

Division: Information Technology Services

Service Statement Title: Provide Management Systems for Registration and Authentication

End Users of Service: Students and staff who connect to Monash University computer systems.

Service Description: Management of appropriate access to University IT facilities by authorised students, staff, associated staff and other authorised persons. This includes central registration and authentication services (such as the Monash Directory Service and CRUX) as well as separate registration and authentication services provided by major corporate applications such as Callista and SAP.

Activities/ Sub service	Service Provider Responsibilities	Faculty Responsibilities	Other Information
	<p>Provide a set of robust tools to enable authorised users controlled access to a variety of University computer systems.</p> <p>Ensure that data held by the registration and authentication systems is accurate and consistent with data in other, related corporate systems (e.g Callista and SAP HR).</p> <p>Ensure that, if the status of a user changes, consequential changes take place in the registration and authentication system.</p> <p>Provide a usable mechanism to allow users to prove their identity to computer-based systems.</p> <p>Provide reliable tools to allow users to change their details.</p>	<p>Advise users that they are required to abide by all relevant University IT policies (see www.its.monash.edu.au/policies).</p> <p>Advise users that they must keep their own details up to date in corporate systems.</p> <p>Obtain authorisation to use computer systems from appropriate University officers.</p> <p>Note: Organisational units are responsible for authorising appropriate staff to manage registration and authentication of their users.</p>	<p>Service availability The “total potential availability” of this service is 24 hours by 7 days. Supported hours are between 8 am and 6 pm (Melbourne time) Monday to Friday on University working days. Limited on call support is available in accordance with the ITS on call provisions. Necessary outages (e.g. the application of security patches) are advised, and extended outages (e.g. major upgrades of a system) are negotiated.</p> <p>First point of contact for customer in event of service problem The ITS Helpdesk. A submission form is available at www.its.monash.edu.au/helpdesks. However, for registration and authentication problems associated with administrative systems (e.g. Callista or SAP HR): the IAS Help Desk.</p> <p>Problem escalation procedures Follow the standard ITS Helpdesk escalation procedures, as described at www.its.monash.edu/policies/incidents.</p> <p>Services excluded Auditing of lists of users. Any registration and authentication service for systems not directly provided by ITS.</p> <p>Critical service dependencies external to Monash Third party support for equipment and services.</p> <p>Other Information Service Manager: Manager, Identity and Messaging Services, Infrastructure Services, ITS.</p>

Glossary

CRUX	The user rights management system. It handles computer accounts for most Monash systems.
IAS	Integrated Administrative Systems
MDS	Monash Directory Services. A set of protocols used to access central directories of information.
