode			Disp	lay			Geolocation				
Document mode	Edge (Default)	✓ ()	Orier	tation Landsca	pe	$\checkmark$	Simulate GPS	●Off ○On ○	)On but no	signal	
	Via X-UA-compatible	e meta tag	Reso	lution Default		$\checkmark$	Latitude				
Browser profile	Desktop	$\checkmark$					Longitude				
User agent string	Default										
										٩ 10	. * %00



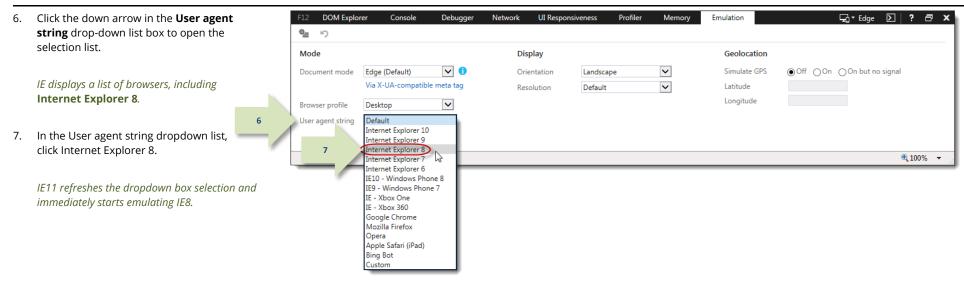


Figure 518: User Agent String - Browser List

 If the system displays a Webpage Error message that asks if you want to debug the Web page, click No.

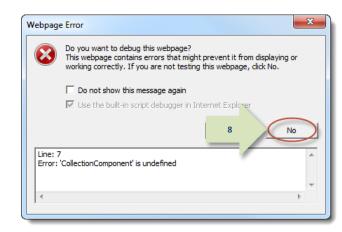


Figure 519: Webpage Error Message

## Note:

Let the Debug panel remain active to continue working in Emulation mode.

If you close the browser or the Debug panel, the emulation stops. Repeat steps 1 to 8 to restart IE8 Emulation.

## Save IE11 Emulation Mode Settings

To save current IE11 Emulation Mode settings, click the **Persist Emulation** icon.

This action saves the current settings. When you press the F12 button (see step 3), IE11 performs the following actions:

- Restarts the **Debug** panel
- Enables **Emulation** mode using the previously selected settings.

Iod Persist Emula	ation settings enabled	Display			Geolocation			
ocument mode	8 (Default)	D Orientation	Landscape	$\checkmark$	Simulate GPS	⊙Off ⊖On	⊖ On but no signal	
	Via X-UA-compatible meta tag	Resolution	Default	$\checkmark$	Latitude			
rowser profile	Desktop 🗸				Longitude			
ser agent string	Internet Explorer 8							

Figure 520: Emulation Panel - Persist Emulation Icon

## Disable IE11 Emulation Mode

To disable IE11 Emulation Mode, click the **X** icon in the upper right corner of the **Emulation** panel.

*This action closes the* **Emulation** *panel and returns IE11 to normal function.* 

When you press the **F12** key on your keyboard with IE11 open, IE11 performs the following actions:

- Restarts the **Debug** panel
- Enables Emulation mode in the default Document mode.

Node		Display				
		Display				
Document mode 8 (De					Geolocation	
o (o c	fault) 🗸 🚺	Orientation	Landscape	$\checkmark$	Simulate GPS	●Off ○On ○On but no signal
Via X	-UA-compatible meta tag	Resolution	Default	$\checkmark$	Latitude	
Browser profile Desk	top 🗸				Longitude	
User agent string Inter	net Explorer 8 🛛 🗸					
	2					

Figure 521: Emulation Panel - Disable Emulation Mode

screens you need.

If you start having trouble with AMPS screen displays, follow these steps to clear the browser's history.

This procedure is also called "clearing the cache."

## How to Delete Browser History in Internet Explorer

How to Clear Browser History in Internet Explorer

When Internet Explorer starts providing unexpected or unwanted results while an application

1. With Internet Explorer (IE) started, click the **Tools** command on the browser's main menu bar.

Account Management and Provisioning System (AMPS)

IE displays the **Tools** menu.

2. Click the Delete browsing history option.

IE displays the **Delete Browsing History** dialog.

	lelp			
	te browsing history	Ctrl+Shift+Del	2	
	vaterrowsing	Ctrl+Shift+P		
	rprise Mode			
	on Tracking Protection			
	veX Filtering			
Fix c	onnection problems			
Reop	en last browsing session			
Add	site to Apps			
View	downloads	Ctrl+J		
Pop-	up Blocker	:	>	
	rtScreen Filter		>	
Man	age media licenses			
Man	age add-ons			
Com	patibility View settings			
Subs	cribe to this feed		-	
Feed	discovery		>	
	lows Update			
	ormance dashboard	Ctrl+Shift+U	-	
		Ctri+Shirt+0		
	Developer Tools		_	
AtHo	ocGov			
Onel	Note Linked Notes			
Send	to OneNote			
Repo	ort website problems			
Inter	net options			

Figure 522: Tools - Delete browsing history

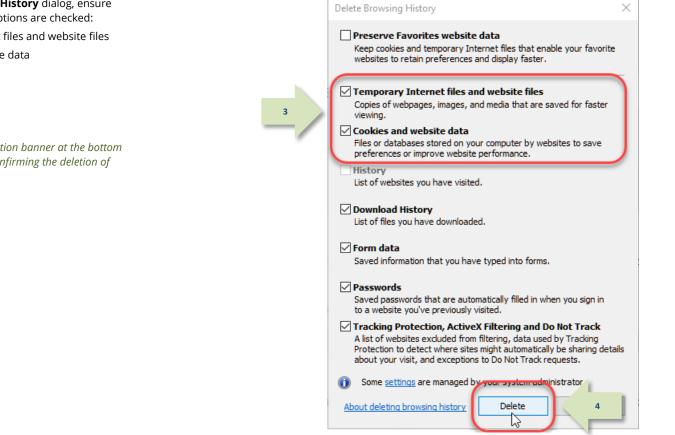


Figure 523: Delete Browser History Dialog



Figure 524: Confirmation Banner - Browser History Deleted

3. In the **Delete Browsing History** dialog, ensure that the following two options are checked:

- Temporary Internet files and website files
- Cookies and website data
- 4. Click the **Delete** button.

AMPS displays a confirmation banner at the bottom of the browser window confirming the deletion of browsing history.

5. Click the *close* icon in the banner to dismiss the message.

Close the browser and reopen it to continue work.

### How to Refresh Stored Pages in Internet Explorer

1. With Internet Explorer started, click the **Tools** command on the browser's main menu bar (see Figure 522).

*IE displays the* **Tools** *menu.* 

2. Click Internet options.

IE displays the Internet Options dialog.

Delete browsing history	Ctrl+Shift+De
InPrivate Browsing	Ctrl+Shift+F
Enterprise Mode	
Turn on Tracking Protection	
ActiveX Filtering	
Fix connection problems	
Reopen last browsing session	
Add site to Apps	
View downloads	Ctrl+
Pop-up Blocker	
SmartScreen Filter	
Manage media licenses	
Manage add-ons	
Compatibility View settings	
Subscribe to this feed	
Feed discovery	
Windows Update	
Performance dashboard	Ctrl+Shift+U
F12 Developer Tools	
AtHocGov	
OneNote Linked Notes	
Send to OneNote	
Report website problems	
Internet options	

2

3. In the **Browsing history** section, on the **General** tab, click the **Settings** button.

IE displays the Website Data Settings dialog.

Internet Options					?	$\times$
General Security	Privacy	Content	Connections	Programs	Advan	ced
Home page						-
	ate home s://today.		type each add	ress on its o	own line	
	Use cu	rrent	Use default	Use n	ew tab	
Startup						-
Start with t			sion			
Tabs Change how w	ebpages a	re displaye	d in tabs.	Ta	abs	
Browsing history						-
Delete tempora form information		story, cool	kies, saved pas	swords, and	d web	
Delete brov	vsing histor	ry on exit	3	Set	tings	Ĵ
Appearance —					и	
Colors	Lang	juages	Fonts	Acce	ssibility	
Some settin	ngs are ma	naged by y	your system ad	ministrator.		
		Ok	( Ca	incel	Appl	у

Figure 526: Internet Options Dialog

- 4. In the **Website Data Settings** dialog, click the radio button for this option: **Every time I visit the webpage**.
- 5. Click the **OK** button.

IE closes the Website Data Settings dialog.

nternet Options	?	$\times$
General Security Privacy Content Connections Pro	ograms A	dvanced
Home page		_
Website Data Settings	?	×
Temporary Internet Files History Caches and database	es	
Internet Explorer stores copies of webpages, images, an for faster viewing later.	d media	
Check for newer versions of stored pages: Every time I visit the webpage Every time I start Internet Explorer Automatically Never		
Disk space to use (8-1024MB) 250 (Recommended: 50-250MB) Current location: C: \Users\hi91739\AppData\Local\Microsoft\Windows\INet		
5 OK Some <u>settings</u> are managed by your system admini		Cancel
OK Cance	9	Apply

Figure 527: Website Data Settings

6. In the **Internet Options** dialog, click **OK** to close the dialog.

*IE closes the* **Internet Options** *dialog and returns to normal function.* 

7. Close the browser and reopen it to continue work.

Internet Option	IS				?	Х
General Secu	rity Privacy	Content	Connections	Programs	Advar	nced
Home page –						
То	create home	page tabs,	, type each add	ress on its o	own line	
	ttps://today.	dla.mil/			^	
					~	
	Use cu	irrent	Use default	Use n	ew tab	
Startup						_
🔿 Start wi	th tabs from t	he last ses	sion			
Start wi	th home page					
Tabs					-	_
Change ho	w webpages a	are displaye	ed in tabs.	Ta	abs	
Browsing hist	ory					_
Delete tem form inform		istory, coo	kies, saved pas	swords, an	d web	
Delete b	orowsing histo	ry on exit				
			Delete	Set	tings	
Appearance					-	
Colors	Lan	guages	Fonts	Acco	ssibility	
Some s	ettings we ma	anaged by	vour system ad	ministrator.		
	6	0	Ca	ancel	App	ly
	Figure	e 528: In	ternet Opti	ons		

# **Appendix C: Password Rules**

AMPS password policies enable you to set up a strong password using multiple character types Note that the password you choose must fulfill ALL of the character type policies to be valid. These policies include the following rules:

### Valid values include the following characters:

### a-z A-Z 0-9 + ! # ^ : . ~ - \_

- Use these characters according to the following guidelines.
- ✓ 15 to 32 characters in **length**
- ✓ 4 or more *alpha* characters:
  - o 2 or more lower case characters
  - o 2 or more UPPER case characters
- ✓ 2 or more *numeric* characters
- ✓ 2 or more *special* characters, **EXCEPT** the following characters:
  - ✓ Accent mark `
  - ✓ Ampersand &
  - ✓ "At" sign @
  - ✓ Brackets, parentheses, or braces [ ] ( ) { }
  - ✓ Dollar sign \$
  - ✓ Double, single, or straight quotes ""''"
  - ✓ Greater than/ Less than symbols < >
  - ✓ Percent sign %
  - ✓ Question mark ?
  - ✓ Slashes / \
- A password must not contain any non-US English keyboard special characters.

# Tip!

AMPS password rules are set up to ensure a strong, secure password.

When you change your AMPS password, this change is propagated to each application for which you have a role. Occasionally, an application may not accept a character that AMPS does accept, and a password valid in AMPS is invalid in the application.

If you have difficulty resetting a password, contact the Service Desk (see page 9) for assistance and recommendations. Additional rules include the following:

- ✓ Password must begin with at least one alpha character.
- ✓ Password cannot begin with a numeric or special character.
- ✓ **INCLUDE** any of the following valid characters: a-z A-Z 0-9 + ! # ^ : . ~ \_
- ✓ **EXCLUDE** any combination of characters that spells a recognizable word.
- EXCLUDE the value of these attributes: your account ID, your email address, your first name, full name, or last name.
- ✓ Do not repeat any of your previous 10 passwords when resetting a password.

# How to Change Your AMPS Password

User Information Applications & Roles		
User Change Password		
Old Password ++++++++++++++++++++++++++++++++++++	Your new password must contain the following: 1) Minimum length of 15 Characters	
New Password •••••	2) Maximum length of 32 Characters	
Confirm Password	<ul> <li>3) Minimum of 4 Alphabetic Characters</li> <li>4) Minimum of 2 Numeric Characters</li> <li>5) Minimum of 2 Lopercase Characters</li> <li>6) Minimum of 2 Uppercase Characters</li> <li>7) Minimum of 2 Special Characters</li> <li>8) Must begin with an Alphabetic Character</li> <li>9) Must not use any of your previous 10 passwords</li> <li>10) Valid Characters: a-2 A-2 0-9 + 1 # ^:</li> <li>11) Must not contain your login name, first name, last name or email address</li> </ul>	
	Office Cancel	
Official Telephone 888-555-4545	* Street 8000 Jefferson Davis Hwy.	l
<	,	1

#### Figure 529: Change Password - Dialog

- 1. Open the **My Information** screen.
- 2. Click Change Password in the User Information tab.
- 3. Fill in the old, or current, password.
- 4. Fill in a new password that fulfills the policies and rules.
- 5. Reenter the new password to confirm it.
- 6. Click **OK**.
- 7. Close the browser.

# **Appendix D: AMPS Security Questions**

If you forget your password, you can request a password reset through the AMPS login screen. However, AMPS requires you to respond with the answers you provided for three of the following questions during the account registration process:

- What is your mother's maiden name?
- What is your favorite color?
- What is the city of your birth?
- What is the name of your pet?

The following procedure enables you to manage the set of questions and answers that AMPS presents if you request a password reset from the AMPS login screen.

# How to Manage Security Questions and Answers

On the My Information screen, you can select a new array of questions and enter new answers. The minimum number of characters for any answer is three characters.

### Note:

AMPS requires you to select three different questions.

- 1. Open the My Information screen.
- 2. Click Set Security Questions in the User Information tab.
- 3. Select a different question from each drop-down list.
- 4. Fill in an answer to each question (minimum: 3 characters).
- 5. Click **OK**.

🍦 My Information	1			×
Display Name Rita Eteck (	TEC_USER_256)			A A
User Information	Applications & Roles			
User Information		2 Set Securi	ty Questions Change Password Cancel Save	
	User ID ETEC_USER_256		Account Status Active	
* Fi	rst Name Rita	1 m	* User Tvpe Civilian 💌	=
Manage See	curity Questions			E
* Questio	n 1 What is your favorite color?	▼ * Ai	nswer 1 Red	
3 * Questio	n 2 What is the name of your pet?	▼ * A	nswer 2 Enzo	
* Questio	n 3 What is your mother's maiden i	name? 💌 * A	nswer 3 Smith	
			5 OK Cancel	
Cyber Awa			s OK Calicel	
Annual Revalidat	tion Date			
<b>○</b> Contact Information				
Official Telephone	804-555-1212	Office/Cube		
Official Fax	804-555-1212	Street	123 Any Street	
DSN Phone		PO Box		
•				F

Figure 530: Manage Security Questions - Dialog

# **Appendix E: Introduction to Primary Roles**

# Introduction to Hierarchical Role Structure

Certain applications, such as EBS and EAGLE, have interdependent roles that function in a two-level hierarchy: primary and additional:

- At the *primary* level, an application requires users to request and receive an assignment for one **Primary Role** containing a basic permission set.
- At the *additional* level, a user can request and receive one or more additional roles to supplement permissions and resources in the **Primary Role**. These additional roles may include the following role categories as they are labeled in AMPS:
  - Additional and Primary (sometimes called Primary/Additional)
  - Additional Only
  - **Not Applicable** (neither Primary nor Additional)

# **AMPS Guidelines for Primary Only Roles**

A **Primary Only** role is an exclusive role that provides baseline access privileges for one application and serves as the foundation privilege set for an application. Here are some guidelines for understanding and requesting a **Primary Only** role:

- AMPS allows a user to select only one Primary Only role per application at a time during the Request Role process. The user must submit a role request for and receive this **Primary Only** role before he or she can obtain additional roles for that application.
- AMPS allows a user to have only one Primary Only role per application.
- A user who needs to change from one **Primary Only** role to another submits a request that goes through the following steps:
  - 1. The user starts a request for the new **Primary Only** role through the **AMPS Role Request** process.

### When a user removes a Primary Only role . . .

A user who wants to remove a **Primary Only** role can submit a request to remove the role through the **Applications & Roles** screen (see the **User Guide** section entitled **Role Removal** for procedures on removing a role) after removing all associated Additional roles. The role removal request must go through a short approval process, after which the application provisioner removes the role from the user's account. The user can then submit a request for a new **Primary Only** role. Together, a **Primary Only** role and one or more **Additional** roles represent a set of permissions that provides users with the access needed to perform their application tasks. The only exception to this hierarchy is the **Additional and Primary** role. As the name suggests, **Additional and Primary** roles can serve as either an **Additional** or a **Primary** role. Unlike **Primary Only** roles, AMPS does not limit the number of **Additional and Primary** roles a user can have for one application.

Application owners are responsible for defining the attributes of each role to ensure that AMPS manages the role requests and provisioning according to the application owners' business rules and processes.

The following sections outline general guidelines in AMPS for requesting and removing **Primary** and **Additional and Primary** roles based on application requirements.

- During the request process, AMPS responds to the user's selection of a Primary Only role with a message asking the user whether or not he wants to change Primary roles.
- 3. If the user confirms the choice of a new **Primary Only** role, he or she submits the completed request, and AMPS generates a SAAR for the following actions:
  - a. Remove the existing **Primary Only** role.
  - b. Add the newly requested Primary role.
- 4. After the SAAR is approved, the provisioner receives notification of a ticket. The ticket may be Total AMPS or Remedy, depending on the application. The provisioner for each resource receives one ticket.
- The provisioner opens the ticket, finds the instructions to remove one Primary Only role and add a different Primary Only role, and completes the provisioning tasks.

A user who has both a **Primary Only** and an **Additional and Primary** role for an application can request the removal of just the **Primary Only** role. After the role is removed, AMPS treats the remaining **Additional and Primary** role as the user's **Primary** role for the application.

Removing a **Primary Only** role *does not* remove the related or supporting **Additional and Primary** and **Additional Only** roles. The user must submit separate requests to have these roles removed, as needed.

# AMPS Guidelines for Primary/Additional Roles

A role with the designation **"Additional and Primary**" is, unlike a **Primary Only** role, a nonexclusive role. That is, it can function as either a **Primary Role** or an **Additional Role** according to the following guidelines:

### When a user removes an Additional and Primary role . . .

A user who wants to remove an **Additional and Primary** role can submit a request to remove the role through the **Applications & Roles** screen (see the **User Guide** section entitled **Role Maintenance** for procedures on removing a role).

### Roles Marked "Not Applicable": Non-hierarchical Roles

These roles are not part of a predefined hierarchy. A user, authorized to request multiple roles in an application, can be assigned a combination of roles labeled "Not Applicable" without encountering an error condition in AMPS.

### Multiple Role Selections

AMPS enables you to select multiple roles during a single request sequence. However, due to the business rules imposed on the system by application owners who define **Primary Only** roles, AMPS limits the selection of **Primary Only** roles according to the following guidelines:

- You can select ONLY one **Primary Only** role at a time for an associated application.
- If you already have a **Primary Only** role in place, you must remove all associated **Additional** roles, wait for the **Additional** role removals to be approved and the roles deprovisioned. You can then submit a request to remove the **Primary Only** role.

- It acts as a **Primary Role** if the user does not already have any other roles requested or provisioned in the application.
- It acts as a supplemental role if the user already has a **Primary Role** in the application.

A user can have multiple **Additional and Primary** roles for a single application, if necessary.

The role removal request must go through a short approval process, after which the application provisioner removes the role from the user's account.

With regard to **Primary Only** and **Additional** roles, the following combinations are permissible:

- Multiple Additional and Primary roles, if you already have a Primary Only role.
- Multiple Additional Only roles, if you already have a Primary Only role.
- Combinations of Additional and Primary roles and Additional Only roles, if you already have a Primary Only role.
- Combinations of all role types, except **Primary Only** roles. Within an application, you can have only one **Primary Only** role.

# AMPS Guidelines for *Primary Only* Roles

Role Type	Definitions	Selection Guidelines	Removal Guidelines
Primary Only role	<ul> <li>Provides baseline access privileges for one application and</li> <li>Serves as the foundation privilege set for an application.</li> <li>Available for selection and assignment to a user account only one at a time. AMPS does not permit the request of two or more <b>Primary Only</b> roles in a single request.</li> </ul>	<ul> <li>Use the Role Request procedure in AMPS.</li> <li>AMPS allows a user to select only one Primary Only role per application at a time during the Request Role process.</li> <li>A user must submit a role request for and receive this Primary Only role before she can obtain additional roles for that application.</li> </ul>	• First, remove all <i>Additional</i> roles associated with the <i>Primary</i> role in the application. After the role removals have been processed and the roles deprovisioned, submit a role removal request to remove the <i>Primary</i> role.
Additional and Primary role	<ul> <li>Serves as a <i>Primary</i> role if you do not already have a <i>Primary</i> role for the application.</li> <li>Serves as an <i>Additional</i> role if you already have a <i>Primary</i> role.</li> </ul>	<ul> <li>Use the Role Request procedure in AMPS.</li> <li>AMPS allows a user to select multiple Additional and Primary roles.</li> <li>A user can submit a request for multiple Additional and Primary roles at one time.</li> </ul>	• Use the Role Removal procedure in AMPS (see Role Maintenance) to remove the <i>Additional and Primary</i> role.
Additional Only role	<ul> <li>Serves as a supporting role to an application <i>Primary</i> role.</li> <li>Provides extra privileges or permissions to expand application access requirements for a particular user's job.</li> </ul>	<ul> <li>Select a corresponding <i>Primary</i> <i>Role</i> before attempting to select an <i>Additional Only</i> role.</li> <li>Use the <b>Role Request</b> procedure in AMPS.</li> </ul>	• Use the Role Removal procedure in AMPS (see Role Maintenance) to remove the <i>Additional Only</i> role.

This guideline is for	In this Situation	Use this Procedure in AMPS	and Remember
Requesting Primary and Additional roles	Your job requires a <i>Primary</i> <i>Only</i> role and one or more additional roles.	<ol> <li>Request the <i>Primary Only</i> role first and confirm from the email notification that the <i>Primary Only</i> role has been approved and provisioned.</li> <li>Then, request one or more additional roles of the following types, as needed:         <ul> <li>Additional and Primary</li> <li>Additional Only</li> <li><i>Not Applicable</i> (if available for your application)</li> </ul> </li> </ol>	Certain applications require you to have a <b><i>Primary Only</i></b> role before you can request roles with supporting permissions and capabilities.
Managing your Primary roles in AMPS	You already have a <b>Primary Only</b> role, but you need a different <b>Primary</b> <b>Only</b> role.	<ol> <li>In AMPS, request the new <i>Primary Only</i> role through the role request process.</li> <li>When AMPS displays an information message cautioning you that your account already has a provisioned <i>Primary Only</i> role, close the message and continue with the new request.</li> <li>AMPS creates one SAAR that requests addition of the new role and removal of the existing role.</li> </ol>	AMPS alerts you when you already have a <b>Primary Only</b> role before enabling you to request a different role. The message reads as follows: [Role Name] is a primary role. You already have a primary role for this [Job Type] ([Role Name]). Adding this role will result in a primary role change, replacing your current primary role.
Removing a Primary role	You have a <b>Primary Only</b> role and supporting additional roles for an application. You request a removal of the <b>Primary Only</b> role.	<ol> <li>Open the Applications &amp; Roles tab of the My Information screen for your account.</li> <li>In the Current Roles list, click the role you want to remove.</li> <li>Click the Remove Role button.</li> <li>Enter a Justification in the Role Removal dialog.</li> <li>Click the OK button.</li> </ol>	AMPS displays an error message. You must first remove all the <b>Additional</b> roles, and an application administrator must deprovision those roles before you can remove the <b>Primary</b> role. Check with your AMPS Supervisor to determine which Primary role and supporting Additional roles you need for a specific application.
Requesting an Additional and Primary role	You need a <b>Primary</b> role, and the only available role that fulfills this criterion is labeled <i>Additional and</i> <i>Primary</i> .	Request the role as you would a <b>Primary Only</b> role.	<ul> <li>Roles designated as <i>Primary and Additional</i> work in either capacity:</li> <li>If you need a Primary role, a <i>Primary and Additional</i> role will serve that purpose.</li> <li>If you have a <i>Primary Only</i> role and need to request a <i>Primary and Additional</i> role, the role will function as an <i>Additional Only</i> role.</li> </ul>

# Guidelines for Primary Only, Additional and Primary, and Additional Only Roles in AMPS

## Primary Role Selection: AMPS Messages

During the **Role Request** process in AMPS, the user searches or browses for a role and selects the role. Some applications restrict role selection based on Primary role assignment. As a precaution, AMPS displays information messages when a user attempts to select **Primary** and **Additional** roles incorrectly. The following illustrations explain how to correct a given problem.

### If you see this message, . . .

"[Application Name] requires a role designated as 'Primary Only' on your account before you may request [Role Name]. You can use the Primary Roles filter in the Roles Search box to select a Primary role."

### Here's how to address the cause . . .

If you attempt to select an **Additional Only** role during the role request process without first having a current **Primary Only** or **Additional and Primary** role assigned, you cannot complete the request.

You can, however, search for and select the appropriate **Primary Only** role or **Additional and Primary** role.

If you do not have the name of the required **Primary Only** or **Additional and Primary** role, check with your AMPS Supervisor for more information.

# Follow these steps to select a **Primary Only** or **Additional and Primary** role:

- 1. Click **OK** to close the Information message box.
- 2. In the Search Roles area of the Select Roles tab, select either Primary Only or Additional and Primary in the Primary Role dropdown list.
- 3. Enter other search criteria, as needed, to reduce the number of search results.
- 4. Click Search.
- 5. In the **Select a Role** search results list, select the role you need.

My Information 🌐 🎲 Request Role	
User Information Select Roles Justification Summary	Cancel Back Next
Browse Roles by Application	Search Roles
<ul> <li>AMPS Admi (i) Information</li> <li>DLA Aviatio</li> <li>DLA Enterpring</li> <li>DLA Enterpring</li> <li>DLA Enterpring</li> <li>CRM Development requires a role designated may request 'CRM Dev Additional - CRM And You can use the Primary Roles filter in the Rest of the Primary Roles filter in</li></ul>	
Select a Role         □ Display Admin Roles (for Supervisor and Approval Access)         Role Name         ▷ BSM Prod Additional - BW CRM Sustainment Support Bolt         ♥ CRM Dev Additional - CRM Analyst JD-819B Bolt On Role I         ■ DLA Enterprise Business System (EBS)         Application CRM Development Description User Role         ■ CPM Account Executive JD-0905P	Selected Roles

#### Figure 531: Select Additional Only Role - Information Message

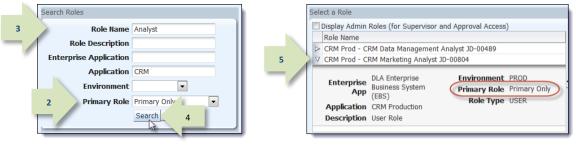


Figure 532: Search for and Select a Primary Only Role

### If you see this message, . . .

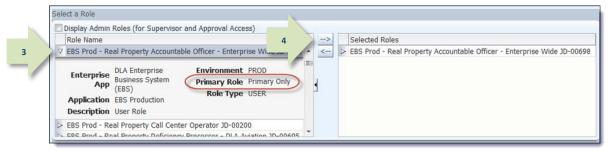
"You have already selected a Primary Role for [Application Name]. You may select only one Primary Role per application at a time."

### Here's how to address the cause . . .

- 1. Click **OK** to close the Information message box.
- 2. Verify you have one correct **Primary Only** role in the **Selected Roles** list.
- If necessary, remove the incorrect role, and search for and select the correct **Primary Only** role.
- Click the Add button to move the selected role name to the Selected Roles list, ensuring you select only one Primary Role for an application.
- 5. Click **Next** to continue the role request process.

🎲 Request Role	
User Information Select Roles Justification Summary	5 k Next
Browse Roles by Application	Search Roles
> AMPS Administrative	Dolo llamo Accountable
DLA A i Information	
DLA E	Production. You may only select one Primary Role per application at a time.
⊳ DLA L(	OK 1
EAGLE Enterprise Applications	Environment 🔹 😽
<ul> <li>Energy Applications</li> <li>Fake</li> </ul>	Primary Role Primary Only
NOSC Applications	Search Reset
> Nose Applications	Search Reser
Select a Role	
Display Admin Roles (for Supervisor and Approval Access     Role Name	) Selected Roles
Cos riou - Accountable rioperty officer - DLA Troop Sup	
EBS Prod - Accountable Property Officer - DLA Troop Sup	2 EBS Prod - Accountable Property Manager JD-00598
	e Wide JD-00
Enterprise DLA Enterprise Business System (EBS) Role Type U	rimary Only
Application EBS Production	
Description User Role	T
<u>S</u>	

#### Figure 533: Select Multiple Primary Roles - Information Message



#### Figure 534: Select One Primary Role Per Application

## If you see this message, . . .

"You may select only one Primary Role per application at a time."

### Here's how to address the cause . . .

In this situation, you have selected two **Primary Only** roles at once.

Although AMPS enables you to select and request multiple roles in one sitting, the system prevents you from selecting more than one **Primary Only** role at a time for a specific application.

Follow these steps to correct the selection:

- 1. Click **OK** to close the **Information** message box.
- 2. Verify you have selected ONLY one **Primary Only** role in the **Role Name** list.

2

- If you have selected two or more roles, click the application role name you intend to request during the current process.
- Click the right arrow (→) button (also known as the Add button) to move the selected role name to the **Selected Roles** list.
- 5. Click **Next** to continue the role request process.

Vser Information Select Roles Justification	n Summary	5 Next
DI A Enterprise Applications	Search Roles  Polo Name  Information  You may only select one Primary Role per a  Environmen  Primary Role	application at a time.
Select a Role Display Admin Roles (for Supervisor and A Role Name EAGLE Supervisor Prod - Supervisor - Trp EAGLE Supervisor Prod - Supervisor - Trp EAGLE Supervisor Prod - Supervisor Adm- EAGLE Supervisor Prod - Supervisor Prod - Supervisor Adm- EAGLE Supervisor Prod - Supervisor Adm- EAGLE Supervisor Prod - Supervisor Adm- EAGLE Supervisor Prod - Supervisor P	A-4002 BA-4003 BP-4004 D-4005	Selected Roles

### Figure 535: Select Multiple Primary Roles - Information Message

	Display Admin Roles (for Supervisor and Approval Access)				
	Role Name 4		>		Selected Roles
>	EAGLE Supervisor Prod - Supervisor - Trp Spt-FH Trp Spt-FH-4144	-	52	$\triangleright$	EAGLE Supervisor Prod - Supervisor Avn-A-4002
>	EAGLE Supervisor Prod - Supervisor - Trp Spt-U Trp Spt-U-4153	(=)			
>	EAGLE Supervisor Prod - Supervisor Acquisition-HQ-J7-4001				
>	EAGLE Supervisor Prod - Supervisor Avn-A-4002		•		
>	EAGLE Supervisor Prod - Supervisor Avn-BA-4003				
>	EAGLE Supervisor Prod - Supervisor Avn-BP-4004				
>	EAGLE Supervisor Prod - Supervisor Avn-D-4005				
>	EAGLE Supervisor Prod - Supervisor Avn-FA-4006				

Figure 536: Select a Primary Only Role

### If you see this message, ....

"You have a pending request for [Role Name], which is a Primary Role for [Application Name]. You may select only one Primary Role per application at a time. The pending request must be completed before you can request a different Primary Role for this application."

### Here's how to address the cause . . .

In this situation, you have already requested a **Primary Only** role for a specific application, but you have not yet been granted the role.

While a **Primary Only** role request is pending approval or pending provisioning, you cannot request a different **Primary Only** role for the same application.

Follow these steps:

- 1. Click **OK** to close the Information message box.
- 2. Click **Cancel** to close the request screen and cancel the current request.
- 3. Check your Pending Requests table. (See How to Check Your Role Status on page 97.)
- 4. Choose one of these options.
  - a. If a current Primary Role request's status is PENDING APPROVAL, follow the procedure in the AMPS User Guide section How to Cancel a Request: End User.
  - b. If a current Primary Role request's status is **TICKETED**, inform your AMPS Supervisor and contact the Service Desk for assistance (see page 9).

3

5. DO NOT cancel a TICKETED role request. Wait for the role to be provisioned and then submit a request to remove the **Primary** Role.

$\triangleright I$	i) Information
⊳ [	·
	You have a pending request for 'EBS Prod - Product Specialist JD-00002', which is a Primary Role for EBS Production. You may only select one
⊳ [	Primary Role per application at a time. The pending request must be completed before you can request a different Primary Role for this application.
⊳ [	OK

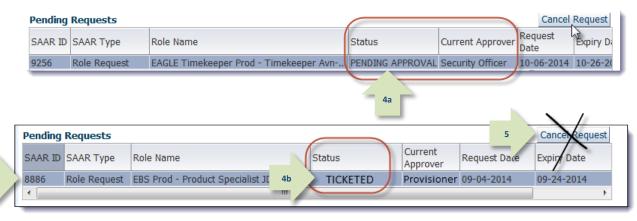
Search Roles

Cancel Back Next

2

Ended enterprise Applications	Environment	
Energy Applications		
▷ Fake	Primary Role Primary Only	
> NOSC Applications	Search Reset	
Select a Role		
Display Admin Roles (for Supervisor and Approval Access)		
Role Name ESS FIGU - FIGULCION KONDUL CONVERSION Data Valuator 30-00 ▼ EBS Prod - Supervisory Product Specialist JD-00349	79 Selected Roles	
Enterprise App         DLA Enterprise Business System (EBS)         Environment         PROD           Application         EBS Production         Primary Role         Primary Role Type         USER           Description         User Role         User Role         USER         USER	Only E	
EBS Prod - Technical and Quality Product Specialist Ancillary U	er JD 🔻	

#### Figure 537: Pending Request for Primary Only Role



#### Figure 538: Pending Requests List

🚱 Request Role

Browse Roles by Application

 $\geq c$  $\geq$ 

User Information Select Roles Justification Summary

### If you see this message, . . .

"[Role Name] is a primary role. You already have a primary role for this [Application] [(Role Name)]. Adding this role will result in a primary role change, replacing your current primary role."

### Here's how to address the cause . . .

If you intend to replace the existing role with the newly selected role, you can proceed with the request:

- 1. Click **OK** to close the Information message box.
- Verify your role choice, knowing that the selected **Primary Role**, if approved, will replace the current **Primary Role** now on your account.

2

3. Click **Next** to proceed with the request.

AMPS creates a SAAR to remove the current Primary Role and add the new Primary Role to your account.

🔯 Request Role 💦 🝦 My Information		
User Information Select Roles Justification Summary	3	À Next
Browse Roles by Application	Search Roles	
(i) Information		
PDMI Prod - Product Data Specialist JD-00705' is a prima CFOlders User Group Administrator JD-00719'). Adding th		
	Environment	<u> </u>
Energy Applications	Primary Role Primary Only	
Fake     NOSC Applications	Search Reset	
Select a Role		
Display Admin Roles (for Supervisor and Approval Access Role Name     PDMI Prod - Product Data Specialist JD-00705	Selected Roles	uct Data Specialist JD-00705
Enterprise App DLA Enterprise Business System (EBS) Application PDMI Production PDMI Production	Primary Only	
PDMI Job: Product Data Specialists are responsible for	<b>.</b>	

Figure 539: Primary Role Change - Information Message

### If you see this message, . . .

"Cannot remove primary role before removing additional roles associated with the application: [application name]."

### Here's how to address the cause . . .

For applications that require a **Primary Only** role, AMPS requires a user to request the Primary Only role first, before adding supporting roles (*Additional* or *Additional and Primary* roles).

AMPS also requires a user who wants to remove a Primary Only role to remove the Additional roles first, before removing the Primary Only role. If the user attempts to remove the Primary Only role first, AMPS displays an error message.

The following steps explain how the error is displayed and how to dismiss the error and address the cause:

- After you select a Primary role for removal and click the **Remove Role** button, AMPS displays the **Request Role Removal** dialog.
- 2. To proceed with a role removal AMPS requires you to fill in a **Justification** for the removal and click **OK**.
- If you have selected a Primary role without first removing the Additional roles, AMPS displays the error message box (see Figure 542).
- 4. Click OK to close the error message.

Return to the Current Roles section and request removals of all Additional roles in the application.

After those removals are approved and the roles are deprovisioned, you can submit a role removal request to remove the Primary Only role.

🔡 Home × 🛛 🍦 My Informa	ntion ×					×
Display Name Phillipa Peter	s (DPP0031)					*
User Information Ap	pplications & Roles		_	1	Remove Role	
Role Name		Application	Environmei.	_	L'à	
Energy FES Prod - Army Bi	Jyer FES-101	Energy FES	PROD	User F	6	
Energy FES Prod Additiona	I - All Army DODAACS FES-901	Energy FES	PROD	User Role	e	
Additional Role Attribut	tes			Up	date Additional Attributes	
Role Name		Attribute	Value			
Energy FES Prod - Army B Energy FES Prod Additiona	Jyer FES-101 I - All Army DODAACS FES-901	DODAAC	TST37			
Provisioned Accounts						
System Type	System Name				Provisioned Access	
ENERGY PROD - FES PROV	ENERGY PROD - FES				AARD	
ENERGY PROD - FES PROV	ENERGY PROD - FES				AMRO, IARO, IMRO, NOND	
OID	DLA OID				DPP0031	
						- 10

Figure 540: Applications & Roles - Remove Role button



#### Figure 541: Request Role Removal dialog

📰 Home × 🍦 My Information ×			
Display Name Phillipa Peters (DPP0031)			
Dela Nama	Energy FES.	ng additional roles associated with	в
Role Name	Attribute	Value	
Energy FES Prod - Army Buyer FES-101 Energy FES Prod Additional - All Army DODAACS	FES-901 DODAAC	TST37	
Provisioned Accounts			
System Type System Name		Provisioned Access	
ENERGY PROD - FES PROV ENERGY PROD - FES		AARD	
ENERGY PROD - FES PROV ENERGY PROD - FES		AMRO, IARO, IMRO, NOND	
OID DLA OID		DPP0031	

#### Figure 542: Error Message

# Appendix F: SOD/GRC Reports in the Role Request Approval Process

The Governance, Risk and Compliance (GRC) system was developed to enable role request approvers to review and compare each user's access privileges in current and pending application roles across multiple systems. At present, the GRC system applies only to Enterprise Business System (EBS) roles, since EBS systems are now integrated into the GRC system.

GRC helps EBS approvers—specifically Supervisors and Data Owners—identify Segregation of Duties (SOD) violations between application roles. Violations may exist between resources combined in one role, or between two or more roles for disparate systems. The GRC system is programmed to handle the detection of the violations that have been defined and programmed into the system.

GRC gives role approvers the capability to view a report in which SOD violation conditions have been detected should a violation occur. Violation results are displayed in a report that corresponds to a specific SAAR. Violation results may be posted for display in the following conditions:

- Permissions in the current role request conflict with permissions in a user's currently held role.
- Permissions in the current role request conflict with permissions in a user's pending role request.
- Permissions within the currently requested role conflict between role resources. In other words, the role itself represents a Segregation of Duties conflict.

# AMPS and GRC

Although GRC is a system external to AMPS, the GRC and AMPS teams have established a connection between the two systems. This connection enables AMPS to import GRC report results directly into the Supervisor's and Data Owner's approval screens. This connection means each AMPS approver does not have to exit AMPS and open the GRC system to view an SOD violation report. The report results are readily available on screen within AMPS.

# The AMPS—SOD/GRC Report

AMPS accommodates users who employ the SOD/GRC report for spotting Segregation of Duties violations by displaying this report within a specific section of an approval screen during the request approval process:

- Supervisor Application Decision Screen
- Data Owner Application Decision Screen

The following sections provide screen samples that show how GRC report results are displayed on the Supervisors' and Data Owners' approval decision screens.

# SOD/GRC Report in AMPS

The SOD/GRC report is displayed only on the Supervisor's approval screen and the Data Owner's approval screen with regard to a specific role request. The following illustration and key explain the location and parts of the report.

- **A.** SAAR information provides the name of the requested role that is subject to review for SOD violations.
- B. The SOD/GRC report is located on the Role Request Details tab.
- **C.** If one or more violations occur as a result of the current request, the SAAR report lists those violations in the report table, as shown in the example.
- D. If the approver needs to copy the report results to an external resource, such as Excel, clicking the **Download Report** button automatically opens Excel and displays the results in a worksheet.

		(D 4927 pe Role Ro te 12/6/20		Task	Date	e(s) 2/06/2023 02:02 PM G 2/26/2023 02:02 PM G		Task Status Last Updated	Assigned 12/06/2023 02:02 F	PM GMT+00:00	
-	B r Justification er Option Information De Request Details OD / GRC Report	al on	ional Informat	ion User Informat	ion						
Oł	oject ID Role I	D	Risk ID	Risk Desc	Risk Level	Risk Level Desc	Rule ID	System	Action	Last Executed On	Execution Co
LR	W0045E X:SRM	SUP_S	ZB122	Basis Utilities 2	1	High	00HJ		PC1TRST100		
LR	W0045E X:SRM	I SUP S	ZB124	Basis Table Mai	1	High	OOFD		PC1TRST100		
ZZ	Z0045E X:SRM	SUP_S	ZB136	Flight restrictions	1	High	OOBF		PC1TRST100		
	ata nonulated success	fully / SAA	R#4927 / This	is the first SAP Role fo	r						

# **Approval Screen: No Violations**

The sample from a Supervisor approver's screen in Figure 544 shows an SOD/GRC report that displays no unmitigated violations. The same report appears on the Data Owner approver's screen.

- Locate the SOD/GRC Report section in the approver's screen, on the Role Request Details tab.
- View the report results: The Risk Description in the sample report indicates there are no unmitigated violations for the requesting user.
- As an option, click the **Download Report** button to view the report in Excel.

ſ			1									
		Role Request D	etails Additi	ional Information	User Informat	tion						
		SOD / GRC Re	eport									
	ſ	Object ID	Role ID	Risk ID	Risk Desc	Risk Level	Risk Level Desc	Rule ID	System	Action	Last Executed On	Execution Count
:		No data to display	/									•
		There were no u Download Repor		ons for this User / s	5AAR#4971							
	-											
l	-	3	tion									

Figure 544: Sample Supervisor Approver Screen -

This sample screen shows the SOD/GRC Report section for a user with no violations.

# **Approval Screen: Violations Reported**

The sample approver's screen shows an SOD/GRC report that displays fewer than 50 unmitigated violations. The same report appears on the Data Owner approver's screen.

- Locate the SOD/GRC Report section on the approver's screen, on the Role Request Details tab.
- 2. View the report results: The **Risk Description** indicates the type of violation that has occurred.
- 3. Note the presence of a role in the **Current Roles** section, found on the **User Information** tab. The requested role is compared with the current role by the GRC system, and results are reported in the **SOD/GRC Report** section.
- 4. As an option, click the **Download Report** button to view the report in Excel.

	AR Information										
	SAAR I	<b>D</b> 4927		Та	sk Assignee(s	5)					
	SAAR Typ	e Role Re	quest	Task		06/2023 02:02 PM G	MT+00:00	Task Status A	ssigned		
	Request Da	e 12/6/20	)23	c.	Date Date Task 12/ Expires	26/2023 02:02 PM G	MT+00:00	Last Updated 1	2/06/2023 02:02 F	PM GMT+00:00	
	licer Justification	al In	ional Informatio	on User Informat	ion						
	BOD / GRC Report Role II	2	Risk ID	Risk Desc	Risk Level	Risk Level Desc	Rule ID	System	Action	Last Executed On	Execution Cour
LE	RW0045E X:SRM	SUP_S	ZB122	Basis Utilities 2	1	High	00HJ		PC1TRST100	011	
		SUP S		Basis Table Mai		High	OOFD		PC1TRST100		
Z		SUP_S		Flight restrictions	1	High	OOBF		PC1TRST100		
	Data populated success Download Report	ully / SAAF	2#4927 / This i	is the first SAP Role for							
	4										
	urrent Roles							An.	olication	Environmo	at Role Turon
		tal Disp Svcs E	ETID User JD-0856E	3					plication 5 Production	Environmer PROD	nt Role Type USER

Figure 545: Sample Supervisor Approval Screen -

This sample screen shows the SOD/GRC Report section for a user with three violations.

5. As an option, review GRC report results in Excel. Reformat the display of data, as needed.

		A	В	С	D	E	F	G	Н	I.	J	K	L	М	
	1	Object ID	Role ID	Risk ID	Risk Desc	Risk Leve	Risk Level Desc	Rule ID	System	Action	Last Exec	Execution	Control	Monitor	
	2		X:SRM_SUP_SUT4_GRC_PLUG_IN	ZB122	Basis Utilities 25 Administration	1	High	00HJ		PC1TRST100					
5	3		X:SRM_SUP_SUT8_GRC_PLUG_IN	ZB124	Basis Table Maintenance QUERTY Administration	1	High	OOFD		PC1TRST100					
	4		X:SRM_SUP_SUT8_GRC_PLUG_IN	ZB136	Flight restrictions	1	High	OOBF		PC1TRST100					
	5														
	6														-
	-	R	Report 🔶				: 4								▶

### Figure 546: GRC Report in Excel Format -

When you download a GRC report, the system automatically opens Excel and displays the report results.

# **Approval Screen: Excessive Violations Reported**

2

The sample approver's screen shows an SOD/GRC report that displays 50 or more unmitigated violations. The same report appears on the Data Owner approver's screen.

- Locate the SOD/GRC Report section in the approver's screen, on the Role Request Details tab.
- 2. View the report results: The **Risk Description** indicates the type of violation that has occurred.
- 3. Note the message under the table indicates the output has exceeded the 50-risk limit.
- As an option, click the **Download Report** button to view the report in Excel.

oject ID	Role ID	Risk ID	Risk Desc		k Risk Level	Rule ID	System	Action	Last Executed	Execution Cou	
EC_USER_402	Y:ECC_FID_SU	ZB001	Basis Development & System Administration		Medium	003F	SR1TRST100	LSMW			
EC USER 402	Y:ECC FID SU	ZB001	Basis Development & System Administration		Medium	OOFY	SR1TRST100	SM13			
TEC USER 402	Y:ECC_FID_SU			0	Medium	01IP	SR1TRST100	CMOD			
TEC USER 402			Basis Development & Client Administration	0	Medium	01)G	SR1TRST100	SE37			
TEC_USER_402	Y:ECC_FID_SU	ZB001	Basis Development & System Administration	0	Medium	0031	SR1TRST100	LSMW			
TEC USER 402		ZB001	Basis Development & System Administration		Medium	003E	SR1TRST100	LSMW			
TEC USER 402	Y:ECC SUP SU	Z8003	Basis Development & Client Administration	0	Medium	0135	SR1TRST100	ZCONF			
TEC USER 402	Y:ECC FID SU		Basis Development & System Administration	0	Medium	0028	SR1TRST100	LSMW			
TEC_USER_402			Basis Development & Client Administration	0	Medium	0135	SR1TRST100	S_ALR_871010			
TEC_USER_402	Y:ECC_FID_SU		Basis Development & Client Administration	0	Medium	01JM	SR1TRST100	SE93			
TEC_USER_402	Y:ECC_FID_SU	ZB001	Basis Development & System Administration	0	Medium	OOFM	SR1TRST100	SE38			
TEC_USER_402			Basis Development & Client Administration	0	Medium	01JH	SR1TRST100	SE38			
TEC_USER_402	Y:ECC_FID_SU	Z8001	Basis Development & System Administration	0	Medium	OOFR	SR1TRST100	SM13			8
TEC_USER_402	Y:BWX_SUP_S	Z8001	Basis Development & System Administration	0	Medium	00HV	SB1TRST100	SM50			
TEC_USER_402	Y:ECC_FID_SU	Z8003	Basis Development & Client Administration	0	Medium	013M	SR1TRST100	S_ALR_871010.			+
•							A CONTRACTOR OF COMPANY			,	

#### Figure 547: Sample Supervisor Approval Screen -

This sample screen shows the SOD/GRC Report section displaying 50 or more violations.

Download the report to view the results separately (see Figure 548).

As an option, review GRC		A A	В	C	D	E	F	G	H	1	J	K	L	M
report results in Excel.						Risk	Risk Level				Last	Execution		
Reformat the display of data,		4 01-1-1-10	Role ID	Distant	Risk Desc			0.1.1.0	Custom	A		Execution	Control	
Reformat the display of data,		1 Object ID		Risk ID ZB001		Level		Rule ID 002Y	System SR1TRST100	Action LSMW	d On	Count	Control	Monito
as needed.		2 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE		Basis Development & System Administration	0	Medium							
do ficeded.		3 TEC_USER_402	Y:BWX_SUP_SUT2_BW_DEVELOPER	ZB001	Basis Development & System Administration	6	Medium	00J0	SB1TRST100	SM51				
		4 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01JH	SR1TRST100	S_ALR_87101026				
	-	5 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FM	SR1TRST100	SM13				
	5		Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0038	SR1TRST100	SE93				
	_	7 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0032	SR1TRST100	LSMW				
			Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration		Medium	01JG	SR1TRST100	S_ALR_87101026				
		9 TEC_USER_402	Y:ECC_SUP_SUT2_ALL_FUNCTIONAL	ZB001	Basis Development & System Administration	0	Medium	00FY	SR1TRST100	ZDLAMIR6				
		10 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01JC	SR1TRST100	SE11				
		11 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0032	SR1TRST100	SE37				
		12 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0038	SR1TRST100	LSMW				
		13 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FL	SR1TRST100	SE37				
		14 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00EU	SR1TRST100	CMOD				
		15 TEC_USER_402	Y:ECC_SUP_SUT2_ALL_FUNCTIONAL	ZB001	Basis Development & System Administration	0	Medium	003F	SR1TRST100	ZDLAMIR6				
		16 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FH	SR1TRST100	SE11				
		17 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01JF	SR1TRST100	S_ALR_87101026				
		18 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01IP	SR1TRST100	S_ALR_87101026				
		19 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FR	SR1TRST100	SE93				
		20 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0033	SR1TRST100	LSMW				
		21 TEC_USER_402	Y:BWX_SUP_SUT2_BW_DEVELOPER	ZB001	Basis Development & System Administration	0	Medium	00HV	SB1TRST100	SE37				
		22 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01JC	SR1TRST100	S_ALR_87101026				
		23 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	002Y	SR1TRST100	SE11				
		24 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	0033	SR1TRST100	SE38				
		25 TEC_USER_402	Y:ECC_SUP_SUT2_ALL_FUNCTIONAL	ZB001	Basis Development & System Administration	0	Medium	003E	SR1TRST100	ZCONF				
		26 TEC_USER_402	Y:ECC_SUP_SUT2_ALL_FUNCTIONAL	ZB001	Basis Development & System Administration	0	Medium	00FX	SR1TRST100	ZCONF				
		27 TEC_USER_402	Y:MSTR_CPT_FINANCE_DEV	ZB001	Basis Development & System Administration	0	Medium	0031	SR1TRST100	SE15				
		28 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FX	SR1TRST100	SM13				
		29 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00EU	SR1TRST100	SM13				
		30 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	002B	SR1TRST100	CMOD				
		31 TEC_USER_402	Y:BWX_SUP_SUT2_BW_DEVELOPER	ZB001	Basis Development & System Administration	0	Medium	00J0	SB1TRST100	SE37				
		32 TEC_USER_402	Y:MSTR_CPT_FINANCE_DEV	ZB001	Basis Development & System Administration	0	Medium	00FK	SR1TRST100	SE15				
		33 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FK	SR1TRST100	SM13				
			Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FL	SR1TRST100	SM13				
		35 TEC USER 402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FH	SR1TRST100	SM13				
		36 TEC_USER_402	Y:MSTR_CPT_FINANCE_DEV	ZB003	Basis Development & Client Administration	0	Medium	01JF	SR1TRST100	SE15				
		37 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	003F	SR1TRST100	LSMW				
		38 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	0	Medium	00FY	SR1TRST100	SM13				
		39 TEC USER 402	Y:ECC FID SUTF FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01IP	SR1TRST100	CMOD				
		40 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	0	Medium	01JG	SR1TRST100	SE37				
		41 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	6	Medium	0031	SR1TRST100	LSMW				
		42 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	6	Medium	003E	SR1TRST100	LSMW				
		43 TEC USER 402	Y:ECC_SUP_SUT2_ALL_FUNCTIONAL	ZB003	Basis Development & Client Administration	6	Medium	01JS	SR1TRST100	ZCONF				
		44 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001	Basis Development & System Administration	6	Medium	002B	SR1TRST100	LSMW				
			Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	6	Medium	01JS	SR1TRST100	S ALR 87101026				
		46 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	ő	Medium	01.IM	SR1TRST100	SE93				
		47 TEC USER 402	Y:ECC FID SUTF FINANCE	ZB000	Basis Development & System Administration	6	Medium	OOFM	SR1TRST100	SE38				
		48 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & Client Administration	6	Medium	01JH	SR1TRST100	SE38				
		49 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB003	Basis Development & System Administration	6	Medium	00FR	SR1TRST100	SM13				
		50 TEC_USER_402	Y:BWX_SUP_SUT2_BW_DEVELOPER	ZB001	Basis Development & System Administration	6	Medium	00HV	SB1TRST100	SM50				
		50 TEC_USER_402 51 TEC_USER_402	Y:ECC_FID_SUTF_FINANCE	ZB001 ZB003	Basis Development & System Administration	6	Medium	01JM	SR1TRST100	S_ALR_87101026				
		51 TEC_03ER_402	1.600_hb_3011_hitMitde	20003	pasis pevelopment & client Automist ation	0	mouluiil	o ram	aktikatio	5_ALK_0/101020				
		52												

### Figure 548: GRC Report in Excel Format -

When you download a GRC report, the system automatically opens Excel and displays the report results.

# **Appendix G: External Approver Authentication**

The features that support the external role request and approval processes in AMPS have been available since the inception of AMPS with few changes requested in the interim. When customers learned from the user community that certain business processes related to the approval of role requests were not fully supported in the application under the previously specified requirements, these customers submitted anecdotal evidence of a support gap. Customers also reexamined the business processes that support external user role requests and worked with the AMPS team to submit additional business requirements. These additional requirements help ensure that the AMPS technical solution addresses the needed support.

The result is an external approver module that features minimal change requiring virtually no retraining, and that better handles the authentication of external approvers. The External Approver Process has undergone three major changes in past releases:

• An attestation screen, called **Verify Approver**, which asks an approver to verify he or she is the identified and appropriate approver for the specified user.

# The AMPS External Service

AMPS added several features and functions that exact more control over how external approvals are handled. These new features and functions are not reflected in most of the user interface. AMPS has incorporated changes in some screens, while others remain the same:

- External users now identify their External Supervisors, External Security Officers, and External Authorizing Officials by providing only email addresses for these approvers during account registration.
- External approvers must be separate and distinct individuals having different addresses.
- External users still maintain up-to-date information on their approvers through the **My Information** section of their individual profiles.
- External users can still make changes to approver information through the role request process by updating the entries provided in the **User Information** screen of the role request sequence.
- AMPS notifies external approvers of approval requests through email notifications.
- External approvers still open approval forms through the AMPS External Service. They can apply changes to the approval forms as before, and either approve or reject the role request.

External Supervisors, External Security Officers, and External Authorizing Officials who provide approvals for these role requests have seen changes in how the approval forms are delivered

- A requirement to use a CAC or other smart card if an approver initially authenticates entry to the External Approval Portal using a CAC or smart card. Approvers who do not authenticate with a CAC will not be required to present this form of authentication, but their email address must match the address of record, and they must confirm their identity as the correct approver through the **Verify Approver** screen.
- A section on the **Approval Information Update** screen that enables the first-time external approver to enter their name and telephone number into the approver's record. The email address is managed by the requesting external user in their **My Profile>My Information** screen.

These features offer much better authentication support with minimal interruption to the approvers' familiar procedures.

by the AMPS External Service. AMPS now applies several backend and frontend changes to the delivery method that improves approver authentication support:

- After the external approver uses a CAC or other smart card to log in to the AMPS External Service, the Service requires the approver to use this authentication method on all successive approval requests submitted by the associated user.
- Since the DoD's CAC modernization directive was implemented, CAC-enabled external approvers should use the Authentication certificate on their CAC to authenticate.
- AMPS stores each approver's email address. If a CAC is used for authentication, AMPS may compare the email addresses from the approver's AMPS record and the CAC. If the comparison detects an email-address mismatch, AMPS cannot display the approval forms to the approver.
- An external approver must verify, through the **Verify Approver** screen, that he or she is the designated approver for the external user. This verification is requested only the first time the approver starts the approval process for that particular user. The verification answered during the first approval for the user is stored in the database for reference.

The procedures included in this guide present new features and functions in the external approval context, and identify the business rules introduced for this release.

# External Approval Service

The External Approval Portal (EAP) provides the entry point for an external approver to the
external approver's processes. An approver gains access to the portal by copying and pasting
the unique, encrypted URL provided in the Action Required email notification that AMPS
sends for each SAAR requiring an approval.

This portal is a module, separate from AMPS, that provides a bridge for communicating and displaying information from the external approver to AMPS. This bridge enables external

# **External Approval Processes**

This section provides you with a narrative description of the three major phases of an external user's role request and approval. The information helps you understand the process through the following steps:

## User's Role Request Submission

When an external user submits a role request, AMPS creates a SAAR that is automatically forwarded to the External Supervisor identified in the User Information screen of the role request sequence. AMPS sends the user's external approver information along with the request. This information includes only the approver's name and email address, but the approver can adjust the name, and fill in a telephone number in the approval form presented later, during their initial approval.

AMPS responds to the external user's SAAR submission in the following steps:

- Creates the SAAR,
- Checks the approver's email,

# External Approvers' Login to the EAP

External Approvers in this description include the following business roles:

- **External Supervisor (ESU):** this approver is required for every role request submitted by an external user.
- **External Security Officer (ESO):** this approver is required for every role request submitted by an external user.

### CAC- and Smart Card-Enabled Approvers

An external user who receives an *Action Required* email notification works through these basic steps with AMPS:

- 1. The external approver, following the directions provided in the **Action Required** notification, copies the approval URL from the email to a browser.
- 2. Activating the URL prompts AMPS to check for a credential: did the approver use a CAC or other smart card?

users to take maximum advantage of a limited number of AMPS features without requiring the same account access needed by internal approvers. Using the portal, approvers can take action on email notifications sent to them for role request approvals.

Access to the EAP requires the approver to enter the appropriate credentials for authentication purposes before he or she can proceed to a user's role request SAAR.

What happens during an external user's role request submission?

What happens during an external approver's login to the EAP?

What happens during an external approver's review of a SAAR?

• Sends an email notification to the approver containing a link to the EAP.

The following rules govern the actions of external users who have submitted role requests:

- Users can no longer approve their own role requests by identifying themselves as their own Supervisor or Security Officer.
- Users will continue to identify their External Supervisors and External Security Officers during account registration. AMPS creates approver records for previously unrecorded approvers when their information is entered by the user during registration or profile update.
- **External Authorizing Official (EAO):** this approver is required only for certain roles with role definitions that require this approval stage. The user supplies the EAO's email address as part of a role request. The EAO provides his or her name and phone number on the Approval Work Queue during the EAO approval process.
- 3. If the approver did not log in with a CAC or other smart card, see the sequence of actions in the *Non-CAC-Enabled Approvers* section.
- 4. If the approver used a CAC or other smart card but did not choose the PIV or Authentication certificate, AMPS may display an error message.
- For approvers who choose the email certificate while logging in with a CAC or other smart card, AMPS detects the email address from the certificate and compares it with the encrypted email address in the Action Required notification.

- a. If the email addresses match, AMPS checks the database for a preexisting external approver record.
  - i. If there is no preexisting record, AMPS creates a record for the external approver and stores the user's EDIPI with the record.
  - ii. If there is a preexisting record without an EDIPI, AMPS stores the EDIPI in the record.
- b. If the email addresses do not match, AMPS displays an error message. The approver will not be allowed to view the work queue listing the pending approval while they use this certificate.
- 6. For CAC and smart card users, AMPS performs an additional check next: the system verifies whether or not an approver with a preexisting record has EDIPI information associated with the record.

### Non-CAC-Enabled Approvers

- 1. The external approver, following the directions provided in the **Action Required** notification, copies the approval URL from the email to a browser.
- 2. Activating the URL prompts AMPS to check for a credential: did the approver use a CAC or other smart card?
  - a. If the approver did not use a CAC, AMPS checks to see if an external approver's record exists for the email address encrypted in the URL.
    - If the external approver record does not exist, AMPS creates an external approver record for the approver and stores it without an EDIPI. For approvers who do not use a CAC or other smart card, AMPS will match the approver's email of record with the email address in the approval notification.
    - ii. If the external approver record does exist, AMPS checks for existing EDIPI information in the record.
      - If the approver's preexisting record already has EDIPI information stored with it, AMPS displays an error message: a CAC- or smart card-enabled approver who has already used

# **External Approvers' Work Queue List**

After AMPS opens the EAP and displays the approver's **Work Queue** list of SAARs, the approver can select a SAAR to open and approve. AMPS associates the approver's encrypted email address (from the URL) with the approval task and passes that email address to the EAP.

The following list provides the sequence of steps that AMPS follows to further ensure an approval task is displayed for the correct approver.

- 1. AMPS first verifies the approver's email address is present and that it matches an existing approver record email address.
  - a. If the email addresses do not match, AMPS displays an error message: the approver has made an invalid request.
  - b. If the email addresses match, AMPS goes to Step 2.

- a. If the preexisting record does not have EDIPI information, AMPS adds the EDIPI to the preexisting record.
- b. If the record does have EDIPI information already, AMPS then compares the CAC's EDIPI with the approver record's EDIPI.
  - If the two EDIPIs match, AMPS searches for approvals and matches the correct ones by comparing the email address and the EDIPI. Only those that match are provided to the approver.
  - ii. If the two EDIPIs do not match, AMPS displays an error message indicating the approver is not allowed to view the approvals.
- 7. After the appropriate matches to authentication information are complete, AMPS assembles a list of pending approval SAARs, opens the EAP, and displays the pending SAARs in a Work Queue tailored for the logged-in approver.

this credential to authenticate as an approver and approve one or more SAARs must continue to use the CAC or smart card. The approver can use only the existing CAC or smart card used before to gain access to the Approval Work Queue list of pending approvals.

- 2) If the approver's preexisting record does not have EDIPI information stored with it, then AMPS must match the user's email address in the Action Required URL to the approver's email address associated with the SAAR. The pending approvals with matching email addresses will be displayed to the approver.
- b. If the approver used a CAC or smart card, see Step 2 in the **CAC- and Smart Card-Enabled Approvers** section.
- 3. After the external user's credentials have been verified, AMPS searches for approvals, assembles them in a list, and displays the list in the External Approver's **Work Queue**.
- 2. AMPS verifies that the email address matches the specified external approver's email address.
  - a. If the email addresses are not a match, AMPS displays an error message: the selected SAAR has been assigned to someone else.
  - b. If the email addresses are a match, AMPS goes to Step 3.
- 3. AMPS compares the requestor's email address to the approver's email address.
  - a. If the addresses match, AMPS displays an error indicating that a requestor does not have permission to approve his or her own SAAR.
  - b. If the addresses do not match, AMPS goes to Step 4.

- 4. AMPS compares the approver's email address to email addresses of all previous approvers for this SAAR:
  - a. If the current approver's email address matches any previous approver's email address, AMPS displays an error: the system does not permit an approver to approve a SAAR more than one time. Each approver must be a different person.
  - b. If the current approver's email address does not match any previous approver's email address, AMPS goes to Step 5.
- 5. AMPS checks the approver's record to determine whether or not the approver has previously verified that he or she is an ESU, ESO, or EAO for the user identified in the SAAR:
  - a. If the approver has not already established this verification, AMPS displays the Verify Approver dialog.

# **Contact Information for an Approver**

The business rules applicable to External Supervisors, External Security Officers, and External Authorizing Officials apply only to external users who work for a federal agency outside DLA or DFAS and who are either members of the military, members of the civilian workforce, or government contractors. Vendors and members of the public who have external user accounts are not required to obtain Supervisor or Security Officer approval for their roles.

- i. If the approver agrees that he or she is the correct approver for the specified user, AMPS updates the approver's record with a confirmation that the approver is the user's approver.
- ii. If the approver does not agree to this verification, AMPS automatically rejects the SAAR.
- b. If the approver has already established this verification, AMPS goes to Step 6.
- 6. After the approver clicks the pending approval action from the Work Queue and, if necessary, verifies he or she is the correct approver for the specified user, AMPS displays the decision screen appropriate for the approver's role.

After Step 6 is completed, AMPS captures the approver's decision and proceeds with the workflow as determined by the decision.

### Note:

Only a user, working with an External Approver, can maintain the approver's email address of record. If the approver's email address changes, he or she must notify all direct reports to advise them of the change.

# **Appendix H: References**

Some information in this user guide has been supplied from one or more of the following sources:

Document Type	Author	Title	Source Location
DoD Policy	Craig Alderman	Department of Defense Policy Number 5200.2-R, January 1987 Subject: Personnel Security Program	http://www.cac.mil/policies/
NIST Resource List	N/A	National Institute of Standards and Technology (NIST): Role-based Access Control (RBAC) and Role-based Security	http://csrc.nist.gov/groups/SNS/rbac/
ECA root certificate download instructions	N/A	DoD Class 3 PKI Download Root CA Certificate: Instructions for downloading the certificate for the Root Certificate Authority (CA).	http://dodpki.c3pki.chamb.disa.mil/rootca.html
Web Site	N/A	PKI and PKE tools	https://www.idmanagement.gov/IDM/s/ https://www.idmanagement.gov/IDM/s/article_content_old?tag=a0Gt0000000XRrC

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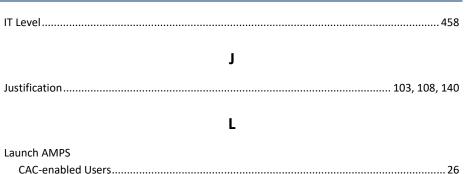
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