

CBS USER ACCESS REQUEST FORM

REQUIREMENTS & PROCEDURES



Purpose: To outline the process for **requesting, restoring, and deactivating** user access to, and **changing roles** within a Commerce Business Systems (CBS) application. Oracle IDs and passwords for access to CBS are established by the Information Technology Center (ITC), Information Systems Office, Office of Finance and Administration.

Requirements:

- ✓ All CBS users must be listed with their current duty station in the NOAA LOCATOR prior to being granted access to the systems. Information can be provided via e-mail at noaa.locator@noaa.gov. This is the responsibility of the user's office.
- ✓ All CBS users must complete a CBS USER ACCESS REQUEST FORM. The form can be obtained by contacting the CBS Client Services Help Desk on **301-427-1023** or via e-mail at clientservices@noaa.gov. The form is also available under the "Forms" hyperlink on the [CBS Home Page](#).

Procedures:

1. You, the user, must complete the CBS User Access Request Form and obtain your supervisor's signature. Please ensure the name and phone number of your office's System Administrator or LAN support person is also on the form. Forward the form to the CBS Client Services Help Desk via **fax** to **240-632-2886**.
2. Client Services will review and record your request in the Help Desk software, creating an action ticket. The appropriate CBS Team will be notified and will either approve or disapprove the request (new users, restored users, and role changes). Requests for deactivation will be forwarded directly to the CBS DBAs and to the ITC for immediate action. Access privileges must be removed as soon as the need expires or within 24 hours of separation from NOAA. (See NOAA's Rules of Behavior at [NOAA Office of the CIO/HPCC - IT Security Office - Policies, Regulations and Laws](#))
3. Once approval has been provided by the appropriate CBS Team, requests for new and restored users will be forwarded to the ITC for action. Requests for role changes will be forwarded directly to the CBS DBAs (or the appropriate CBS Team) for action (See Step 6).
4. Based on the information provided, the ITC will establish/restore/deactivate a CBS user account and password. Once this has been accomplished, the ITC will notify Client Services.
5. For new and restored users, Client Services will ensure that the correct Oracle ID is established in the GL029, Employee Information Maintenance Screen, in CFS using the standard Oracle naming convention. If, for any reason, the ITC must deviate from this convention, Client Services will be notified.
6. The Client Services will establish/change the role.
7. Client Services will notify you, the user, via e-mail to contact the ITC for your user name and password. You must contact the ITC via e-mail at itc.accounts@noaa.gov. Exception: Client Services will provide the Oracle passwords directly to the Commerce Purchase Card System (CPCS) field contacts for all CPCS users.
8. Client Services will close the help desk ticket.