

ACCESS MANAGEMENT

POLICY SUMMARY

This policy establishes a critical component of Northern Arizona University's ("University") strategic Identity and Access Management ("IAM") program. It guides actions related to University Information and information technology ("IT") systems on which access to and the safeguarding of these resources depends. All University community members share the collective responsibility to protect access to University Information and IT Resources from harm through careful adherence to these requirements, which are designed to support the information-sharing needs of the University and its mission.

REASON FOR THIS POLICY

The University's Information is a valuable asset that requires appropriate protection from unauthorized use, modification, loss, or disclosure. Protection involves acting in a manner consistent with industry best practices, applicable laws, and certain contractual obligations. Unauthorized use or disclosure of University Information could cause harm to the University or members of the University community. Clear policies and standards regarding access to University IT Resources contribute to mitigating these risks.

ENTITIES AFFECTED BY THIS POLICY

- All units that access or authorize access to the University's IT Resources or services
- Information Security Committee
- Identity and Access Management Team

WHO SHOULD KNOW THIS POLICY

- All employees who access or authorize access to the University's IT Resources or services
- Chief Information Officer ("CIO")
- Data Stewards
- Director, Information Security Services
- System Administrators and Technicians

DEFINITIONS

Access: the means or ability and permission to connect to, view, alter, obtain or distribute IT Resources.

Access Management: the process of identifying, tracking, controlling and managing authorized or specified users' permissions or access to a system, application or any IT instance or resource.

Account: a defined username with an associated Authentication Method that provides access to an IT Resource as the specified username.

Authentication: the means of verifying the authenticity of a Digital Identity assigned to an individual, service or device.

Authentication Methods: the technical process used to determine the validity or legitimacy of a Digital Identity, updated periodically to reflect best practices in security management. Security methods are approved by the CIO and documented as institutional IT procedures.

Authorization: a set of rules that determines what an authenticated Digital Identity has access to, or what actions it is approved to perform.

Data Steward: an official charged with controlling access to and properly curating University information or data.

Digital Identity: a set of attributes stored as electronic data that represent or describe a person, device, or service. These attributes may include, but are not limited to, a name, an electronic mail address, login credentials, or similar identifying information that when taken together, distinctly describes and identifies the person, device, or service.

Information Security Standard: official criteria that establish the minimum requirements for administering, managing, protecting, or securing a particular aspect, function, or element of the University's IT Resources.

Information Technology ("IT") Resource: any computer, server, communication or mobile device, or electronic data, data storage, transmission or control device that is owned and/or operated by the University, used to conduct University business, or connected to the University's IT networking or communication systems regardless of ownership, location, or access method. These resources are referred to herein as "IT Resources."

System Administrators: University employees responsible for configuring, administering and maintaining University IT Resources for use by Authorized Users for authorized purposes.

University Community Members: all University faculty, staff, student employees, students, alumni, affiliates, contractors, consultants, agents, and volunteers wherever located.

University Information: any computer, server, communication or mobile device, or electronic data, data storage, transmission or control device that is owned and/or operated by the University. These resources are referred to herein as "University IT Resources."

POLICY

A. Applicability

This policy, and its incorporated Access Management Standards, apply to all University Community Members and other users of University Information wherever located, including all third-party individuals or entities granted access to University Information. Additionally, this policy applies to all University IT Resources wherever located, all applications or University data contained on those devices or systems, and all other devices, including privately owned devices where University data is processed, that connect to the University's information networks or data storage systems.

B. Identity and Access Management Team

At the direction of the CIO and the Director of Information Security Services, IAM administers the University's comprehensive Identity and Access Management Program to help maintain the availability, confidentiality, and integrity of University Information. The office provides IAM services including password management, authentication and authorization systems, user lifecycle management, privileged access management, incident response, guidance for complying with IAM controls, oversight of identity and access management activities, and other related services that comprise the University's Identity and Access Management Program.

C. Access Management Standards

The CIO, in collaboration with the Director of Information Security Services and the Information Security Committee, establishes and revises as necessary or appropriate the comprehensive set of Access Management Standards listed below. All University units must meet the minimum applicable requirements established in each Access Management Standard for the protection of University IT Resources. In consultation with and at the

approval of the CIO or designee, individual units may adopt additional Access Management Standards that exceed these minimum requirements. After careful review, the CIO or designee may grant a written exemption to a particular Access Management Standard when the CIO determines that doing so serves the best interests of the University. The CIO, or designee may also enforce stricter access controls on systems or users that represent elevated risk to the University. Other IAM requirements are outlined in the Access Management-related University Policies cross-referenced with this policy below. The University's Access Management Standards include the following:

[Standard and Privileged Access](#)

[User Account Types](#)

D. Digital Identities

1. A Digital Identity is the collection of data that represents a user or entity that interacts with University IT Resources. It is usually stored in a directory system that is referenced from applications. It is represented or thought of as an Account, but it should be noted that a single Digital Identity can have multiple Accounts across many different systems.
2. Northern Arizona University will grant access for University Community Members to IT Resources and services mainly through Digital Identities represented as Accounts. These Accounts will primarily be represented by a username known as NAU User ID (NAU UID). Alternative Accounts may be issued as needed to authorize access to IT Resources that do not use an NAU UID.
3. All Digital Identities must be assigned to a University Community Member or associated with a responsible party.
4. Levels of authorized access will be based on University defined attributes such as, but not limited to, type of affiliation, employment status, academic status, or group membership. Access granted to an account may change if a University Community Member's attributes change.
5. Authorized access must be approved through a documented request process like the Affiliate Account Request process, Electronic Peoplesoft Administrative Security System (ePASS) request, other automated workflow requests, supervisor approval, or automatic entitlements based on job position or digital identity attributes.
6. Periodic reviews of access levels, group memberships, sponsored affiliates, and role assignments must be performed by affiliate sponsors, employee supervisors, Data Stewards, System Administrators, technicians, and the IAM team to ensure eligibility. Reviews and audits may be performed by the University Internal Audit team.

E. Duty to Report Access Violations

It is the responsibility of each individual University Community Member to report access that is not associated with their current role, position or affiliation at the University to the appropriate Data Steward, service manager, or the IAM team. The utilization of access that is not explicitly granted to that individual's current role at the University is expressly prohibited. The CIO, after consulting with General Counsel, may temporarily suspend or permanently revoke an individual's access to the University's IT Resources if necessary to protect or maintain the integrity or security of the University's IT systems or data – in such cases notice to the affected user will be provided.

RESPONSIBILITIES

Chief Information Officer: in collaboration with the Director of Information Security Services, updates as necessary and appropriate and enforces the University's *Access Management Standards*.

Data Stewards: perform periodic reviews of access levels, group memberships, sponsored affiliates, and role assignments to ensure eligibility.

Director, Information Security Services: reporting to the CIO, is responsible for working with the roles identified herein to develop and implement security policies, procedures, protocols, and standards in support of this policy and the Information Security Program; is responsible for working with individuals, departments, and administrators to implement and enforce this policy and serves as chair of the Information Security Committee.

Identity and Access Management Team: review and enforce access policies, standards, business rules and systems that manage and grant access to IT Resources; perform periodic reviews of access control systems to ensure existing granted accesses are still appropriate.

System Administrators and Technicians: ensure the effective implementation of this policy; maintain the privacy and confidentiality of sensitive information seen or obtained in the normal course of their work; report suspected or actual violations of the University information technology policies to the appropriate University authority; perform periodic reviews of access levels, group memberships, sponsored affiliates, and role assignments to ensure eligibility.

University Community Members: familiarize themselves to these policies and standards and implement within their respective areas of responsibility to protect University IT Resources.

PROCEDURES

[Affiliate Account Request](#)

[Electronic Peoplesoft Administrative Security System \(EPASS\)](#)

RELATED INFORMATION

Forms or Tools

[Standard and Privileged Access](#)

[User Account Types](#)

Cross-References

[Affiliate Management](#)

[Appropriate Use of Information Technology Resources](#)

[Information Security](#)

[Standard and Privileged Access](#)

[User Account Types](#)

Sources

[Arizona Board of Regents Policy 9-201](#)

[Arizona Board of Regents Policy 9-202](#)

APPENDIX

None.