



# User Guide

AMPS Procedures for Users and Administrators

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# Overview

AMPS is an account provisioning system that sets up your access to computer application resources or provides information to a provisioner for manual setup. Access is based on the approval of your request for one or more application roles.

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.

## AMPS User Guide

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

- End users will find instructions for creating and submitting role requests, as well as removing roles.
- Approvers—including Supervisors, Security Officers, Data Owners, and Information Assurance Officers—will find instructions for handling approvals.
- A short section on Total AMPS provisioning is also included.

## AMPS URL

Getting access to AMPS is easy; just open a browser and navigate to this URL:

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**<https://amps.dla.mil/oim>**

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## Common User Access (CAC) Authentication

At present, the DLA is running two versions of AMPS: Legacy AMPS and New AMPS. Legacy AMPS, the existing system, is being replaced in stages by New AMPS. For the tasks and procedures outlined in this guide, you will use New AMPS solely.

**Please note that the system may require CAC-enabled users to select a CAC certificate twice. This condition will continue until Legacy AMPS is retired and all users have migrated to New AMPS.**

## Enterprise Help Desk

Users who need assistance with AMPS should contact the Enterprise Help Desk:

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**Telephone: 1-855-352-0001**  
**Email Address: DLAEnterpriseHelpDesk@dlamail**

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# AMPS Documentation

The AMPS team provides this user guide to acquaint users with AMPS procedures. We will update screen images, procedures, notification messages, and new functions periodically as AMPS is enhanced. Check the version number and date on the **User Guide** title page to ensure you have the latest copy. The latest versions of the **User Guide** and other job aids will be available through the AMPS Home page.

After launching AMPS, all users have access to a link to an **AMPS Documentation** page. The documentation on this page takes the place of all past guides, job aids, and other documents. All documents listed on this page are distributed in Adobe PDF format and require Acrobat Reader to view. See the section entitled **How to Launch AMPS: CAC-enabled Users** on page 4 for instructions on starting AMPS.

## How to Open the AMPS Documentation Screen

1. Click the **AMPS Documentation** link.

AMPS displays the documentation page (see Figure 2).

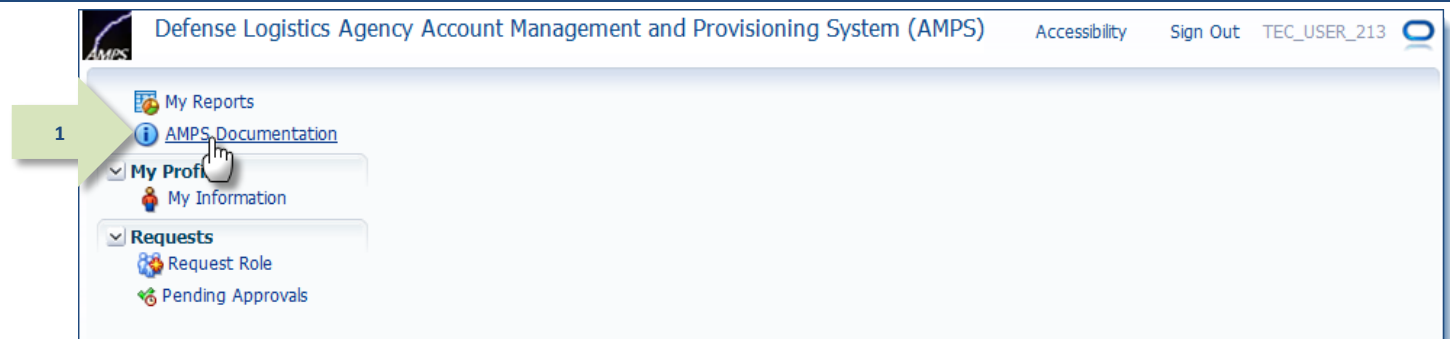


Figure 1: Sample Home Page - AMPS Documentation Link

2. Click the link for the document you want to download and view.

For PDF documents, AMPS opens Acrobat Reader automatically and displays the selected document or video file.

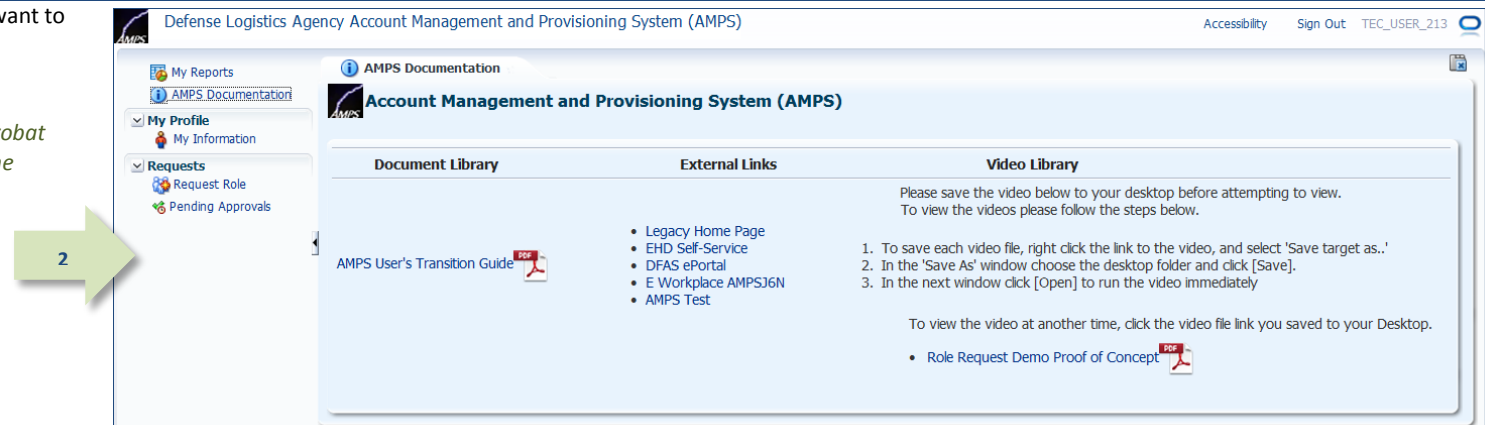


Figure 2: AMPS Documentation Page

# Launching AMPS

<b>What you can do:</b>	As a Web-based application, AMPS is available through a browser, such as Internet Explorer (version 8 or later) that supports DLA web site access. Getting access to AMPS is as simple as opening a browser instance and entering the AMPS URL. Internal users: CAC authentication External users: User ID and password
<b>Where to start:</b>	Start Internet Explorer or other approved browser.

## How to Launch AMPS: CAC-enabled Users

1. In the URL address field, enter the following URL:

<https://amps.dla.mil/oim>

2. Click the arrow icon in the browser, or press your keyboard's **Enter** key.

*AMPS displays a security certificate request (see Figure 4).*

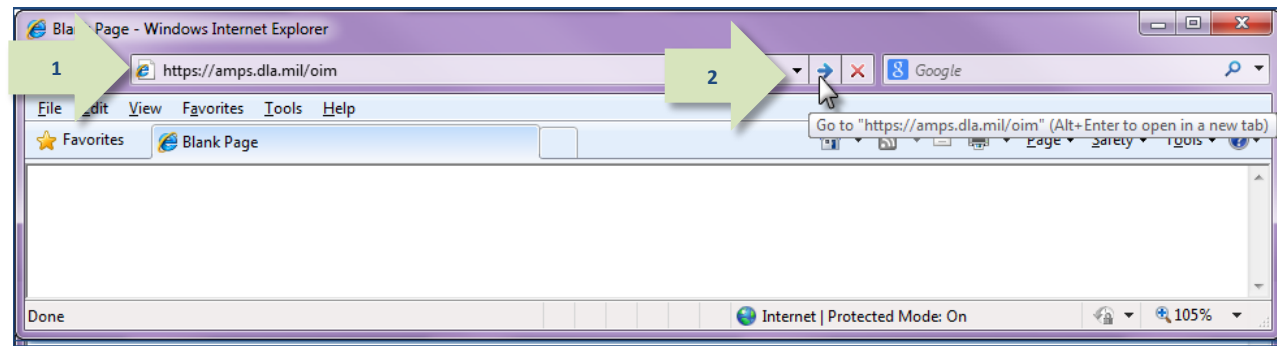


Figure 3: Sample Browser Page – AMPS URL

3. Select a certificate and click **OK**.

*AMPS displays a **Single Sign-on Authentication** screen (see Figure 5).*

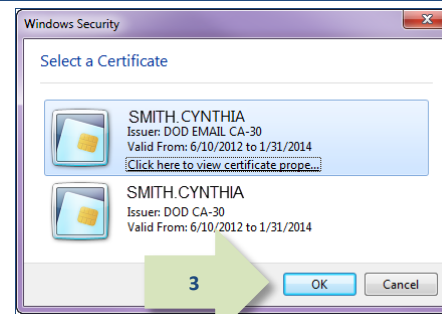


Figure 4: Security Dialog – Certificate

4. Read the conditional statement for information system access and click **OK** to acknowledge your understanding and agreement.

*AMPS displays the **Single Sign-on Authentication** screen.*

5. Click **OK** to acknowledge consent and proceed to AMPS.

*AMPS opens the **Home** screen (see Figure 6).*

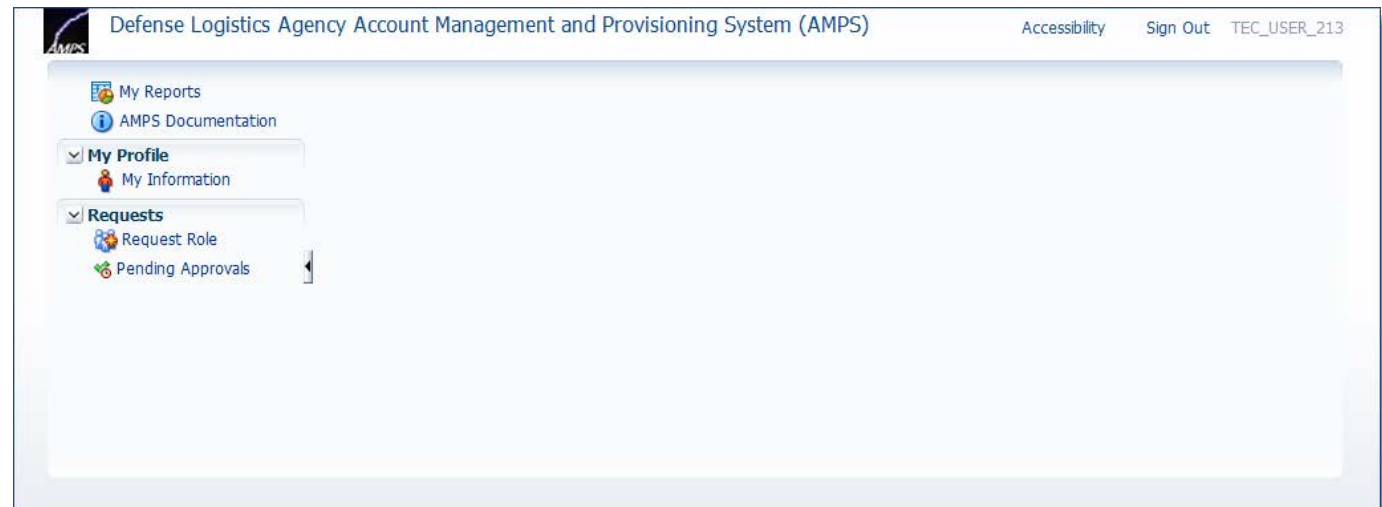


**Figure 5: Single Sign-on Authentication - Acknowledgement Confirmation**

**Note:**

The sample shown in Figure 6 displays the commands available to any user. Certain AMPS administrator roles have additional commands that enable them to complete tasks within AMPS.

- *Check the **AMPS Home: Quick Tour** section for more information about the Home screen.*



**Figure 6: AMPS Home Screen - Sample User**

## AMPS Home: Quick Tour

A. Main Menu: Provides access to common tasks you perform in AMPS.

B. Tabbed screens provide parallel access to multiple task types.

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

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

D. Navigation buttons: furnish the method for proceeding forward and backward through a series of task screens on a tab page.

E. Close button: click the **Close** button on any tab page to close the current tab without completing the task on that page.

F. Required fields: fields that require you to enter information before you proceed are marked with an asterisk (\*).

G. "Train" screen navigation tool: some tasks, such as **Role Request**, furnish a connected series of screen names called a "train." If you are familiar with the "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** page in **Role Request**, you can skip the previous screens and jump back to **User Information** without having to navigate backward through every screen in sequence.*

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

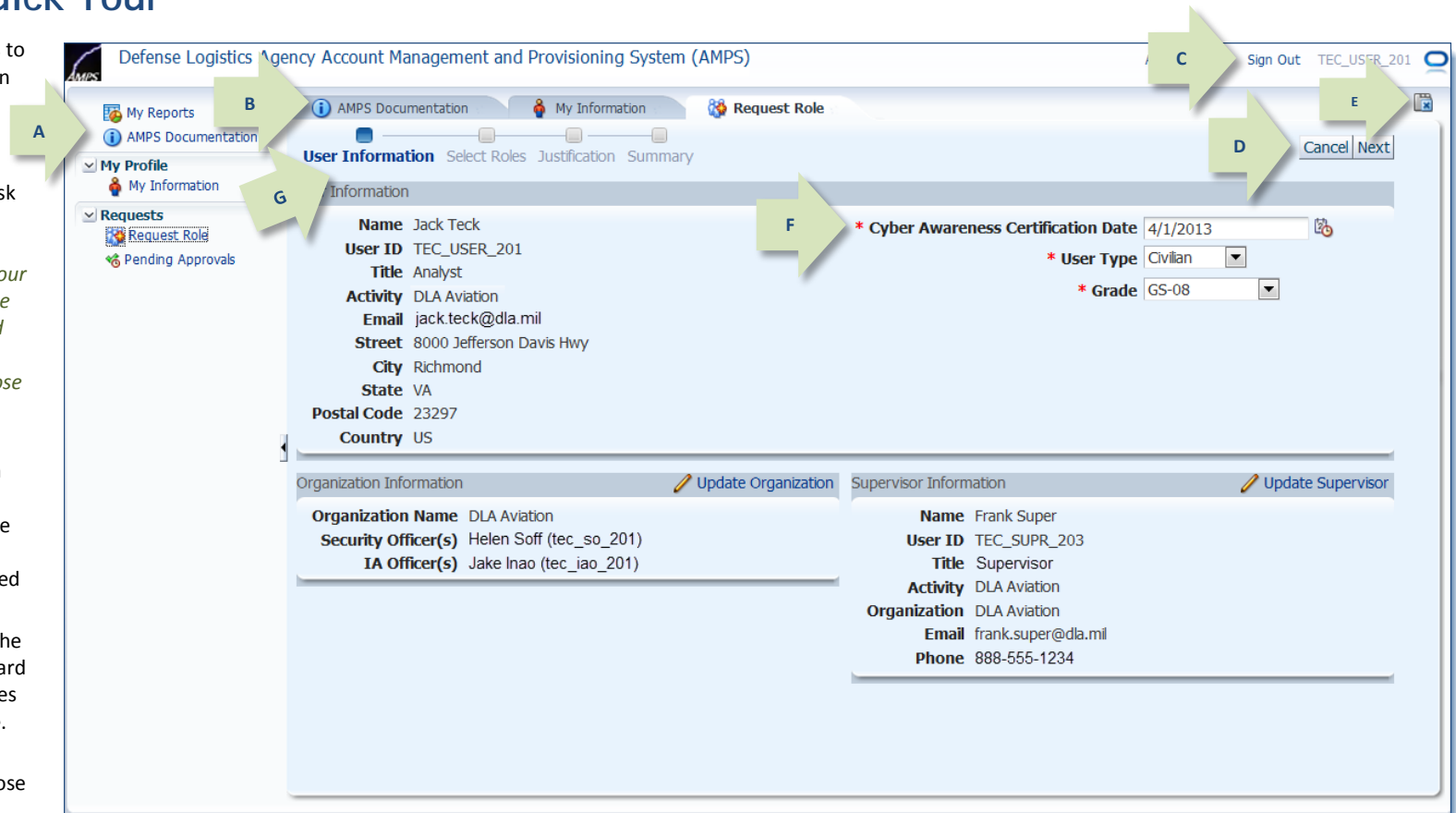


Figure 7: Sample Home Page

## Disable the Compatibility View Feature in Internet Explorer

When you launch AMPS in Internet Explorer (IE), you may see a **Compatibility View** message. The 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 New 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.*

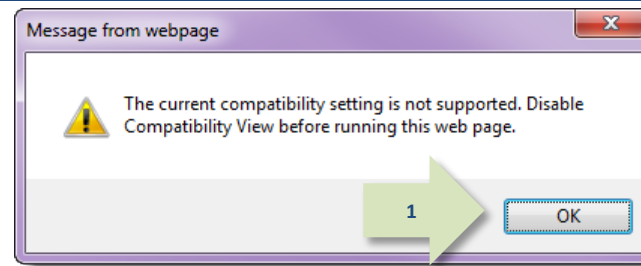


Figure 8: Compatibility View Message

2. In the IE Command Bar, click **Tools**.

3. Click **Compatibility View Settings**.

*AMPS opens the **Compatibility View Settings** dialog (see Figure 10).*

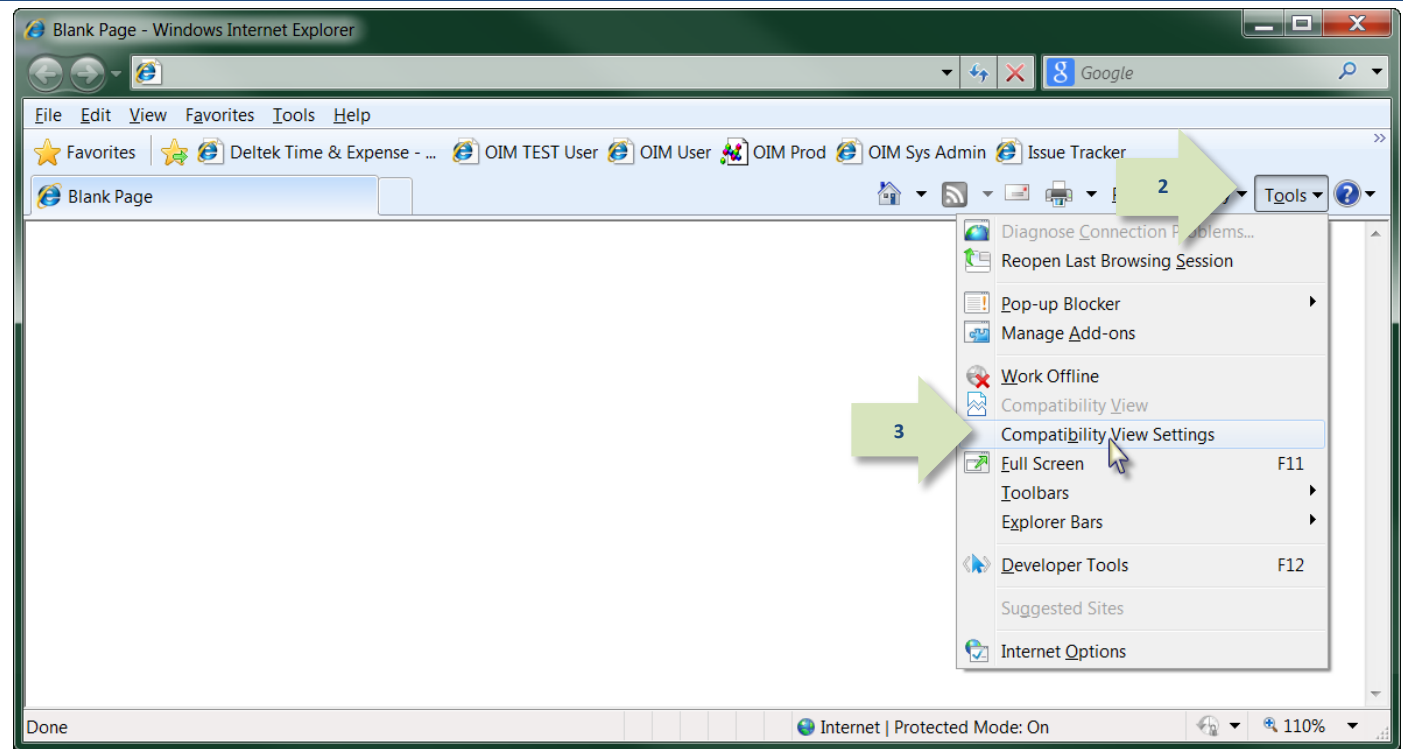


Figure 9: Internet Explorer - Tools Menu

- 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.*

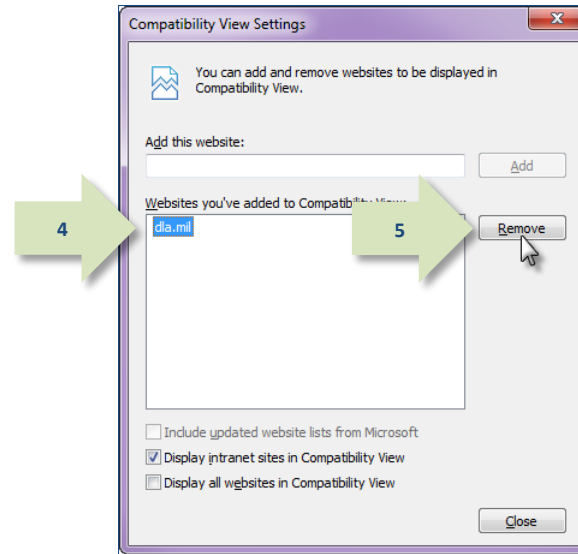


Figure 10: Compatibility View Settings: Remove All Web Sites

- Locate the checkbox for option to **Display intranet sites in Compatibility View**.

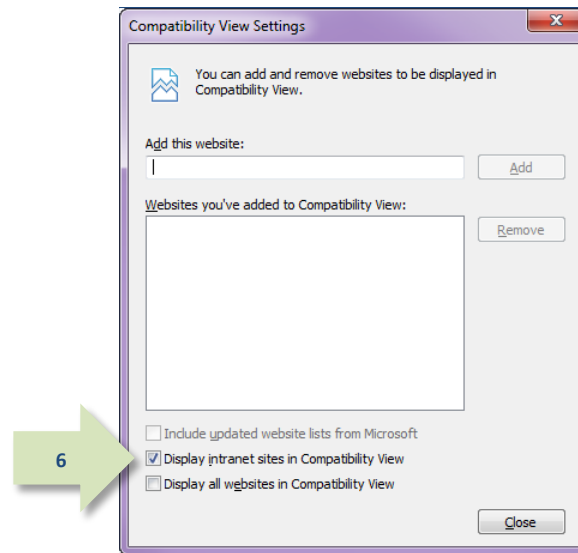


Figure 11: Compatibility View Settings – Deselect the Compatibility View Option

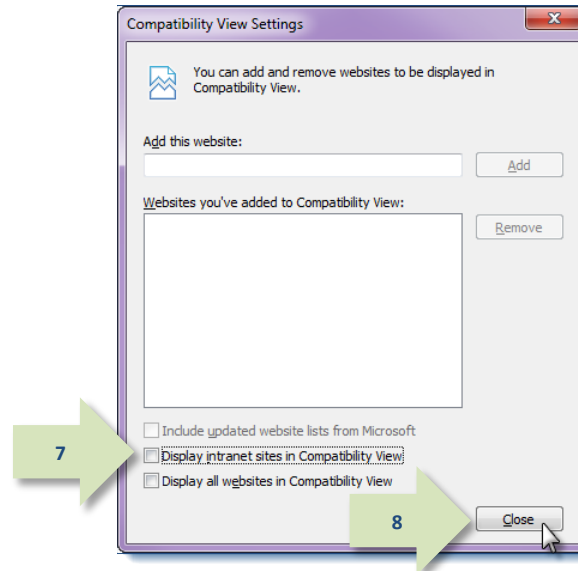


7. Click the checkbox to deselect the option.

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**.*



**Figure 12: Internet Explorer - Deselect the Option to Display in Compatibility View**

# My Profile

<b>What you can do:</b>	The menu section labeled <b>My Profile</b> enables you to view and manage information about yourself, your roles, and your accounts.	
<b>If you need to . . .</b>	<b>Navigate this path to this specific screen . . .</b>	
Identify the roles you have through AMPS	My Profile > My Information > Application & Roles tab > <b>Current Roles</b>	
Check the status of a pending role request	My Profile > My Information > Application & Roles tab > <b>Pending Roles/Requests</b>	
Review or modify basic information or contact data	My Profile > My Information > User Information > <b>User Information</b> My Profile > My Information > User Information > <b>Contact Information</b>	
Manage your password or challenge questions (external users only)	My Profile > My Information > Change Password My Profile > My Information > Challenge Questions	
Update your Organization	My Profile > My Information > User Information > <b>Organization</b>	
Change your Supervisor	Internal users: My Profile > My Information > User Information > <b>Supervisor</b>	
View your Direct Reports (Supervisors only)	My Profile > My Information > <b>Direct Reports</b>	
<b>Where to start:</b>	Launch AMPS	

## How to Check Your Role Status

1. Launch AMPS.

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

2. Under the **My Profile** menu on the **Home** screen, click **My Information**.

AMPS displays the **My Information** screen (see Figure 14).

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

AMPS displays the **Applications & Roles** tab page.

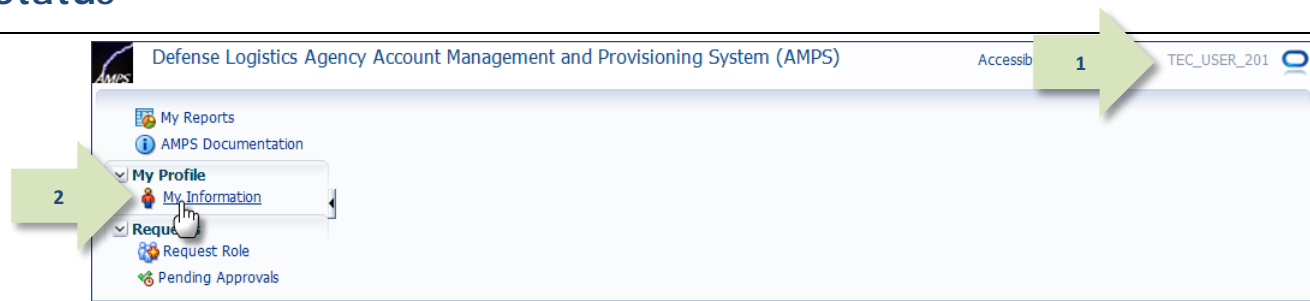


Figure 13: AMPS Home Screen *My Profile* Menu

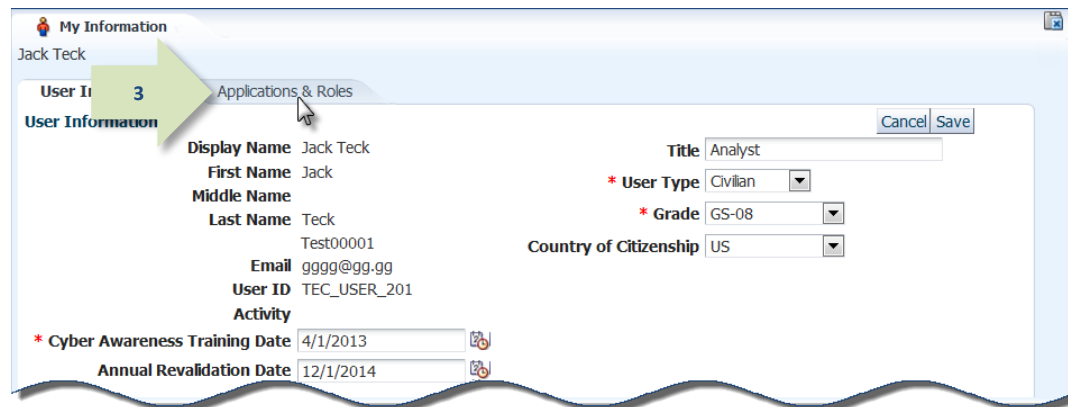


Figure 14: Role Status Screen - Application Roles Tab

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

AMPS displays the following data:

- Role name
- Application
- Environment (Production)
- Role Type (User or Admin)

- Review the **Pending Roles** section to check the status of a role request according to SAAR number.

AMPS displays the following data:

- SAAR ID
- Role Name
- Status
- Current Approver
- Request Date
- Expiry Date
- Last Activity Date

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.

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

Jack Teck

User Information Applications & Roles

**CAGE Code**

**DODAAC**

DODAAC	Application
No data to display.	

**Optional Application Attributes**

Attribute Name	Attribute Value	Application	Role Name
No data to display.			

**Provisioned Accounts**

Target System	Target Account
No data to display.	

**Current Roles** Request Role Remove Role

Role Name	Application	Environment	Role Type
AMPS BASIC TEST ROLE	AMPS	TEST	User Role

**Pending Roles** Cancel Request

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
6133	DRU Prod - BAE ACM User	PENDING APPROV...	Security Officer	12-16-2013	01-05-2014	12-16-2013

**SAAR History**

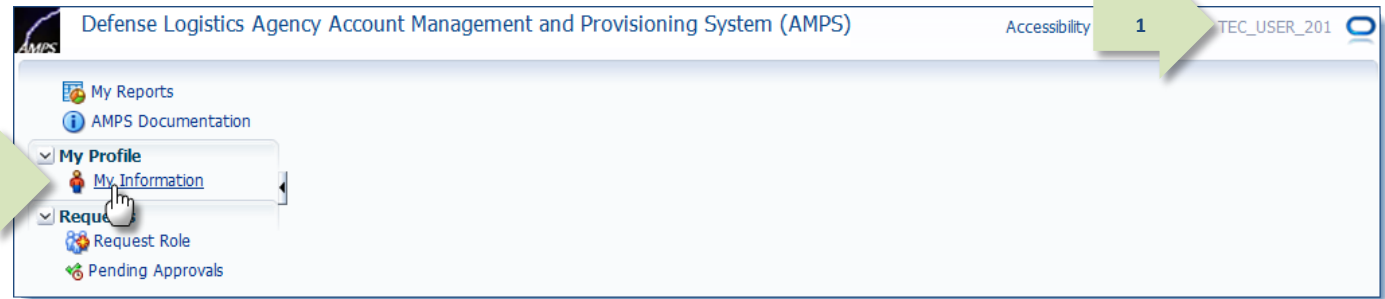
SAAR ID	SAAR Type	Resource Name	Status	Last Activity Date
6142	Role Removal	AMPS DLA NEW USER ADMINISTRATOR	COMPLETED	12/17/2013
6141	Role Request	AMPS DLA NEW USER ADMINISTRATOR	COMPLETED	12/17/2013
6068	Role Request	AMPS INFORMATION ASSURANCE OFFICER	REJECTED	12/8/2013
6031	Role Request	AMPS BASIC TEST ROLE	COMPLETED	10/10/2013

Figure 15: Applications & Roles Tab Page

# How to View and Manage Your AMPS Information

1. Log in to AMPS.

AMPS displays the **Home** screen. Your ID is displayed to indicate you are the logged-in user.



2. Under the **My Profile** menu on the **Home** screen, click **My Information**.

AMPS displays the **My Information** screen.

Figure 16: AMPS Home Screen *My Profile* Menu

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

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

Any of the bordered fields in **User Information** and **Contact Information** are modifiable. To modify data in nonmodifiable fields, contact the Enterprise Help Desk.

Click the search icon beside the **Organization Name** field to update your Organization. The IA Officers and Security Officers listed correspond to the selected Organization.

Click the search icon beside the **Supervisor Name** field to update your Supervisor name and information.

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

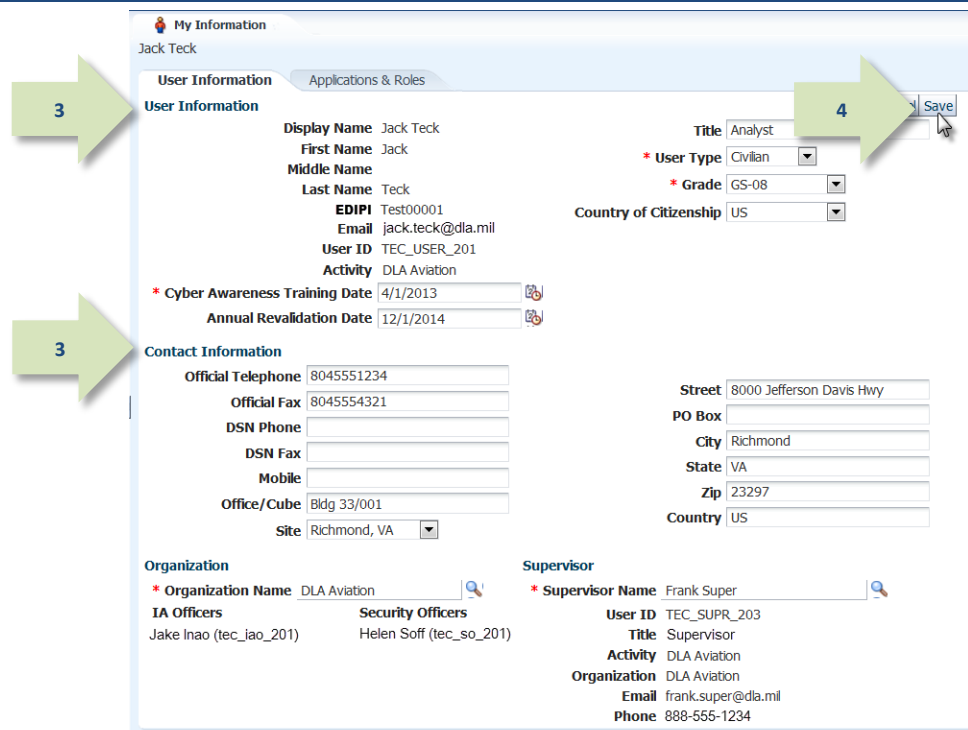


Figure 17 : User Information Screen

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

## Role Request Process

**What you can do:** The Role Request process enables you to select and enter information required to submit a role request. The process displays several 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:

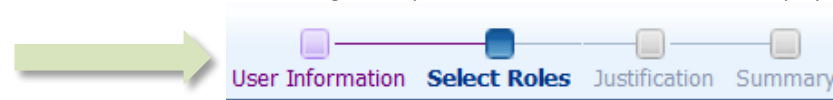


Figure 18: Role Request Navigation

**Where to start:** Start the Role Request process by launching AMPS to display the **Home** screen.

Note that any field marked with an asterisk (\*) is a required field.

## How to Request a Role: Internal User

1. Log in to AMPS.

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

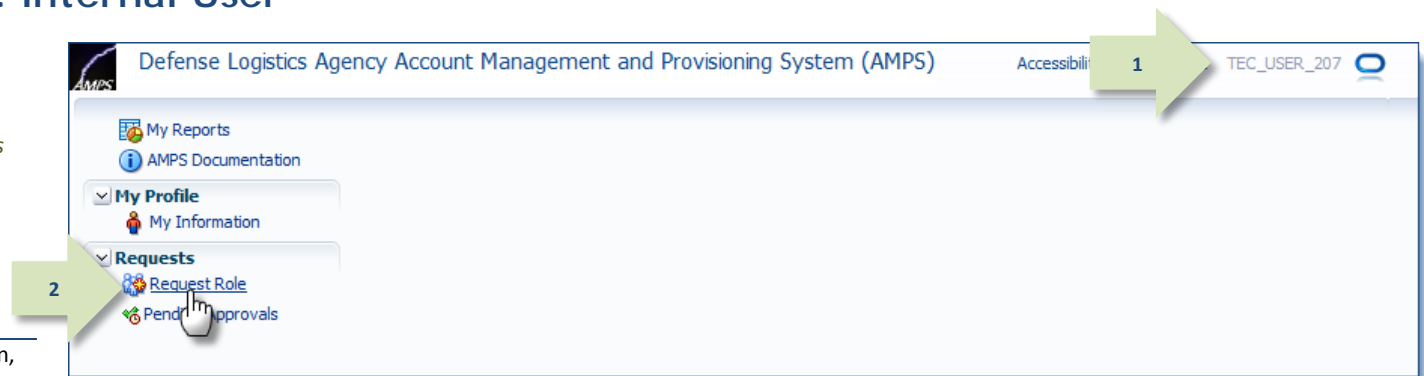


Figure 19: AMPS Home Screen

2. In the **Requests** menu on the **Home** screen, click **Request Role**.

3. Enter your **Cyber Awareness Certificate** date (required).

---

4. Select your **User Type** from the following choices (required):
  - \* *Internal user selections:*
    - i. **Military:** select your **Branch** and **Rank** from the fields displayed when you select this User Type.
    - ii. **Civilian:** select your **Grade** in the field displayed when you select this User Type (required).
    - iii. **Contractor:** enter your **Contract Number**, **Contract Company**, and **Contract Expiration** date in the fields displayed when you select this User Type.

5. Update your **Organization**, as needed, and note the contact information for the **Security Officers** and the **IA Officers**.

(See **How to Update Organization Information** on page 19 for more instructions.)

6. Update your **Supervisor**, as needed.

(See **How to Update Your Supervisor** on page 22 for more instructions)

7. Click **Next**.

The screenshot shows the 'Request Role' application window with the following sections:

- User Information:**
  - Name: dinah teck
  - User ID: TEC\_USER\_207
  - Title: Analyst
  - Activity: [blank]
  - Email: dinah.teck@dla.mil
  - Street: 8000 Jefferson Davis Highway
  - City: Richmond
  - State: VA
  - Postal Code: 23297
  - Country: US
  - \* Cyber Awareness Certification Date: 4/1/2013
  - \* User Type: Civilian
  - \* Grade: GS-08
- Organization Information:**
  - Organization Name: DLA Aviation
  - Security Officer(s): June Soff (TEC\_SO\_202), Harry Soff (TEC\_SO\_203), Isadore Soff (TEC\_SO\_204), Helen Soff (TEC SO 201)
  - IA Officer(s): Jake Inao (TEC\_IAO\_201), Kealii Inao (TEC\_IAO\_202), Mary Inao (TEC IAO 204)
- Supervisor Information:**
  - Name: Marge Super
  - User ID: TEC\_SUPR\_201
  - Title: Supervisor
  - Activity: [blank]
  - Organization: DLA Aviation
  - Email: marge.super.civ@dla.mil
  - Phone: 804-555-7412

Figure 20: Request Role - User Information

## AMPS Displays the Select Roles Screen

8. In the **Select Roles** screen's **Search Roles** 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 **Role Name** field (see Figure 21).

9. Click the **Search** button.

*AMPS displays the names of all roles having a name or other criteria that match the **Search** string.*

10. Locate the role you want to request in the **Select Roles Role Name** list:

- To verify your choice, click the **Expand** button (>) to display details about the role.
- EBS users: If you select an **Additional** role without first requesting and receiving a related **Primary** role, AMPS displays an error message.

11. Select the role and click the right arrow button.

*AMPS copies the role name to the **Select Roles list** panel on the right.*

To request multiple roles, repeat steps 8-10 if you do not require, or already have, a primary role.

12. Click **Next**.

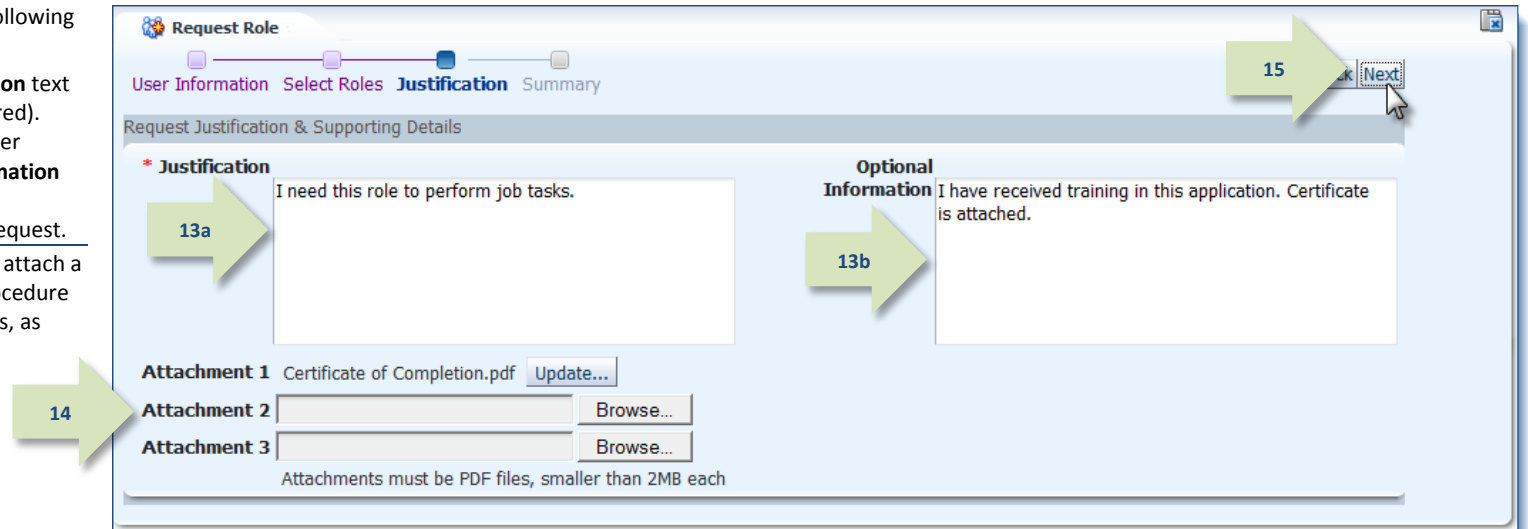
The screenshot shows the 'Request Role' application interface. At the top, there are tabs for 'User Information', 'Select Roles', 'Justification', and 'Summary'. The 'Select Roles' tab is active. Below the tabs, there are two main panels. The top panel, 'Search Roles', contains a search form with fields for 'Role Name' (containing 'amps'), 'Role Description', 'Enterprise Application', 'Application', 'Environment' (a dropdown menu), and 'Primary Role' (a dropdown menu). There are 'Search' and 'Reset' buttons at the bottom of this form. The bottom panel, 'Select a Role', shows a list of roles. The first role, 'AMPS BASIC TEST ROLE', is selected and expanded to show details: 'Enterprise App: AMPS Administrative', 'Environment: TEST', and 'Primary Role: NA'. Below this, a list of other roles is visible, including 'AMPS DEFAULT DATA OWNER', 'AMPS DLA NEW USER ADMINISTRATOR', 'AMPS HELP DESK', 'AMPS HELP DESK ADMINISTRATOR', 'AMPS INFORMATION ASSURANCE OFFICER', 'AMPS SECURITY OFFICER', and 'AMPS SUPERVISOR'. To the right of the role list is a 'Selected Roles' list containing 'AMPS BASIC TEST ROLE'. At the top right of the application window, there are 'Cancel', 'Back', and 'Next' buttons. Green arrows with numbers 8 through 12 point to specific UI elements: 8 points to the search form, 9 to the search button, 10 to the role list, 11 to the right arrow button, and 12 to the Next button.

Figure 21: Request Role - Select Roles

### AMPS displays the Justification screen.

13. In the **Justification** screen, fill in the following information:
  - a. Enter comments in the **Justification** text area to clarify the request (required).
  - b. As an option, you can enter further comments in the **Optional Information** text area to supply additional information that supports your request.
14. Click the **Browse** button to locate and attach a supporting document. Repeat this procedure to attach an additional two documents, as needed.

*Note that attachments must be formatted as Adobe Portable Document Format (PDF) files of two megabytes or less in size.*



15. Click **Next**.

Figure 22: Request Role – Justification

### AMPS displays the Summary screen.

16. 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.
17. Click **Submit** to complete the role request.

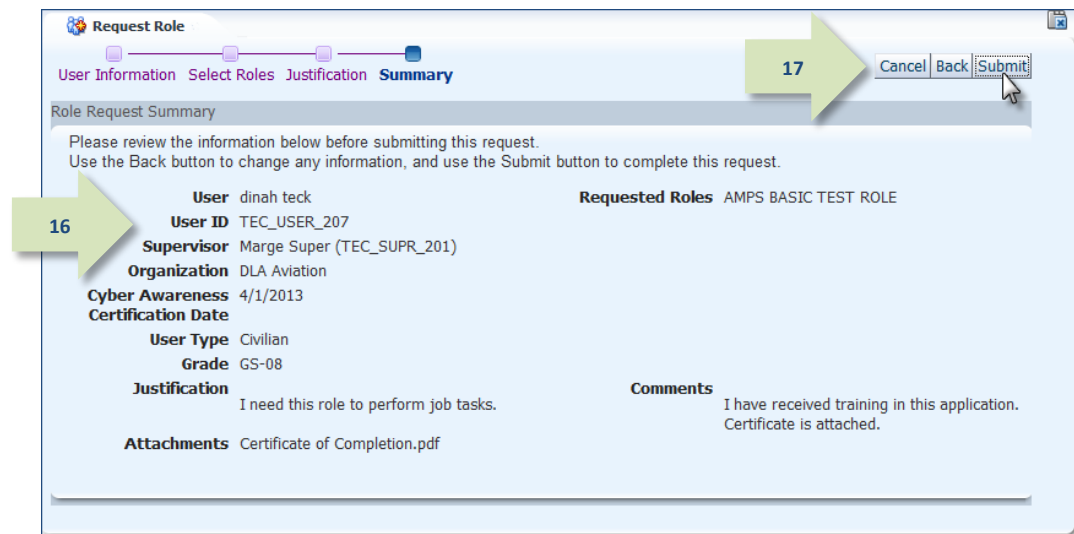


Figure 23: Request Role – Summary



## AMPS submits the role request for approval.

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

Your status notifications and **Pending Role** records will refer to this SAAR number.

19. Click the **OK** button on the confirmation screen.

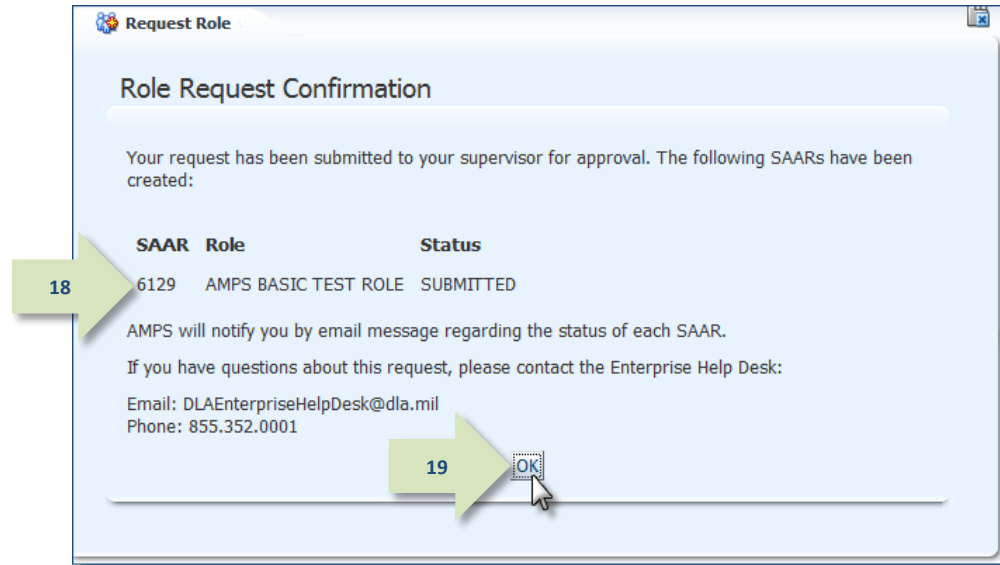


Figure 24: Confirmation

AMPS returns to the Home screen.

- 20. From the Home screen (see Figure 19), select **My Information** to display **User Information** and **Applications & Roles** tab page selections.
- 21. Click **Applications & Roles** and view the **Pending Roles** section to check the status of your request as it proceeds through the **Approval** process.

Figure 25 illustrates the status of the sample SAAR created in this process. Initially, the SAAR goes to the Supervisor first, unless the customer's organization requires a prior **Separation of Duties (SOD)** review.

A user can check **Pending Roles** to determine the location of a SAAR in the approval process.

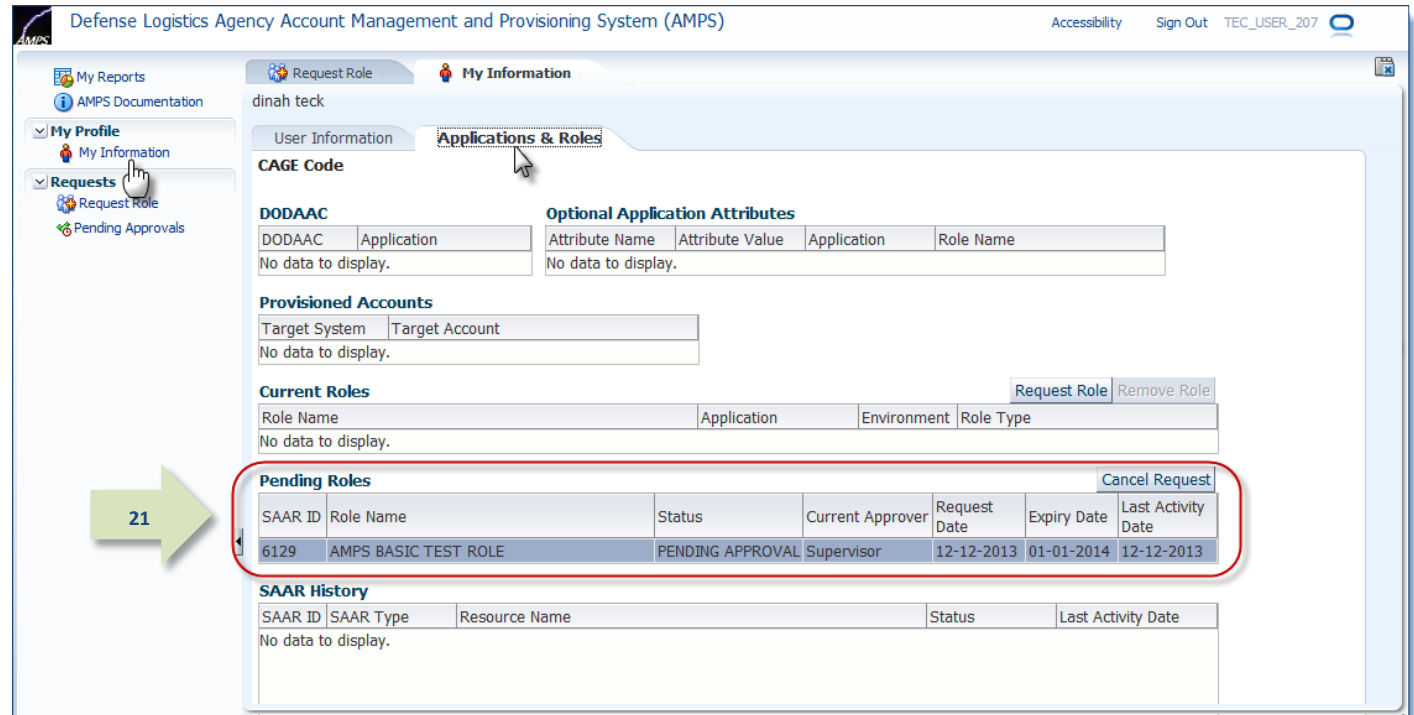


Figure 25: Sample Pending Roles Screen

# Role Request Subprocesses

**What you can do:** Follow this procedure if you are a User submitting a new role request and your need to correct your Organization information.

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

## How to Update Organization Information

Find the *Update Organization* command.

1. Click the **Update Organization** command on the **User Information**.

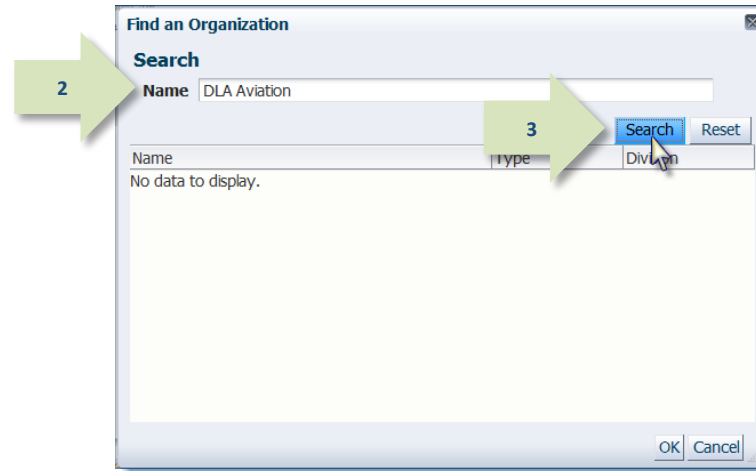
AMPS displays the *Find an Organization* dialog (see Figure 27).

The screenshot shows the 'Account Management and Provisioning System (AMPS)' interface for user 'TEC\_USER\_213'. The 'User Information' tab is active, displaying fields for Name, User ID, Title, Activity, Email, Street, City, State, Postal Code, and Country. To the right, there are fields for Cyber Awareness Certification Date, User Type, and Grade. Below the User Information section, there are three tabs: 'Organization Information', 'Supervisor Information', and 'Update Organization'. The 'Update Organization' tab is highlighted with a green arrow and the number '1'. The 'Organization Information' tab shows details for DLA Aviation, including Security Officer(s) and IA Officer(s). The 'Supervisor Information' tab shows details for Frank Super, including Name, User ID, Title, Activity, Organization, Email, and Phone.

Figure 26: User Information - Update Organization

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

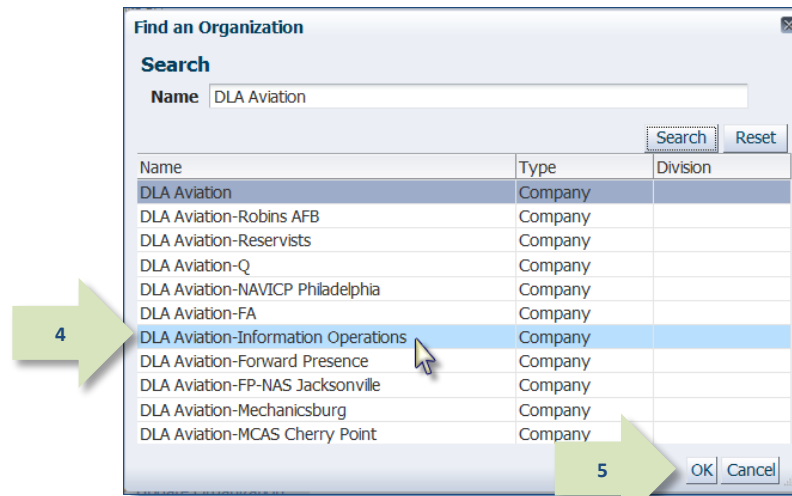
*AMPS displays matching names in the **Search Results** area (Figure 28).*



**Figure 27: Select Organization - Search**

4. Select the name you want to use in 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 29).*



**Figure 28: Select Organization - Search Results**

- 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(s)** and **IA Officer(s)** listings with the names of the current organization's Security Officers and IAOs.

**Account Management and Provisioning System (AMPS)** TEC\_USER\_213

User Information Cancel Next

User Information

**Name** Cora Teck \* **Cyber Awareness Certification Date** 4/1/2013

**User ID** TEC\_USER\_213 \* **User Type** Civilian

**Title** Analyst \* **Grade** GS-08

**Activity** Information Operations

**Email** cora.teck.ct@gmail.com

**Street** 8000 Jefferson Davis Highway

**City** Richmond

**State** VA

**Postal Code** 23297

**Country** USA

---

Organization Information Update Organization Supervisor Information Update Supervisor

**Organization Name** DLA Aviation-Information Operations

**Security Officer(s)** Helen Soff (TEC\_SO\_201)

**IA Officer(s)** Bert Inao (TEST\_IAO\_002)  
 Jake Inao (TEC\_IAO\_201)  
 Kealii Inao (TEC\_IAO\_202)  
 Larry Inao (TEC\_IAO\_203)

**Name** Frank Super

**User ID** TEC\_SUPR\_203

**Title** Supervisor

**Activity** Information Operations

**Organization** DLA Aviation

**Email** Frank.super.FS@gmail.com

**Phone** 8045555350

Figure 29: Update Organization - Selected Organization Entered

## How to Update Your Supervisor

### What you can do:

Follow this procedure if you are a User submitting a new role request and you need to correct your Supervisor designation. AMPS updates this information in your New AMPS profile. The following business rules apply to the process of selecting a Supervisor:

- Every Organization must have one or more Supervisors to handle role request approvals for their users.
- Each user who requests a role must have a Supervisor assigned in AMPS. Use the **Update Supervisor** function to select a Supervisor if the **Supervisor Information** area is blank.
- Internal users can select only another internal user as a Supervisor.
- A user cannot select a contractor as a 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 Supervisors must request and be granted the AMPS Supervisor role. However, a user can select a user who does not have the Supervisor role. For a Supervisor who does not have the appropriate role, AMPS tells the assigned Supervisor of the need to request this role in the Pending Approvals list under the **My Tasks** tab.

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

### Locate the *Update Supervisor* command on the *User Information* screen.

1. Click **Update Supervisor**.

AMPS displays the *Find a Supervisor* dialog (see Figure 30).

The screenshot shows the 'Account Management and Provisioning System (AMPS)' interface for user 'TEC\_USER\_213'. The 'User Information' tab is active, displaying fields for Name, User ID, Title, Activity, Email, Street, City, State, Postal Code, and Country. To the right, there are dropdown menus for 'Cyber Awareness Certification Date', 'User Type', and 'Grade'. Below the main information, there are two sections: 'Organization Information' and 'Supervisor Information'. The 'Update Supervisor' link in the 'Supervisor Information' section is highlighted with a green arrow and the number '1'.

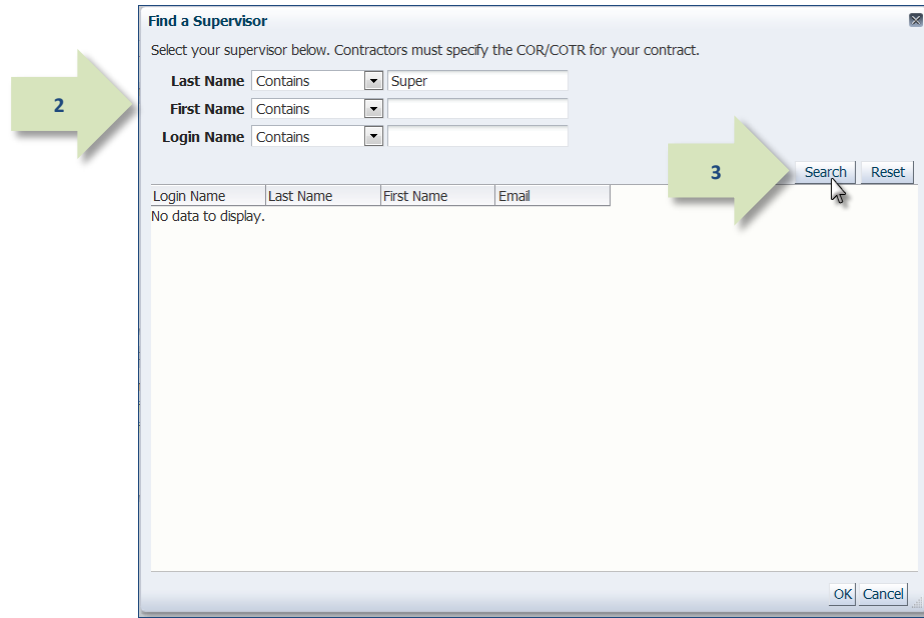
Organization Information	Supervisor Information
<b>Organization Name</b> DLA Aviation-Information Operations <b>Security Officer(s)</b> Helen Soff (TEC_SO_201) <b>IA Officer(s)</b> Bert Inao (TEST_IAO_002) Jake Inao (TEC_IAO_201) Keall Inao (TEC_IAO_202) Larry Inao (TEC_IAO_203)	<b>Name</b> Frank Super <b>User ID</b> TEC_SUPR_203 <b>Title</b> Supervisor <b>Activity</b> Information Operations <b>Organization</b> DLA Aviation <b>Email</b> Frank.super.FS@gmail.com <b>Phone</b> 8045555350

Figure 30: User Information - Update Supervisor Command

2. Enter all or part of any of the following user designations:
  - a. Last Name,
  - b. First Name, or
  - c. Login Name

3. Click **Search**.

*AMPS displays matching names in the **Search Results** area.*

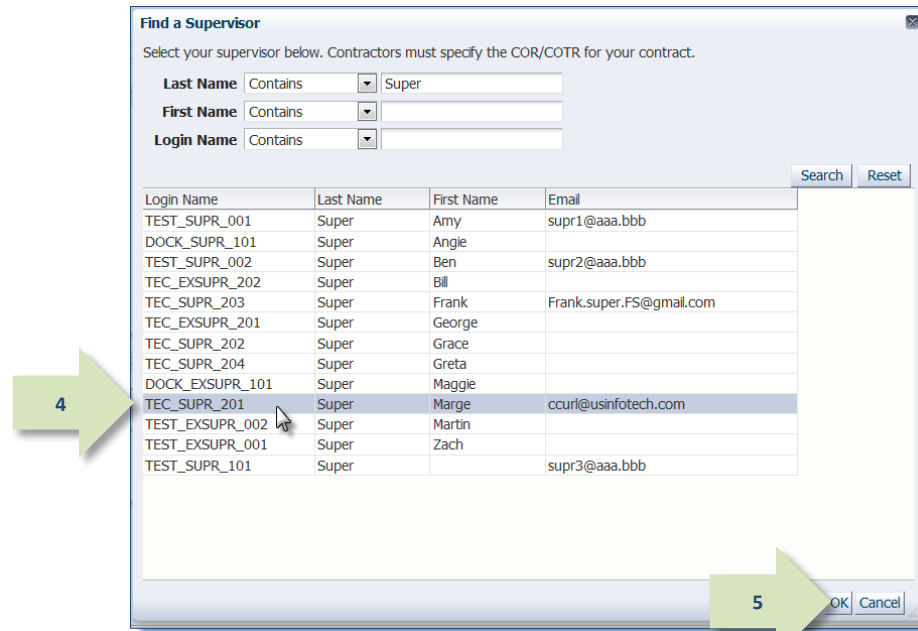


**Figure 31: Find a Supervisor - Search by Last Name**

4. Click the name you want from the **Search results**.

5. Click **OK**.

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



**Figure 32: Supervisor Search Results**

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

*Proceed with the role request for the selected user (see page14).*

The screenshot shows the 'Account Management and Provisioning System (AMPS)' interface for user 'TEC\_USER\_213'. The page is divided into three main sections: 'User Information', 'Organization Information', and 'Supervisor Information'. The 'Supervisor Information' section is highlighted with a green border and a green arrow labeled '6' points to it from the 'Organization Information' section. The 'User Information' section includes fields for Name, User ID, Title, Activity, Email, Street, City, State, Postal Code, Country, Cyber Awareness Certification Date, User Type, and Grade. The 'Organization Information' section includes Organization Name, Security Officer(s), and IA Officer(s). The 'Supervisor Information' section includes Name, User ID, Title, Activity, Organization, Email, and Phone.

Section	Field	Value
User Information	Name	Cora Teck
	User ID	TEC_USER_213
	Title	Analyst
	Activity	Information Operations
	Email	cora.teck.ct@gmail.com
	Street	8000 Jefferson Davis Highway
	City	Richmond
	State	VA
	Postal Code	23297
	Country	USA
	* Cyber Awareness Certification Date	4/1/2013
	* User Type	Civilian
	* Grade	GS-08
Organization Information	Organization Name	DLA Aviation-Information Operations
	Security Officer(s)	Helen Soff (TEC_SO_201)
	IA Officer(s)	Bert Inao (TEST_IAO_002) Jake Inao (TEC_IAO_201) Kealii Inao (TEC_IAO_202) Larry Inao (TEC_IAO_203)
Supervisor Information	Name	Marge Super
	User ID	TEC_SUPR_201
	Title	Supervisor
	Activity	Information Operations
	Organization	DLA Aviation-Information Operations
	Email	ccurl@usinfotech.com
	Phone	804-555-1234

Figure 33: User Information - Supervisor Updated



## How to Browse for a Role

**What you can do:** Follow this procedure if you are a **User** browsing for a role name, rather than using the Search function.

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.

**Where to start:** Begin the process of creating a role, starting on the **User Information** screen, and navigate to the **Select Roles** screen.

1. In the **Select Roles** screen's **Browse Roles by Application** section, expand the application category that contains your application name.

*AMPS displays the names of all roles associated with the category in the **Select a Role** area.*

2. Select your application.

*AMPS displays all roles associated with the application in the **Select a Role** area.*

3. Locate the role you want to request.

- a. To verify your choice, click the **Expand** button (>) to display details about the role.

- b. If you select an **Additional** role without first selecting a related **Primary** role, AMPS displays an error message.

4. Select the role and click the right arrow button (-->). AMPS copies the role name to the **Select Roles** list panel on the right.

5. To request multiple roles, repeat steps 1-4. (EBS users must have a primary role assigned before proceeding.)

6. Click **Next** to proceed with your role request.

The screenshot shows the AMPS 'Select Roles' interface. At the top, there are tabs for 'User', 'Select Roles', 'Justification', and 'Summary'. The 'Select Roles' tab is active. The interface is split into two main panels: 'Browse Roles by Application' on the left and 'Search Roles' on the right. The 'Browse Roles by Application' panel shows a tree view of applications: 'AMPS Administrative' (containing 'AMPS'), 'DLA Aviation Applications' (containing 'DRU'), and 'DLA Enterprise Applications' (containing 'BRGTS'). A green arrow labeled '1-2' points to the 'DRU' application. Below this, a list of roles is displayed, with 'DRU PROD - SE PROCESS OWNER' selected. A green arrow labeled '3' points to the role name, and another labeled '4' points to the right arrow button. A third green arrow labeled '5' points to the 'Next' button at the bottom. The 'Search Roles' panel on the right has fields for 'Role Name', 'Role Description', 'Enterprise Application', 'Application', 'Environment', and 'Primary Role', with 'Search' and 'Reset' buttons. A 'Selected Roles' list on the right shows 'DRU PROD - SE PROCESS OWNER' has been added. A green arrow labeled '6' points to the 'Next' button.

Figure 34: Request Role Select Roles

# Role Request Approval Process

New AMPS handles notifications and the role request approval process by modeling and supporting DD 2875 approval business processes similar to Legacy AMPS. As in Legacy AMPS, role requests are approved in sequence, from the Security Reviewer, as needed, to the Supervisor, Security Officer, Data Officer, and Information Assurance Officer. The Security Officer will see only the first role request from a user until the user's account is submitted for revalidation or otherwise flagged for the Security Officer's attention.

All other approvers receive notifications, and each approver has 20 days to act before a role request expires. AMPS handles the sequential submission for approval to each approver automatically, and then submits the approved request for provisioning.

## Approval Process Summary

The procedures in this section describe how each approver handles the approval of a role request in New 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 New AMPS screens look different, the process is very similar to Legacy AMPS. In New AMPS, the approver

- Receives a notification that an action is required on a role request.
- Logs in to New 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 Approver...	Is assigned...	Notes	For more information...
<b>Separation of Duties (SOD) Reviewer</b>	To your organization	The SOD Reviewer provides a point of entry to the approval process for customers who require a Separation of Duties check for each role request.	<b>Users:</b> <ul style="list-style-type: none"> <li>• <b>Separation of Duties Review</b> (see Figure 38).</li> </ul> <b>Separation of Duties Reviewers:</b> <ul style="list-style-type: none"> <li>• <b>Separation of Duties Review</b> on page 28.</li> </ul>
<b>Supervisor</b>	To your account when the account is created initially.	However, if a change occurs that is not reflected in AMPS, you can change your Supervisor in AMPS during the role request process.	<b>Users:</b> <ul style="list-style-type: none"> <li>• <b>How to Update Your Supervisor</b> on page 22.</li> </ul> <b>Supervisors:</b> <ul style="list-style-type: none"> <li>• <b>Supervisor Approval</b> on page 28.</li> <li>• <b>How to Reject a Role Request</b> on page 45.</li> <li>• <b>How to Suspend a Role Request</b> on page 49.</li> </ul>
<b>Security Officer</b>	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.	<b>Users:</b> <ul style="list-style-type: none"> <li>• <b>How to Request a Role</b>, page 13.</li> <li>• <b>How to Update Organization Information</b> on page 19.</li> </ul> <b>Security Officers:</b> <ul style="list-style-type: none"> <li>• <b>Security Officer Approval</b> on page 36.</li> <li>• <b>How to Reject a Role Request</b> on page 45.</li> <li>• <b>How to Suspend a Role Request</b> on page 49.</li> </ul>
<b>Data Owner</b>	To the application associated with the role you are requesting.	Data Owners see all role requests for access to their application data.	<b>Users:</b> See your Supervisor if you have questions about the Data Owner. <b>Data Owners:</b> <ul style="list-style-type: none"> <li>• <b>Data Owner Approval</b> on page 39.</li> <li>• <b>How to Reject a Role Request</b> on page 45.</li> <li>• <b>How to Suspend a Role Request</b> on page 49.</li> </ul>
<b>Information Assurance Officer (IAO)</b>	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.	<b>Users:</b> <ul style="list-style-type: none"> <li>• <b>How to Request a Role</b> on page 13.</li> </ul> <b>IAOs:</b> <ul style="list-style-type: none"> <li>• <b>Information Assurance Officer Approval</b> on page 42.</li> <li>• <b>How to Reject a Role Request</b> on page 45.</li> <li>• <b>How to Suspend a Role Request</b> on page 49.</li> </ul>

## 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 2 days to the current approver until the request is approved or denied, or the 20-day approval period expires.

If approvers do 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.

**Table 2 : Required Approvals and Time Limits**

Required Approvals	Role/Application	Reminder Notifications	Time Limit for Approval
<i>Separation of Duties (SOD) Reviewer</i>	All role requests for applications that require an SOD Review to ensure Separation of Duties policies are enforced before the role request is approved.	Every two days after initial notification.	20 days
<i>Supervisor</i>	All role requests for all applications	Every two days after initial notification.	20 days
<i>Security Officer</i>	All initial role requests for all applications.  All role requests from users flagged for an additional Security Officer Review.	Every two days after initial notification.	20 days
<i>Data Owner</i>	All role requests.	Every two days after initial notification.	20 days
<i>Information Assurance Officer</i>	All role requests.	Every two days after initial notification.	20 days
<i>Information Assurance manager</i>	Requests for an IAO role	Every two days after initial notification.	20 days
<i>Provisioners (System Administrators, Database Administrators)</i>	All Total AMPS Solution requests approved during the approval workflow	No reminders issued.	No expiration of the ticketed provisioning request.

## How to Approve a Role Request

<b>What you can do:</b>	Follow this procedure if you are a designated reviewer or approver and have received an email notification indicating a SAAR awaits your action in AMPS.
<b>Where to start:</b>	To begin the process of reviewing or approving a role, review relevant email notifications, log in to AMPS, and click the <b>Pending Approvals</b> command.

### Separation of Duties Review

A Separation of Duties (SOD) Review is an optional stage in the approval workflow, required only by certain customers and organizations, such as DFAS. If your organization 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 waiting for the SOD Reviewer's approval.



#### Sample User Notification: Confirmation

**Subject:** Notification: SAAR #6213 - Request User Access for Draco Teck (TEC\_USER\_254) (DFAS Columbus) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

Your request for role DFAS Prompt Pay Prod - View Only PRPY-007 with access to DFAS Prompt Pay (SAAR 6213) has been submitted for approval. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. AMPS also 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 #6213 - Request User Access for Draco Teck (TEC\_USER\_254) (DFAS Columbus) (DFAS Prompt Pay) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6213 is awaiting Separation of Duties approval of your request for the following role: DFAS Prompt Pay Prod - View Only PRPY-007 with access to DFAS Prompt Pay. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. No action on your part is required. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

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 Review Notification

**Subject:** Action Required: SAAR #6213 - Request User Access for Draco Teck (TEC\_USER\_254) (DFAS Columbus) (DFAS Prompt Pay) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6213 has been submitted for Separation of Duties approval on behalf of Draco Teck regarding a request for the following role: DFAS Prompt Pay Prod - View Only PRPY-007 with access to DFAS Prompt Pay. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. Please visit AMPS at this URL: <https://amps.dla.mil/oim>. Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on Jan 1, 2014 11:01 a.m. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- On the AMPS Home screen under the **Requests** menu heading, click **Pending Approvals**.

AMPS displays the **Approval Details** screen. By default, this screen opens with the **My Tasks** tab displayed (Figure 36): “My Tasks” refers to the tasks assigned to the logged-in user.)

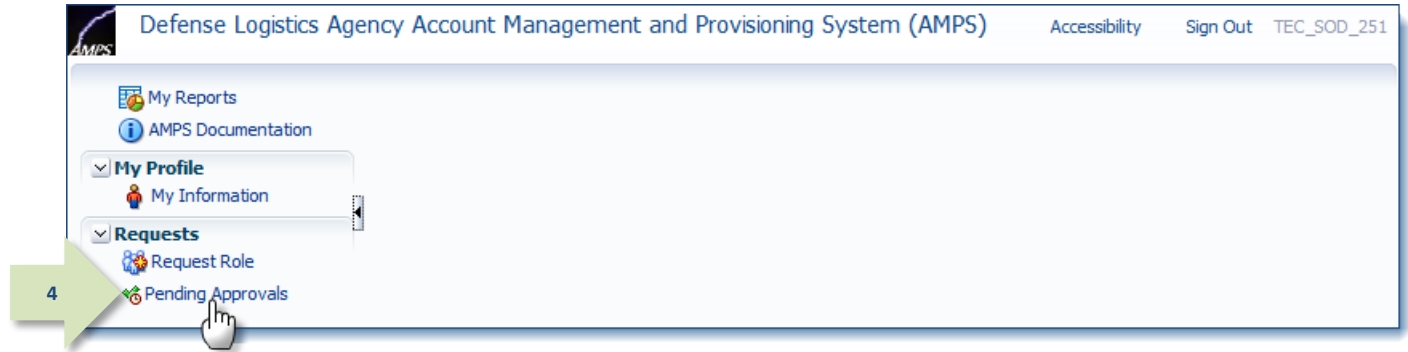


Figure 35: Requests Menu

- On **My Tasks**, click the SAAR entry indicated in the email notification.

AMPS displays the **Application Access Decision** screen for the specified SAAR (see Figure 37).

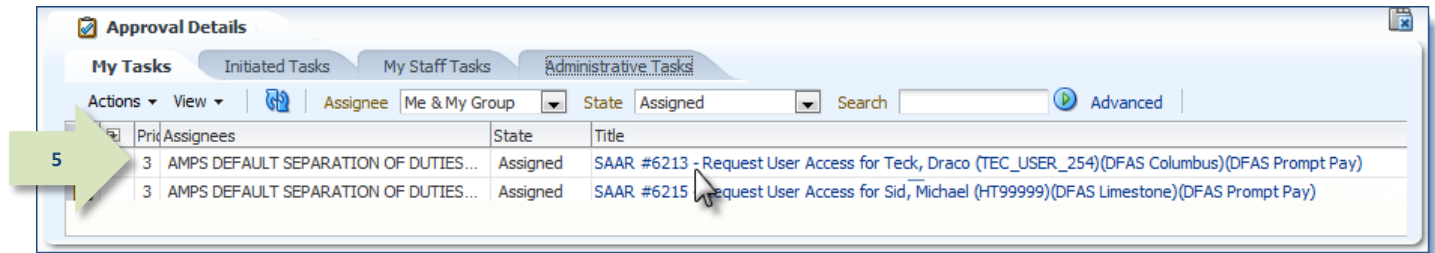


Figure 36: Approval Details - My Tasks Tab

6. Fill in the required **Comments** fields:

Enter comments to support the decision. AMPS passes these comments to the next approver when they are entered.

7. Click **Complete**.

AMPS automatically . . .

- Sends the SAAR to the Supervisor and
- Removes the SAAR as assigned to the SOD Reviewer from the My Tasks tab.

**Separation of Duties Reviewer**

**Separation of Duties Reviewer Comments**

Comments: Review completed. Okay to submit for approval.

---

**Approval Task Information**

Task Creation Date: Jan 8, 2014 10:55 AM  
 Current Status: Assigned  
 Last Updated: Jan 8, 2014 10:55 AM  
 Date Task Expires: Jan 28, 2014 10:55 AM  
 Approval Outcome: Assigned  
 Current Priority Level: 3

---

**SAAR Information**

SAAR#: 6213  
 Requested Role: DFAS Prompt Pay Prod - View Only PRPY-007  
 Request Type: Request Roles  
 Access Required: Authorized  
 Role IT Level: [Blank]  
 Data Classification: Unclassified  
 CAGE Code Requested: [Blank]

**Justification** I need this role to perform my tasks.

---

**Optional Information**

**Pending Roles**

Role	IT Level	Status	Current Approver
DFAS Prompt Pay Prod - View Only PRPY-007	IT2	PENDING APPROVAL	Additional Approver

---

**Current Roles**

Role	IT Level	Application	Environment
DFAS Prompt Pay Prod - Prompt Pay Users PRPY-002	IT2	DFAS Prompt Pay	PROD

---

**Requestor Information**

Last Name: Teck  
 First Name: Draco  
 Middle Name: [Blank]  
 UserID: TEC\_USER\_254  
 Organization: DFAS Columbus  
 Official Email Address: draco.teck@dfas.mil  
 Job Title: Analyst  
 Citizenship: US  
 Job Designation: Civilian  
 Activity: [Blank]  
 Official Phone Number: 888-555-9876  
 IT Level Designation: [Blank]

Office: 42/254

---

**User Submitted Additional Supporting Documentation**

No data to display.

Figure 37: Separation of Duties Reviewer Screen

- 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 #6213 - Request User Access for Draco Teck (TEC\_USER\_2254) (DFAS Columbus) (DFAS) Dec 12, 2013 11:01 a.m.

**Body:**

The Security Oversight Officer has completed an approval task for SAAR #6213 regarding your request for the following role: DFAS Prompt Pay Prod - View Only PRPY-007 with access to DFAS Prompt Pay.

AMPS provides this message for notification only. Please do not respond to this message.

If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- In addition, AMPS displays SAAR information and status in the user's **Pending Approvals' Applications & Roles** screen.

The status shows the SAAR has been forwarded to the **Supervisor** for approval.



My Information
Draco Teck

User Information
Applications & Roles

**CAGE Code**

DODAAC		Optional Application Attributes			
DODAAC	Application	Attribute Name	Attribute Value	Application	Role Name
No data to display.		No data to display.			

**Provisioned Accounts**

Target System	Target Account
Total Amps	Mixture of View Only and Update for Pro...

**Current Roles** [Request Role](#) [Remove Role](#)

Role Name	Application	Environment	Role Type
DFAS Prompt Pay Prod - Prompt Pay Users PRPY-002	DFAS Prompt Pay	PROD	User Role

**Pending Requests** [Cancel Request](#)

SAAR ID	Role Name	SAAR Type	Status	Current Approver	Request Date	Expiry Date
6213	DFAS Prompt Pay Prod - View Only PRPY-007	Role Request	PENDING APPROVAL	Supervisor	01-09-2014	01-29-2014

**SAAR History**

SAAR ID	SAAR Type	Role Name	Status	Last Activity Date
6177	Role Request	DFAS Prompt Pay Prod - Prompt Pay Users PRPY-002	COMPLETED	12/24/2013
6146	Role Request	DFAS Prompt Pay Prod - Prompt Pay Users PRPY-002	CANCELLED	12/23/2013

Figure 38: Sample User – My Information > Applications & Roles – Pending Roles

## Supervisor Approval

The following procedure explains how to approve a role request by starting at the AMPS Home page. This procedure pertains to New AMPS only.

1. After a User requests a Role, AMPS sends an email notification confirming the request submission and indicating the role request is waiting for the Supervisor's approval.

### Sample User Notification: Confirmation

**Subject:** Notification: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

Your request for role AMPS BASIC TEST ROLE with access to AMPS (SAAR 6129) has been submitted for approval. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. AMPS also 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 #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6129 is awaiting Supervisor approval of your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. No action on your part is required. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

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 #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6129 has been submitted for Supervisor approval on behalf of Dinah Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. Please visit AMPS at this URL:<https://amps.dla.mil/oim>. Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on Jan 1, 2014 11:01 a.m. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.



- On the AMPS Home screen under the **Requests** menu heading, click **Pending Approvals**.

AMPS displays the **Approval Details** screen. By default, this screen opens with the **My Tasks** tab displayed (Figure 36): “My Tasks” refers to the tasks assigned to the logged-in user.)

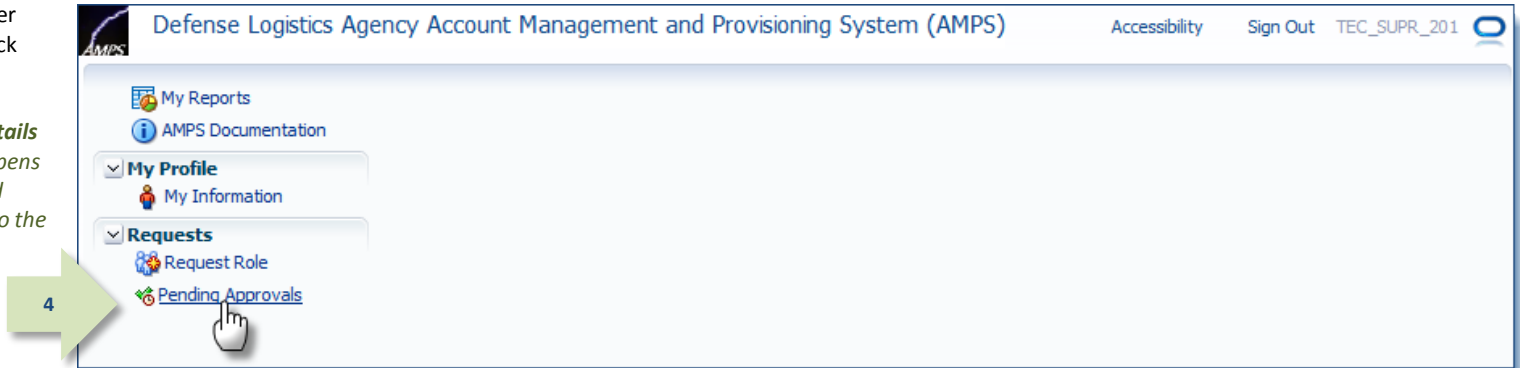


Figure 39: Requests Menu

- On **My Tasks**, click the SAAR entry indicated in the email notification.

AMPS displays the **Supervisor Application Access Decision** screen for the specified SAAR (see Figure 37).

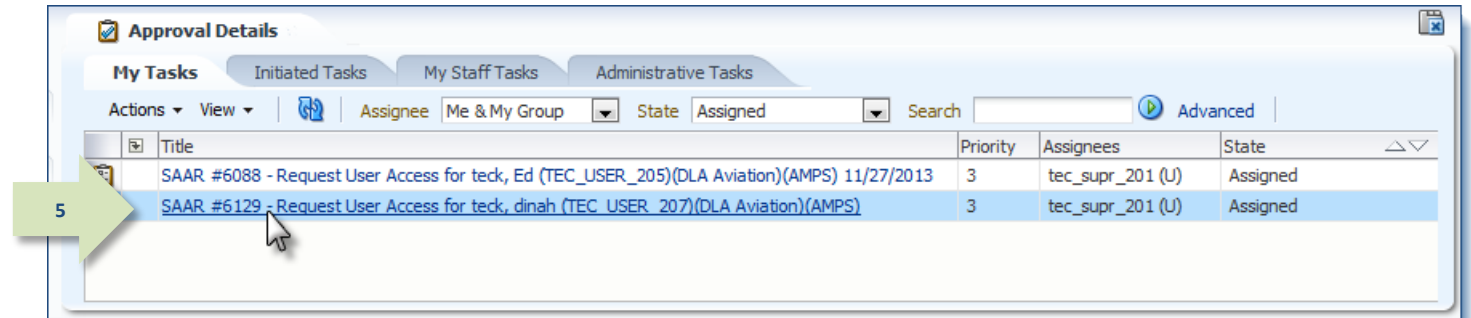


Figure 40: Approval Details - My Tasks Tab

6. Fill in the required fields.
  - a. **Start Date** (auto-filled) : this entry must be no earlier than the current date.
  - b. **End Date** (auto-filled) : adjust as needed. This field entry is required.
  - c. **Comments:** 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.

7. Click **Approve**.

AMPS automatically . . .

- Sends the SAAR to the next approver and
- Removes the SAAR as assigned to the Supervisor from the My Tasks tab.

**Application Supervisor Approval**

Supervisor Application Access Decision

Start Date: 2013-12-21 End Date: 2033-08-28

Comments: Approved by the Supervisor.

You must enter comments to enable the reject button.

**Approval Task Information**  
 Task Creation Date: Dec 12, 2013 11:01 AM Date Task Expires: Jan 1, 2014 11:01 AM  
 Current Status: Assigned Approval Outcome: Assigned  
 Last Updated: Dec 12, 2013 11:01 AM Current Priority Level: 3

**SAAR Information**  
 SAAR#: 6129  
 Requested Role: AMPS BASIC TEST ROLE  
 Request Type: Request Roles  
 Access Required: Authorized

Role IT Level: CAGE Code Requested  
 Data Classification: Unclassified

Justification: I need this role to perform job tasks.

Optional Information: I have received training in this application. Certificate is attached.

**Pending Roles**

Role	IT Level	Status	Current Approver
AMPS BASIC TEST ROLE	IT2	PENDING APPROVAL	Supervisor

**Current Roles**

Role	IT Level	Application	Environment
No data to display.			

**Requestor Information**

Last Name: teck First Name: dinah Middle Name:   
 UserID: TEC\_USER\_207 Job Designation: Civilian  
 Organization: DLA Aviation Activity:   
 Official Email Address: dinah.teck@dla.mil Official Phone Number: 804-555-1596  
 Job Title: Analyst IT Level Designation:   
 Citizenship: US

Office	Grade
Building 42/42	GS-08

**User Submitted Additional Supporting Documentation**

Certificate of Completion.pdf [Download and Review Document](#)

Figure 41: Supervisor Approval Screen

- After the approval is submitted, AMPS sends an email notification to the user regarding the approval's status.



### Sample User Notification: Status

**Subject:** Action Required: SAAR#6129 - Request User Access for Dinah Teck (TEC\_USER\_205) (DLA Aviation (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

The Supervisor has completed an approval for SAAR#6129 regarding your request for the following role: AMPS BASIC TEST ROLE with access to AMPS.

The outcome for this task is **APPROVED**.

AMPS provides this message for notification only. Please do not respond to this message.

If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- In addition, AMPS displays SAAR information and status in the user's **Pending Approvals** screen.

The status shows the SAAR has been forwarded to the **Security Officer** for approval, if the current request is the requestor's initial role request for the application.



**My Information**  
dinah teck

User Information | **Applications & Roles**

**CAGE Code**

**DODAAC** | Application | **Optional Application Attributes**

Attribute Name	Attribute Value	Application	Role Name
No data to display.			

**Provisioned Accounts**

Target System	Target Account
No data to display.	

**Current Roles** | Request Role | Remove Role

Role Name	Application	Environment	Role Type
No data to display.			

**Pending Roles** | Cancel Request

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
6129	AMPS BASIC TEST ROLE	PENDING APPROVAL	Security Officer	12-12-2013	01-01-2014	12-12-2013

**SAAR History**

SAAR ID	SAAR Type	Resource Name	Status	Last Activity Date
No data to display.				

Figure 42: Sample User – My Information > Applications & Roles – Pending Roles

## Security Officer Approval

The following procedure for Security Officers explains how to approve a role request by starting at the AMPS Home page.

1. After a User's Supervisor approves a Role Request, AMPS sends an email notification to the user with the role request's status, indicating the role request is waiting for the Security Officer's approval.

### Sample User Notification: Status

**Subject:** Notification: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6129 is awaiting Security Officer approval of your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. No action on your part is required. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. After a Supervisor approves a Role Request, AMPS sends an email notification to the user's appointed organization Security Officer indicating that a SAAR has been submitted for the Security Officer's approval.

### Sample Approver Notification

**Subject:** Action Required: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR #6129 has been submitted for Security Officer approval on behalf of Dinah Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. Please visit AMPS at this URL: <https://amps.dla.mil/oim>. Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on Jan 1, 2014 11:01 a.m. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

3. On the AMPS Home screen under the **Requests** menu heading, click **Pending Approvals**.

AMPS displays the **My Tasks** tab in the **Approval Details** screen (Figure 40). "My Tasks" refers to the tasks assigned to the logged-in user.

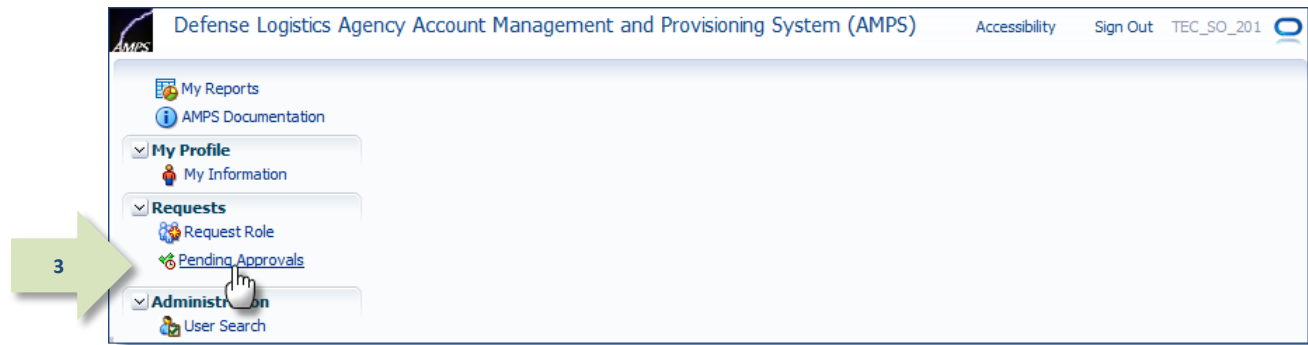


Figure 43: Requests Menu

4. 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 41).

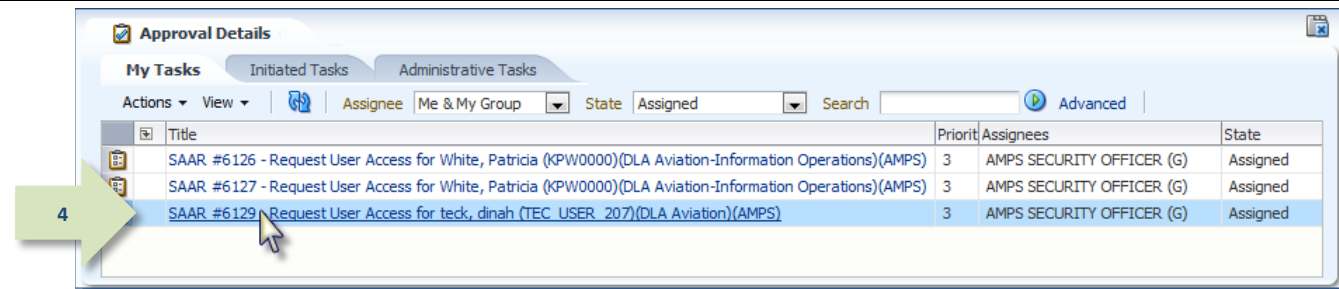


Figure 44: Approval Details – My Tasks Tab

5. Fill in the required and optional fields:
  - a. **IT Level Designation:** select the requestor's IT level from the drop-down list.
  - b. **Clearance Level:** select the requestor's Clearance Level from the drop-down list.
  - c. **Type of Investigation:** select the investigation type conducted for the requestor from the drop-down list.
  - d. **Date of Investigation:** select or enter the requestor's investigation date.
  - e. **Comments:** 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.

6. Click **Approve**.

AMPS automatically . . .

- Sends the SAAR to the next approver and
- Removes the SAAR as assigned to the Security Officer from the **My Tasks** tab.

**Application Security Officer Approval**

**Security Officer Application Access Decision**

\* IT Level IT2

\* Clearance Level Secret

\* Type of Investigation SSB1

Date of Investigation 12/1/2012

Comments Approved by the Security Officer.

You must enter comments to enable the Reject button and press the tab key.

**Approval Task Information**

Task Creation Date Dec 12, 2013 11:09 AM	Date Task Expires Jan 1, 2014 11:09 AM
Current Status Assigned	Approval Outcome Assigned
Last Updated Dec 12, 2013 11:09 AM	Current Priority Level 3

**SAAR Information**

SAAR# 6129

Requested Role AMPS BASIC TEST ROLE

Request Type Request Roles

Access Required Authorized

Role IT Level

Data Classification Unclassified

CAGE Code Requested

Justification I need this role to perform job tasks.

Optional Information I have received training in this application. Certificate is attached.

**Pending Roles**

Role	IT Level	Status	Current Approver
AMPS BASIC TEST ROLE	IT2	PENDING APPROVAL	Security Officer

**Current Roles**

Role	IT Level	Application	Environment
No data to display.			

**Requestor Information**

Last Name teck	First Name dinah	Middle Name
SSN		
EDIPI Test00007		
UserID TEC_USER_207		Job Designation Civilian
Organization DLA Aviation		Activity
Official Email Address dinah.teck@dla.mil		Official Phone Number 804-555-1596
Job Title Analyst		IT Level Designation IT2
Citizenship US		
Office		
Building 42/42		

**User Submitted Additional Supporting Documentation**

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**Supervisor Information**

Approved by Supervisor ID TEC_SUPR_201	Supervisor First Name Marge		
Supervisor Last Name Super	Role End Date 2033-08-29		
Role Start Date 2013-12-22			
Supervisor Comments Approved by the Supervisor.			
Organization DLA Aviation	Activity	Email Address marge.super.cv@dla.mil	Telephone Number 804-555-7412

Figure 45: Security Officer Approval Screen

- 7. AMPS sends an email notification to the user regarding the approval's status.



### Sample User Notification: Status

**Subject:** Notification: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

The Security Officer has completed an approval for SAAR #6129 regarding your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. The outcome for this task is APPROVED.

AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- 8. In addition, AMPS displays SAAR information and status in the user's **Pending Approvals** screen.

The status shows the SAAR has been forwarded to the **Data Owner** for approval.

**My Information**  
dinah teck

User Information | **Applications & Roles**

**CAGE Code**

**DODAAC**

DODAAC	Application
No data to display.	

**Optional Application Attributes**

Attribute Name	Attribute Value	Application	Role Name
No data to display.			

**Provisioned Accounts**

Target System	Target Account
No data to display.	

**Current Roles** Request Role Remove Role

Role Name	Application	Environment	Role Type
No data to display.			

**Pending Roles** Cancel Request

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
6129	AMPS BASIC TEST ROLE	PENDING APPROVAL	Data Owner	12-12-2013	01-01-2014	12-12-2013

**SAAR History**

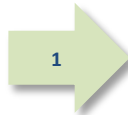
SAAR ID	SAAR Type	Resource Name	Status	Last Activity Date
No data to display.				

Figure 46: Sample User's Pending Roles

## Data Owner Approval

The following procedure explains how to approve a role request by starting at the AMPS Home page. This procedure pertains to New AMPS only.

1. After the Security Officer approves a Role Request, AMPS sends an email notification to the user with the request's status.



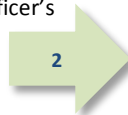
### Sample User Notification: Status

**Subject:** Action Required: SAAR#6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR#6129 is awaiting Data Owner approval of your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. No action on your part is required. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. After the Security Officer approves a Role Request, AMPS sends an email notification to the application's Data Owner, indicating that a SAAR has been submitted for the Security Officer's approval.



### Sample Approver Notification

**Subject:** Action Required: SAAR#6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR#6129 has been submitted for Data Owner approval on behalf of Dinah Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. Please visit AMPS at this URL: <https://amps.dla.mil/oim>. Review your Pending Approvals to locate the SAAR and complete the approval task. This task expires on Jan 1, 2014 11:01 a.m. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

3. On the AMPS Home screen under the Requests menu heading, the Data Owner clicks **Pending Approvals**.

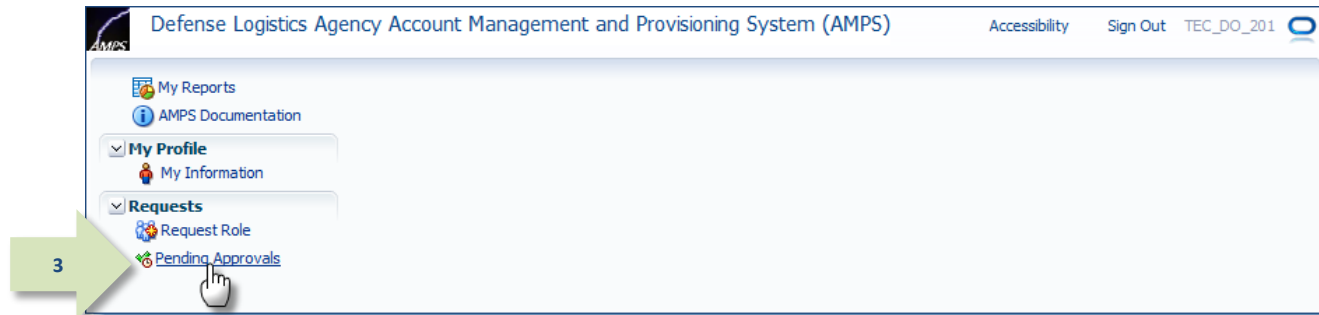


Figure 47: Requests Menu

4. On the **My Tasks** tab, click the SAAR number indicated in the email notification.

AMPS displays the **Data Owner Application Access Decision** screen for the SAAR (see Figure 45).

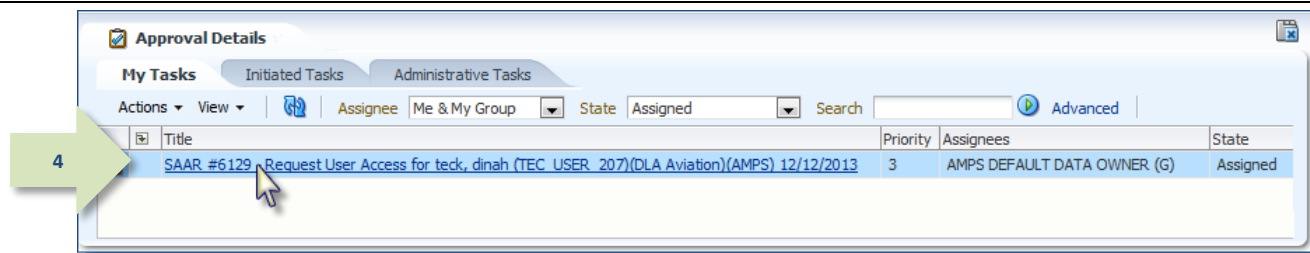


Figure 48: Approval Details - Administrative Tasks Tab

5. In the **Data Owner Application Access Decision** screen, complete entries for the required fields.

- a. **Start Date (auto-filled):** Required entry. The Start Date must not be earlier than the current date.
- b. **End Date (auto-filled):** Required entry.
- c. **Comments:** 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.

6. Click **Approve**.

AMPS automatically . . .

- Sends the SAAR to the next approver and
- Removes the SAAR as assigned to the Data Owner from the **My Tasks** tab.

**Application Data Owner Approval**

Data Owner Application Access Decision

\* Start Date 2013-12-21 \* End Date 2033-08-28

Comments Approved by the Data Owner.

You must enter comments to enable the reject button.

Approval Task Information  
 Task Creation Date Dec 12, 2013 11:17 AM  
 Current Status Assigned  
 Last Updated Dec 12, 2013 11:17 AM  
 Date Task Expires Jan 1, 2014 11:17 AM  
 Approval Outcome Assigned  
 Current Priority Level 3

SAAR Information  
 SAAR# 6129  
 Requested Role AMPS BASIC TEST ROLE  
 Request Type Request Roles  
 Role IT Level IT2  
 Data Classification Unclassified  
 Access Required Authorized  
 Justification I need this role to perform job tasks.

Optional Information I have received training in this application. Certificate is attached.

Pending Roles			
Role	IT Level	Status	Current Approver
AMPS BASIC TEST ROLE	IT2	PENDING APPROVAL	Data Owner

Current Roles			
Role	IT Level	Application	Environment
No data to display.			

Requestor Information  
 Last Name teck  
 User ID TEC\_USER\_207  
 Organization DLA Aviation  
 Official Email Address dmah.teck@dla.mil  
 Job Title Analyst  
 Citizenship US  
 Office Building 42/42

First Name dmah  
 Middle Name  
 Job Designation Civilian  
 Activity  
 Official Phone Number 804-555-1596  
 IT Level Designation

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Supervisor Information  
 Application Access Start Date 12/21/2013  
 Approving Supervisor ID TEC\_SUPR\_201  
 Supervisor Last Name Super  
 Supervisor Email Address marge.super.civ@dla.mil  
 Supervisor Comments Approved by the Supervisor.  
 Application Access End Date 8/28/2033  
 Supervisor First Name Marge  
 Supervisor Telephone Number 804-555-7412

Organization	Activity	Email Address	Telephone Number
DLA Aviation		marge.super.civ@dla.mil	804-555-7412

Security Officer Information  
 Security Officer ID TEC\_SO\_201  
 Last Name Soff  
 IT Level Designation IT2  
 Security Officer Comments Approved by the Security Officer.  
 First Name Helen

Organization	Activity	Email Address	Telephone Number
DLA Aviation		helen.soff@dla.mil	

Figure 49: Data Owner Approval Screen



- 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#6129 - Request User Access for Dinah Teck (TEC\_USER\_207) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

The Data Owner has completed an approval for SAAR#6129 regarding your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. The outcome for this task is **APPROVE**. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- In addition, AMPS displays SAAR information and status in the user's **Pending Approvals** screen.

The status shows the SAAR has been forwarded to the **Information Assurance Officer** for approval.

**My Information**  
dinah teck

User Information    **Applications & Roles**

**CAGE Code**  
DO 7

**Optional Application Attributes**

Attribute Name	Attribute Value	Application	Role Name
No data to display.			

**Provisioned Accounts**

Target System	Target Account
No data to display.	

**Current Roles**    Request Role    Remove Role

Role Name	Application	Environment	Role Type
No data to display.			

**Pending Roles**    Cancel Request

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
6129	AMPS BASIC TEST ROLE	PENDING APPROVAL	Information Assurance Officer	12-12-2013	01-01-2014	12-12-2013

**SAAR History**

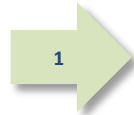
SAAR ID	SAAR Type	Resource Name	Status	Last Activity Date
No data to display.				

Figure 50: Sample User's Pending Roles

## Information Assurance Officer Approval

The following procedure explains how to approve a role request by starting at the New AMPS Home page. This procedure pertains to New AMPS only.

1. After the Data Owner approves a Role Request, AMPS sends an email notification to the User with the request's status.



### Sample User Notification: Status

**Subject:** Action Required: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR#123 is awaiting Information Assurance Officer approval of your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. No action on your part is required. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. After the 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 #6129 - Request User Access for Dinah Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

SAAR#123 has been submitted for Information Assurance Officer approval on behalf of Dinah Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on Dec 12, 2013 11:01 a.m. Please visit AMPS at this URL: <https://amps.dla.mil/oim>. Review your Pending Tasks to locate this SAAR and complete the task. This task expires on Jan 1, 2014 11:01 a.m. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

3. On the AMPS Home screen under the **Requests** menu heading, click **Pending Approvals**.

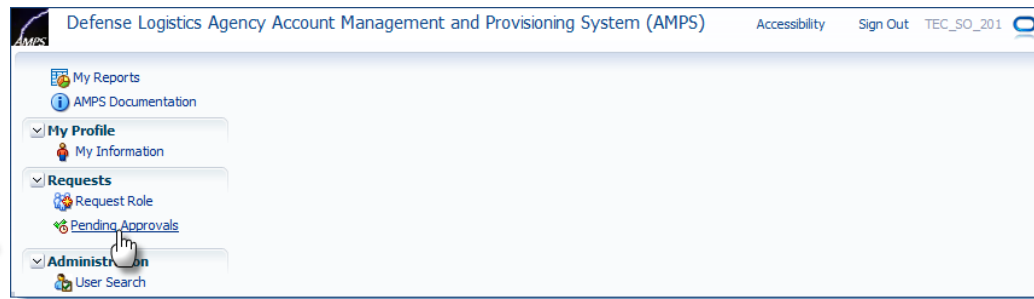


Figure 51: Requests Menu

4. In the **My Tasks** tab, click the SAAR number indicated in the email notification.

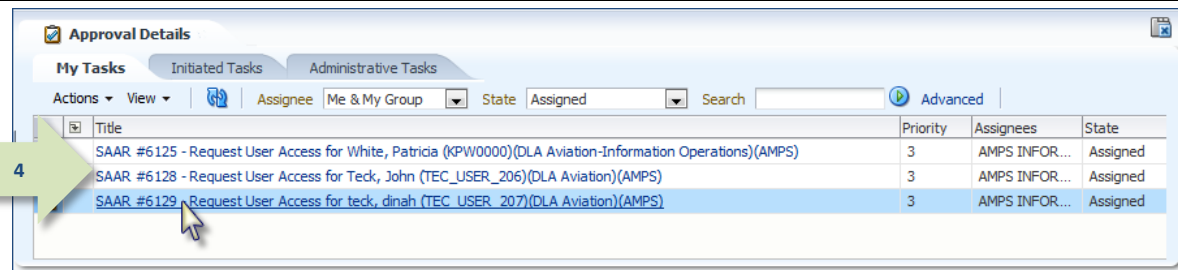


Figure 52: Approval Details - My Tasks

5. In the **Information Assurance Officer Application Access Decision** screen, fill in the required fields:

- a. **Cyber Awareness Training Date (auto-filled from user record, if available):** Enter or select a correct date for the requestor's Cyber Awareness Training Date, as needed.
- b. **Comments:** 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.

6. Click **Approve**.

AMPS automatically . . .

- Removes the SAAR as assigned to the Information Assurance Officer from the My Tasks tab.
- Provides the customer's provisioning service per the service agreement.

**Application Information Assurance Officer Approval**

Information Assurance Officer Application Access Decision

Recorded Cyber Awareness Training Date 04/01/2013  
 \* Cyber Awareness Training Date 2013-04-01

Comments : Approved by the SAO.

You must enter comments to enable the Reject button.

**Approval Task Information**  
 Task Creation Date Dec 12, 2013 1:24 PM Date Task Expires Jan 1, 2014 1:24 PM  
 Current Status Assigned Approval Outcome Assigned  
 Last Updated Dec 12, 2013 1:24 PM Current Priority Level 3

**SAAR Information**  
 SAAR# 6129  
 Requested Role AMPS BASIC TEST ROLE  
 Request Type Request Roles  
 Access Required Authorized

**Role IT Level IT2** CAGE Code Requested  
 Data Classification Unclassified

**Justification** I need this role to perform job tasks.

**Optional Information** I have received training in this application. Certificate is attached.

Pending Roles			
Role	IT Level	Status	Current Approver
AMPS BASIC TEST ROLE	IT2	PENDING APPROVAL	Information Assurance..

Current Roles			
Role	IT Level	Application	Environment
No data to display.			

**Requestor Information**  
 Last Name teck First Name dinah Middle Name  
 UserID TEC\_USER\_207 Job Designation Civilian  
 Organization DLA Aviation Activity  
 Official Email Address dinah.teck@dlamil Official Phone Number 804-555-1596  
 Job Title Analyst IT Level Designation  
 Citizenship US  
 Office Building 42/42

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**Supervisor Information**  
 Approved by Supervisor ID TEC\_SUPR\_201  
 Supervisor Last Name Super Supervisor First Name Marge  
 Role Start Date 2013-12-22 Role End Date 2033-08-29  
 Supervisor Comments Approved by the Supervisor.

Organization	Activity	Email Address	Telephone Number
DLA Aviation		marge.super.cv@dlamil	804-555-7412

**Security Officer Information**  
 Approved by Security Officer ID TEC\_SO\_201  
 Last Name Soff First Name Helen  
 Type of Investigation SSBI Date of Investigation 11/30/2012  
 IT Level Designation Clearance Authorized  
 Security Officer Comments Approved by the Security Officer.

Organization	Activity	Email Address	Telephone Number
DLA Aviation		helen.soff@dlamil	

**Data Owner Information**  
 Approved by Data Owner ID TEC\_DO\_201  
 Last Name Down First Name Paul  
 Role Start Date 2013-12-22 Role End Date 2033-08-29  
 Data Owner Comments Approved by the Data Owner.

Organization	Activity	Email Address	Telephone Number
DLA Aviation		paul.down@dlamil	

Figure 53: Information Security Officer Approval Screen

7. AMPS sends an email notification to the user regarding the approval's status.



### Sample User Notification: Status

**Subject:** Action Required: SAAR #6129 - Request User Access for Dinah Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) Dec 12, 2013 11:01 a.m.

**Body:**

The Information Assurance Officer has completed an approval for SAAR#6129 regarding your request for the following role: AMPS BASIC TEST ROLE with access to AMPS.

The outcome for this task is **APPROVE**.

AMPS provides this message for notification only. Please do not respond to this message.

If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

## 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 organization 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:

- Receive a Remedy ticket, generated by AMPS, with provisioning data included in it.
- 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 60.

# Role Request Approval Subprocesses

Role request approval subprocesses include alternate paths for handling role requests. The following table introduces subprocesses for alternate procedures described in this section.

This subprocess . . .	Enables an approver to . . .
<b>Reject a Role Request</b>	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. An <i>AMPS Best Practice</i> is to enter reasons for the rejection in the <b>Comments</b> field. The reasons entered may provide the basis for corrective action on the part of the user or other approvers.
<b>Suspend a Role Request</b>	Postpone the completion deadline of any approver's task. For example, if a Security Officer is waiting on a supporting document to arrive before he approves a role request, the approver can suspend the role request task. A task suspension has no end date.
<b>Reassign a Role Request</b>	Assign the task of approving an individual SAAR to another approver. The approver must have the appropriate role to carry out the approval task.

## How to Reject a Role Request

**What you can do:** 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 New 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 **Supervisor** and you need to reject a user's role request.
- Follow this procedure **if you are NOT the user's Supervisor** and you are, therefore, not authorized to approve the user's role request.

**Where to start:** To reject a role request, start on the **Home** screen, and navigate to the **Approval Details** screen, which lists pending tasks.

1. After a user submits a role request, AMPS notifies the Supervisor by email of a pending action.



### Sample Approver Notification

**Subject:** Action Required:SAAR #6024 - Request User Access for Diane Teck (TEC\_USER\_204) (DLA Aviation(AMPS) 2013-10-08 2013-10-08

**Body:**

SAAR #6024 has been submitted for Supervisor approval on behalf of Diane Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS.

This request was submitted in AMPS on 2013-10-08.

Please visit AMPS at this URL:<https://amps-dev.use2.ad.dla.mil/oim>.

Review Pending Approvals to locate the SAAR and complete the approval task.

This task expires on 2013-11-08. AMPS provides this message for notification only.

Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- On the AMPS Home screen under the **Requests** menu heading, click **Pending Approvals**.

AMPS opens the **Approval Details** screen. The SAAR is listed in the **My Tasks** tab.

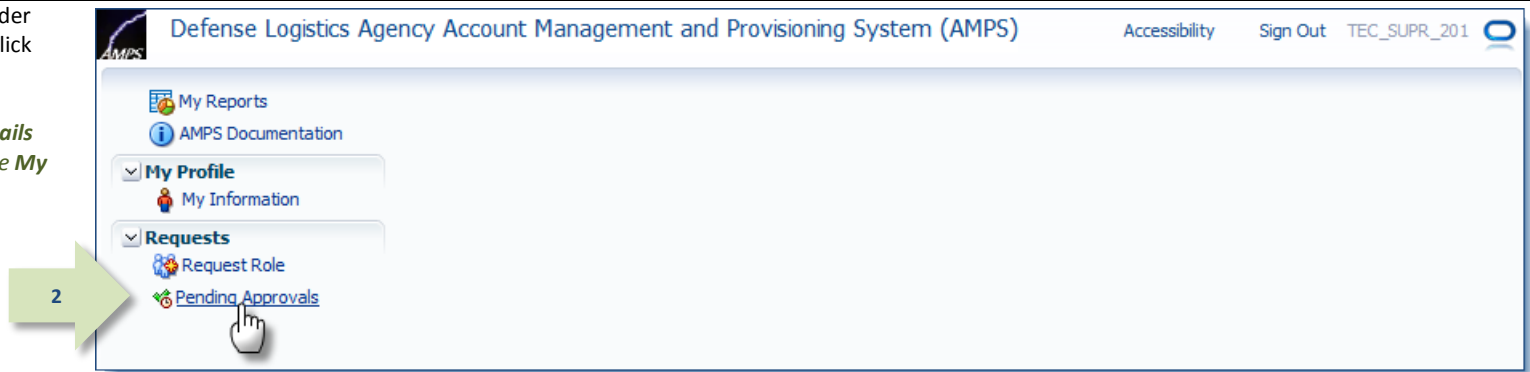


Figure 54: Requests Menu

- In the **My Tasks** tab, click the SAAR number indicated in the email notification.

AMPS opens the **Application Supervisor Approval** screen.

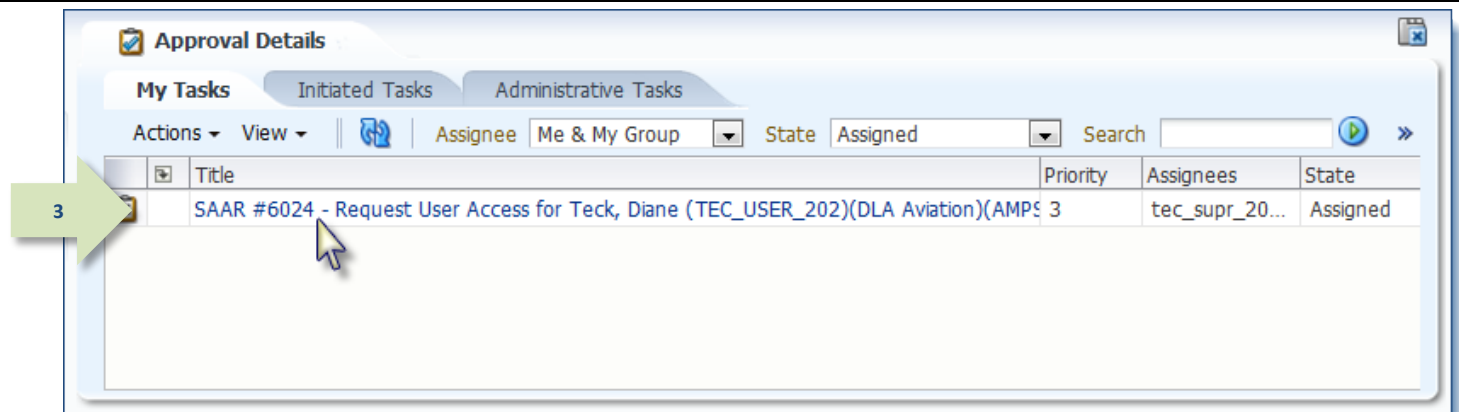


Figure 55: Approval Details - My Tasks

4. In the **Application Access Decision** screen for your approver's role, fill in text to summarize the reasoning for the rejection.  
AMPS saves these comments as part of the SAAR record.



5. Click **Reject**.

AMPS automatically . . .

- Removes the SAAR as assigned to the Supervisor from the **My Tasks** tab.
- Stores the rejected SAAR and its information for display in the user's role status tab.

**Application Supervisor Approval**
Add **5**

---

**Supervisor Application Access Decision**

It is a violation of DLA policy to grant application access to any individual other than a direct report. Violation of this policy may result in disciplinary action.

\* I agree to comply with this policy.

Start Date:        \* End Date:

\* Comments :

---

**Approval Task Information**

Task Creation Date: Oct 9, 2013 11:09 AM	Date Task Expires: Oct 29, 2013 11:09 AM
Current Status: Assigned	Approval Outcome: Assigned
Last Updated: Oct 9, 2013 11:09 AM	Current Priority: Level 3

---

**SAAR Information**

SAAR# 6024  
 Requested Role: AMPS BASIC TEST ROLE  
 Request Type: Request Roles  
 Access Required: Authorized

CAGE Code Requested

Role IT Level  
 Data Classification: Unclassified

Justification: I need this role to perform my tasks.

Optional Information: I have received training in this application.

---

**Pending Roles**

Role	IT Level	Status	Current Approver
AMPS BASIC TEST ROLE	IT2	PENDING APPROVAL	Supervisor

---

**Current Roles**

Role	IT Level	Application	Environment
No data to display.			

---

**Requestor Information**

Last Name: Teck	First Name: Diane	Middle Name:	Job Designation: Civilian
UserID: TEC_USER_202			Activity:
Organization: DLA Aviation			Official Phone Number:
Official Email Address: diane.teck@dla.mil			IT Level Designation:
Job Title:			
Citizenship:			

Office:	Grade:
	GS-09

---

**User Submitted Additional Supporting Documentation**

Attachment1.pdf

Figure 56: Application Supervisor Approval – Decision Screen

6. Check the **My Tasks** tab to verify the rejected SAAR is removed from the **Approval Details** screen.

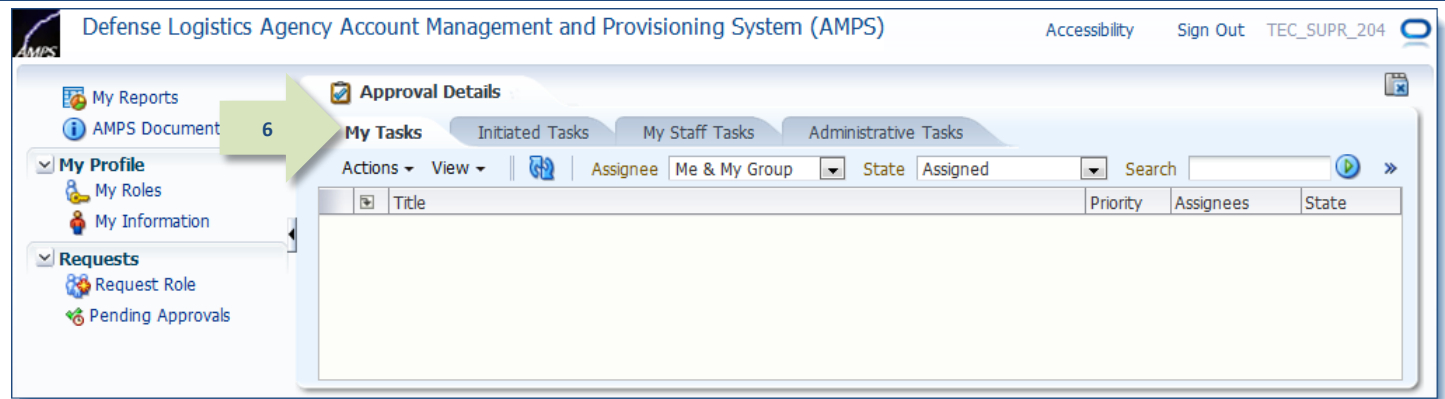


Figure 57: Approval Details - My Tasks

7. AMPS sends an email notification to the user regarding the outcome of result of the request.

### Sample User Notification: Rejection and Advice

**Subject:** Action Required: SAAR# 6024- Request User Access for Diane Teck (TEC\_USER\_202) (DLA Aviation) (AMPS) 2013-10-08.

**Body:**

The Supervisor has completed an action for SAAR#6024 regarding your request for the following role: AMPS BASIC TEST ROLE with access to AMPS. The outcome for this task is REJECTED. Please see your Supervisor for further information. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

*As the email notification indicates, check with your Supervisor to correct any deficiency in your request and submit a new role request.*



## How to Suspend a Role Request

<b>What you can do:</b>	Any approver who has a valid reason to stop the approval process temporarily for a role request can do so during the standard approval process. The procedures that follow illustrate how to suspend a role request after a user has submitted the request and explain the few steps required to select a role request from a list of pending tasks and select a suspension option. Follow this procedure if you are a role request <b>Approver</b> and you need to suspend a user's role request.
<b>Where to start:</b>	To suspend a role request approval, start on the <b>Home</b> screen, and navigate to the <b>Approval Details</b> screen, which lists pending tasks on the <b>My Tasks</b> screen.

1. After a user submits a role request, AMPS notifies each approver by email of a pending action.

*Any approver can suspend a role request.*

1

*The sample email notification at right describes the action required to locate the SAAR in Pending Approvals, but AMPS enables an approver to perform tasks other than straightforward approvals.*

### Sample Approver Notification

**Subject:** Action Required:SAAR #6026 - Request User Access for Candy Teck (TEC\_USER\_213) (DLA Aviation(AMPS) 2013-10-09

**Body:**

SAAR #6026 has been submitted for Supervisor approval on behalf of Candy Teck regarding a request for the following role: AMPS BASIC TEST ROLE with access to AMPS. This request was submitted in AMPS on 2013-10-09.  
Please visit AMPS at this URL:<https://amps.use2.ad.dla.mil/oim>.  
Review your Pending Approvals to locate the SAAR and complete the approval task.  
This task expires on 2013-11-10. AMPS provides this message for notification only.  
Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. After you select Pending Approvals from the **Requests Menu** (see Figure 50), locate the SAAR you want to suspend on the **My Tasks** screen.

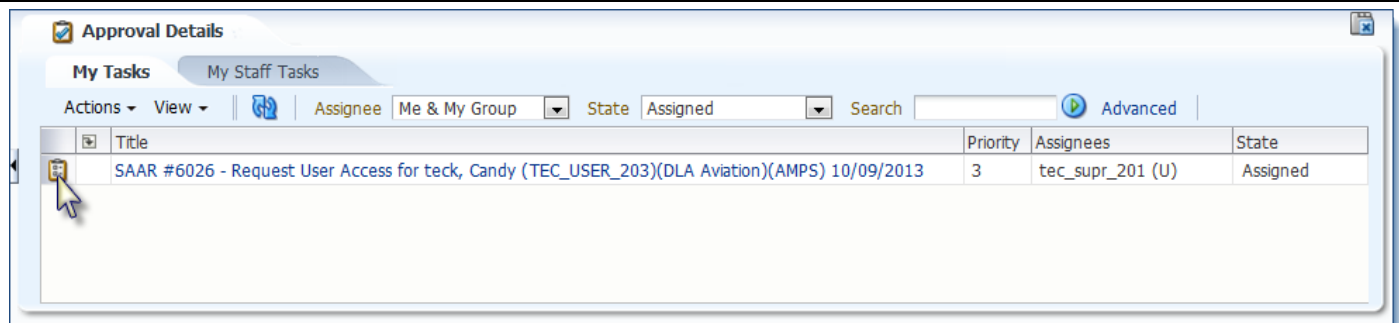


Figure 58: My Tasks Screen – Assigned SAARs

3. Click the clipboard icon to select the SAAR.

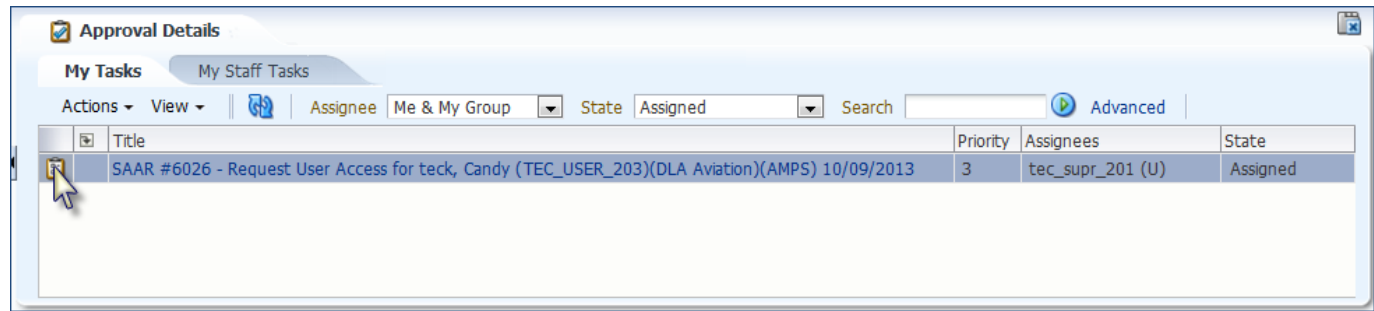


Figure 59: My Tasks Screen - SAAR Selected

4. Display the **Actions** menu and click **Suspend**.

*AMPS suspends the approval process for the selected SAAR. AMPS also removes the SAAR from the Assigned task listing in the My Tasks screen.*

*To indicate the completion of these actions, AMPS displays an **Information** message.*

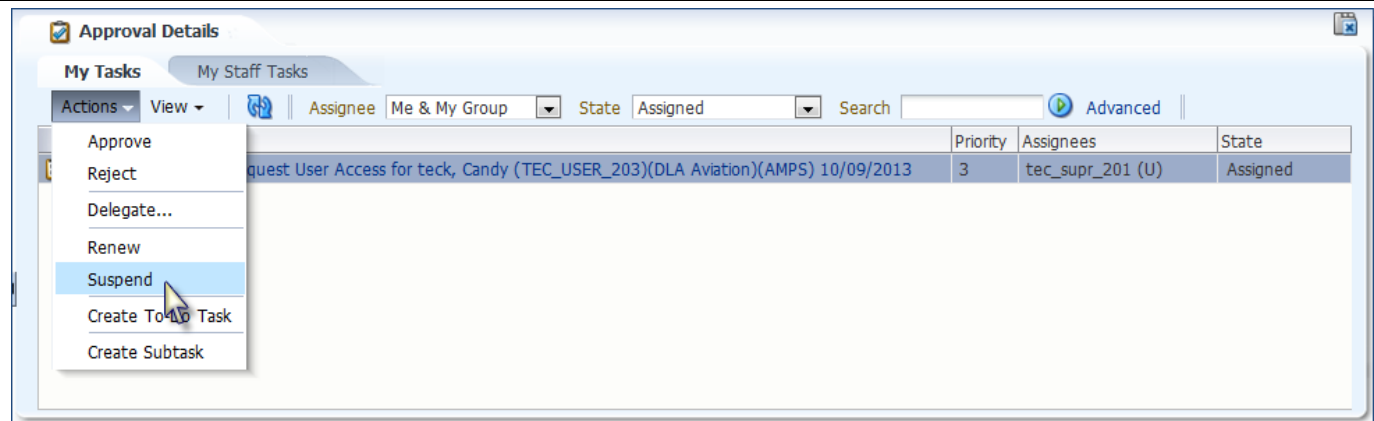


Figure 60: My Tasks Screen - Actions Menu

5. Click OK to close the Information message box.

*This action closes the Information message box and returns to the current tab.*

*See **How to Resume Approval of a Suspended Request** for procedures on locating a suspended SAAR task and resuming the approval process for the SAAR.*

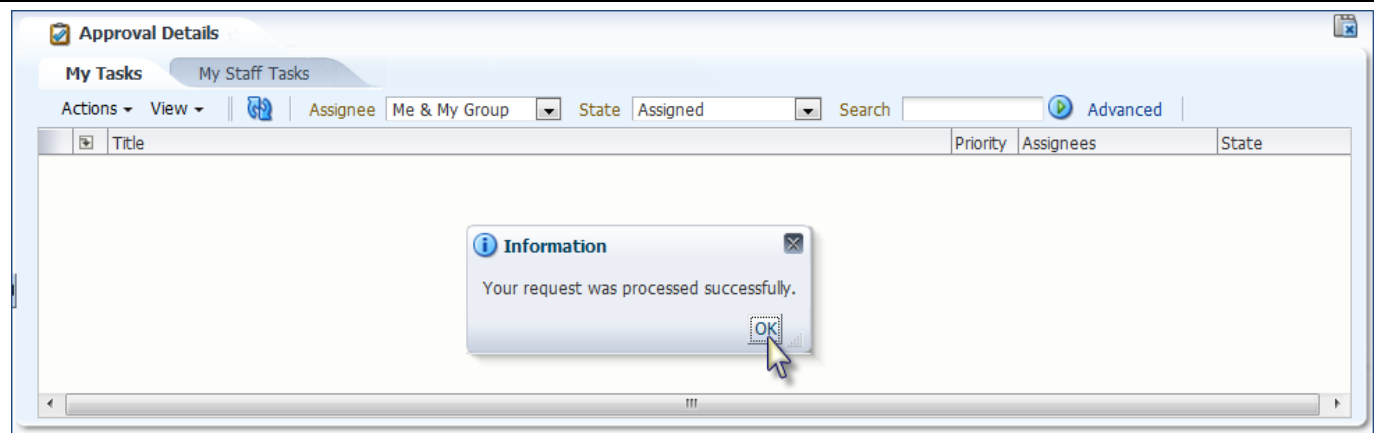


Figure 61: My Tasks Screen - Information Message

## How to Resume Approval of a Suspended Request

**What you can do:** Any approver who has suspended approval temporarily for a role request can resubmit the suspended request to the approval process. The procedures that follow illustrate how to resume approval of a role request with a current status of **Suspended**.

**Follow this procedure if you suspended the user's role request and want to resume the approval process for this request.**

**Where to start:** To resume approval of a role request, start on the **Home** screen, and navigate to the **Approval Details** screen, which lists pending tasks on the **My Tasks** screen.

1. On the **My Tasks** screen, locate the SAAR you want to resubmit for approval:
  - a. In the **State** dropdown list, select **Suspended**.
  - b. In the **Search** field, enter all or part of the SAAR number of the suspended task.
  - c. Click the search button (see Figure 58).

*AMPS displays all suspended SAARs assigned for approval to the currently logged in user.*

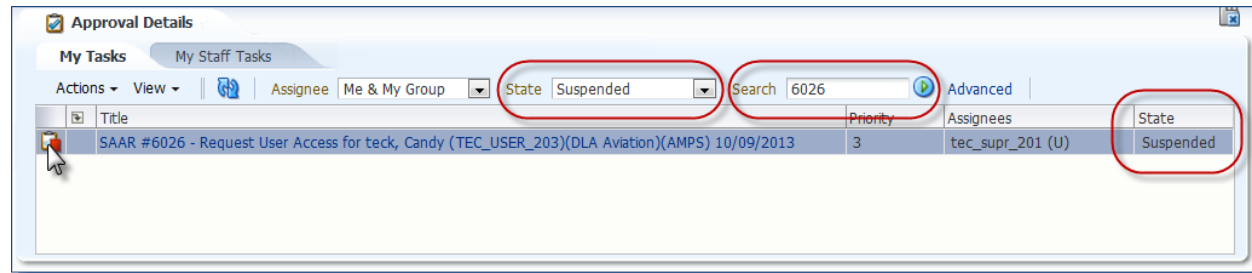


Figure 62: My Tasks - Search for Suspended SAARs

2. Click the clipboard icon to select the **Suspended** SAAR.
3. Display the **Actions** menu, and click **Resume**.

*AMPS removes the **Suspended** state from the selected SAAR and resubmits the SAAR to the approval process.*

*AMPS displays an Information message to confirm the SAAR's change in State.*

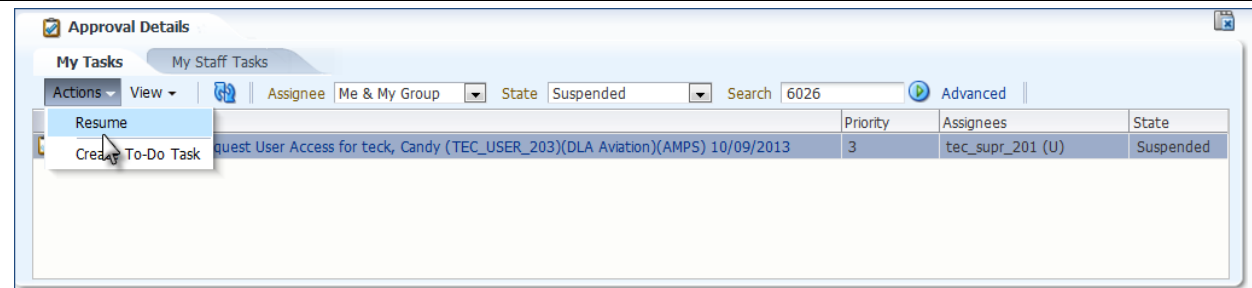


Figure 63: My Tasks - Actions Menu

- Click **OK** to close the Information message box.

AMPS returns to the **My Tasks** screen.

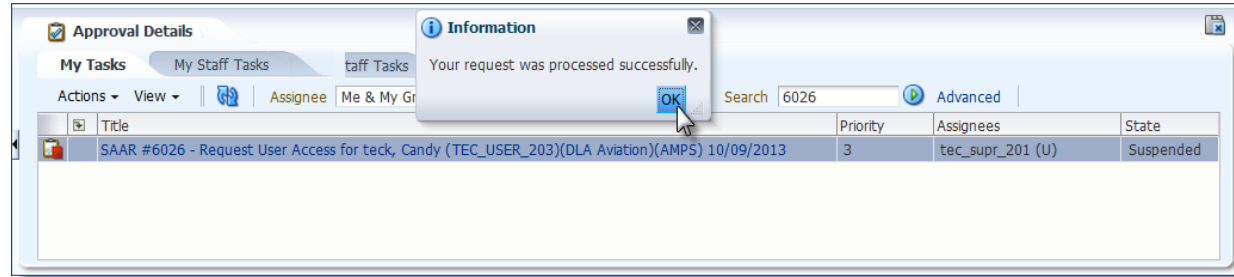


Figure 64: My Tasks - Information Message

- To display a current list of Suspended SAARs, click the **Refresh** icon.

AMPS removes from the **My Tasks** list any SAARs that are no longer suspended (see Figure 62).

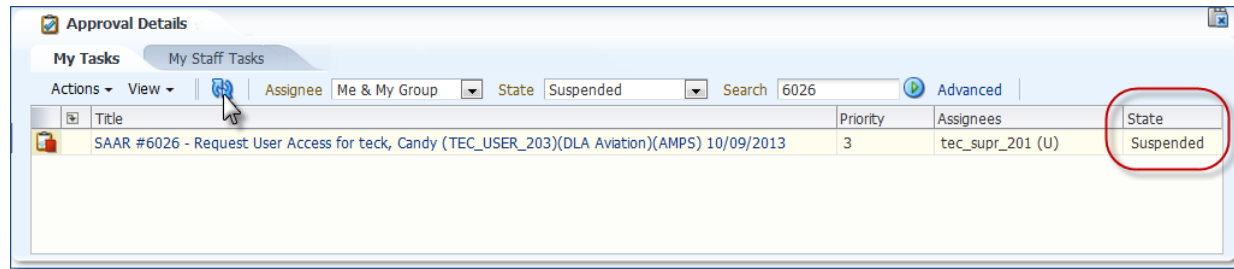


Figure 65: My Tasks - Refresh Screen Icon

- To display a current list of SAARs assigned to the current user, display the **State** dropdown list and select **Assigned**.

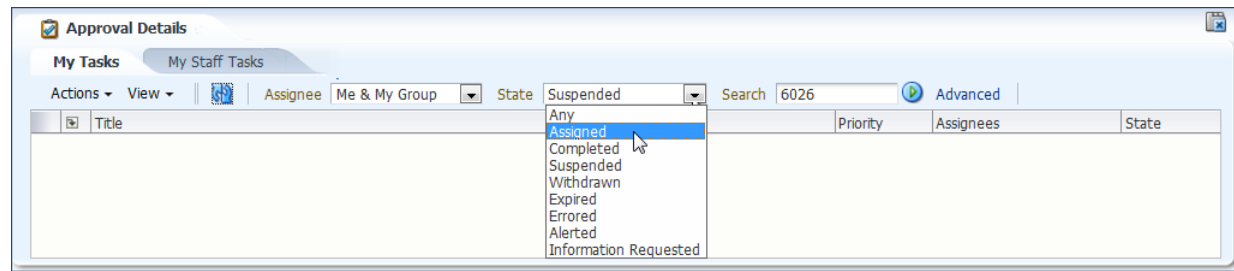


Figure 66: My Tasks - State Dropdown List

- Refine the Search by adding a specific SAAR number to the Search field and click the search button.

AMPS displays the recently resubmitted SAAR with a restored State of **Assigned**.

You can now resume the approval process for this SAAR.

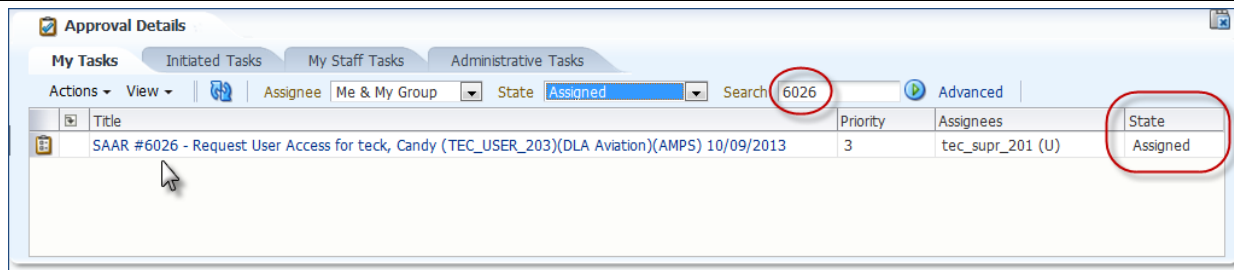


Figure 67: My Tasks - Search Results for Assigned Tasks

## How to Delegate a Role Request

### What you can do:

In AMPS, any approver who needs to reassign or delegate a role request to another approver of the same type (Security Reviewer, Supervisor, Security Officer, Data Owner, or Information Assurance Officer) can do so during the standard approval process. The procedures that follow illustrate the process in New AMPS and explain the steps required to select a role request approval assignment from a task list and delegate the task to a different user.

**Follow this procedure if you are an approver and you will be unable to complete an approval task before the task expires.**

### Where to start:

To delegate a role request, start on the **Home** screen.

1. On the AMPS Home screen, click **Pending Approvals**.

AMPS displays the **Approval Details** screen, **My Tasks** tab (see Figure 65).

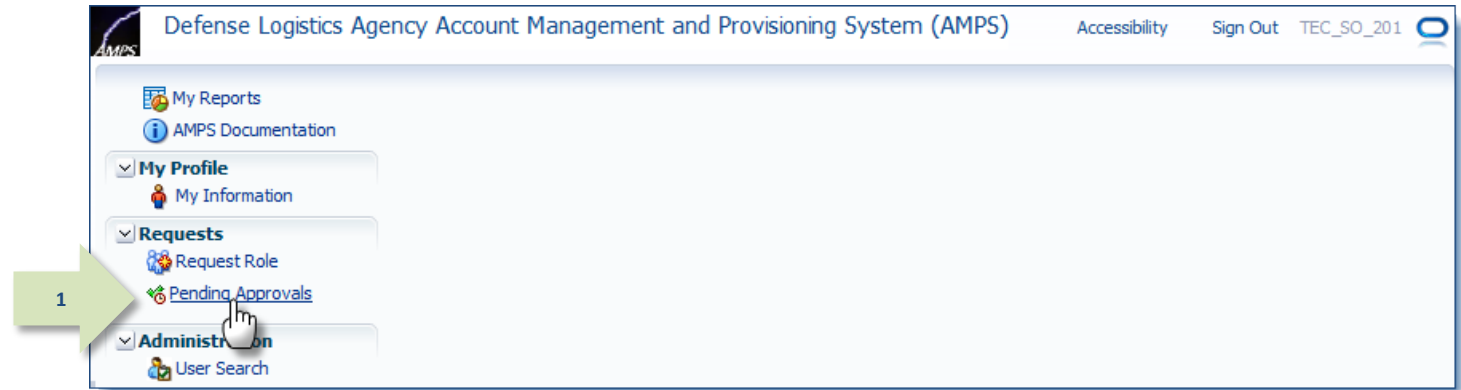


Figure 68: Home Page - Pending Approvals Command

2. Locate the SAAR you need to delegate and click the clipboard icon to select the SAAR.

AMPS highlights the SAAR.

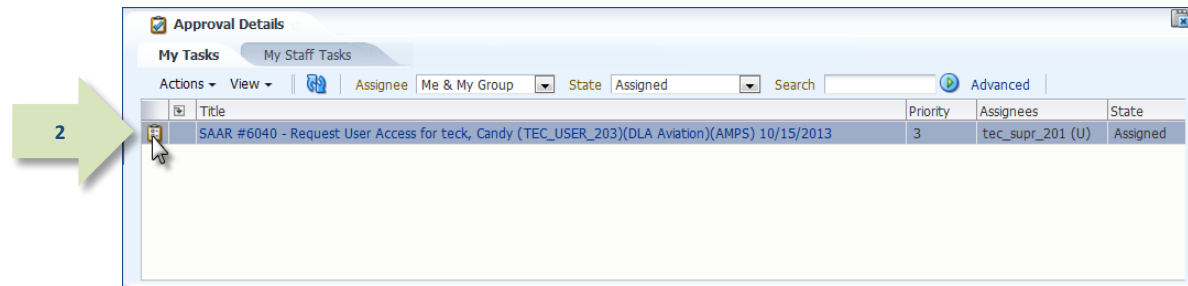


Figure 69: Approval Details - My Tasks

3. Click **Actions** to display the Actions menu; click the **Delegate** command.

AMPS displays the *Delegate Task* dialog (see Figure 67).

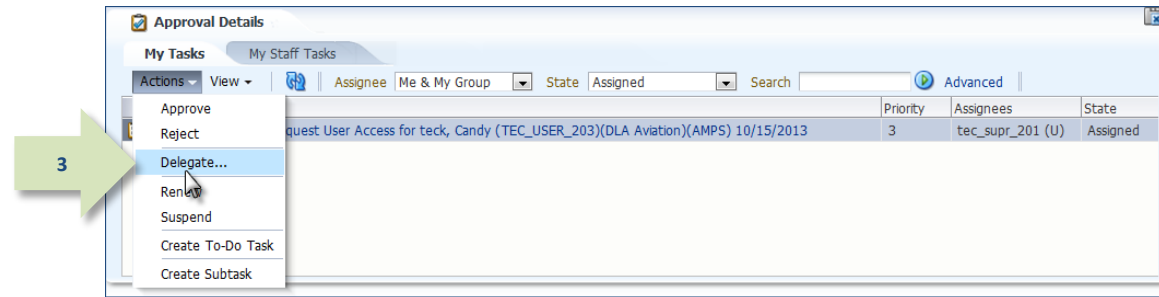


Figure 70: My Tasks – Actions Menu – Delegate Command

4. In the **Delegate Task** dialog, select an assignment option and search for the user to whom you are delegating the task:

a. Click the **Delegate** radio button.

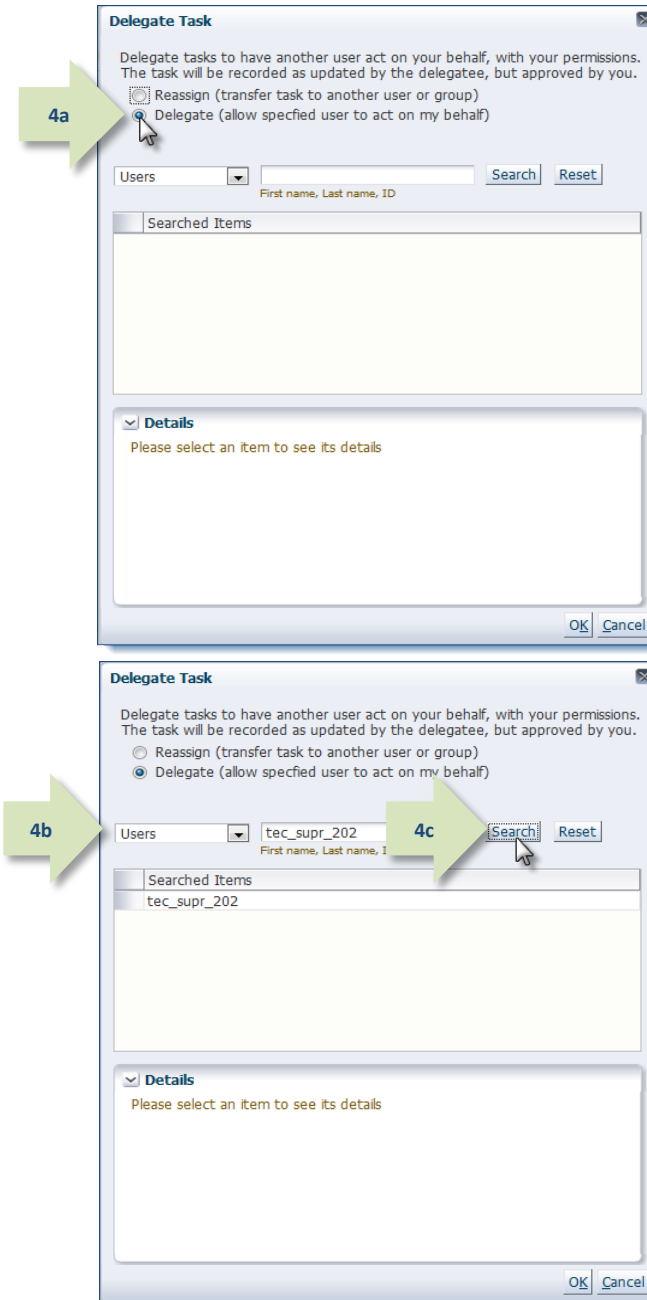
*AMPS automatically selects **Users** as the target group.*

b. Enter all or part of one of the following identifying items:

- i. **First name**
- ii. **Last name**
- iii. **User ID**

c. Click **Search**.

*AMPS locates and displays matches in the **Searched Items** list.*



**Figure 71: Delegate Task - Search for Delegate**

5. Select and confirm a delegate:
  - a. Click the search result for the user to whom you want to delegate the task.

*AMPS displays a **Details** panel with contact and other information about the selected user.*

- b. Click **OK**.

*AMPS closes the **Delegate Task** dialog and returns to the **My Tasks** tab.*

- c. Have the assignee verify the delegated task is correctly listed in the Assignee's **My Tasks** page (see Figure 69: Approval Details - Delegate's *My Task* Tab).

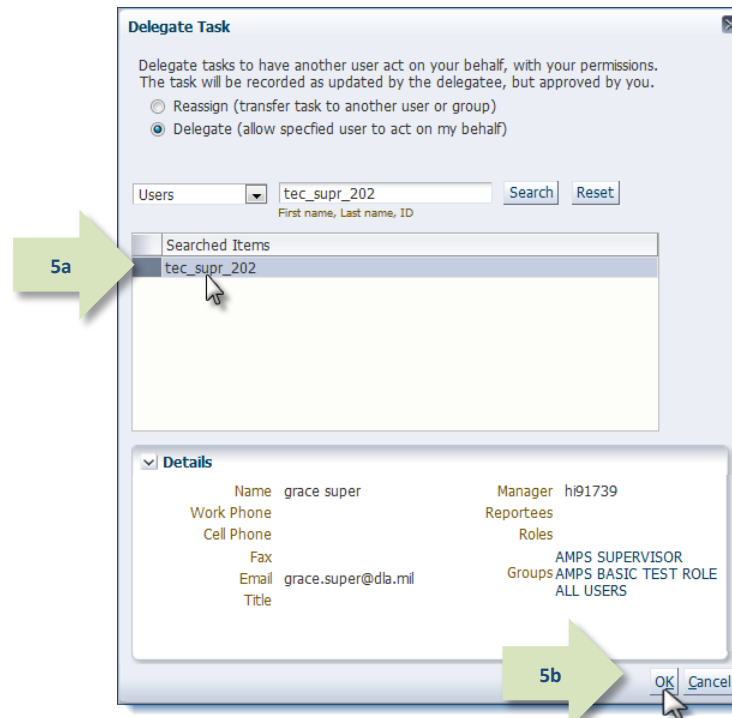


Figure 72: Delegate Task - Select and Assign Delegate

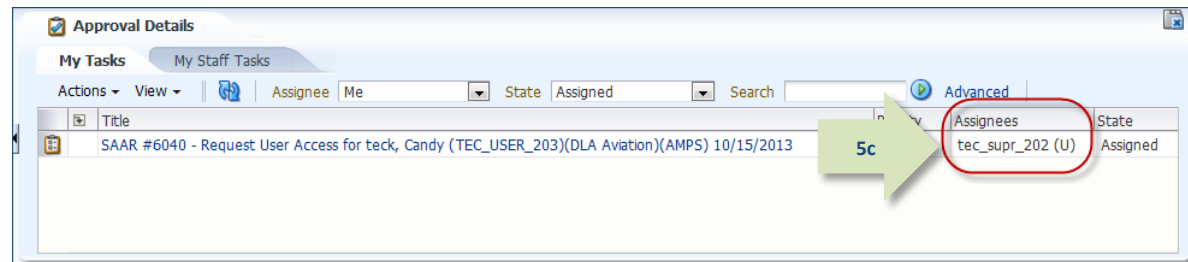


Figure 73: Approval Details - Delegate's *My Task* Tab



# How to Extend a Role Request Deadline

**What you can do:** In AMPS, any approver who needs to extend a role request deadline to a later date can do so during the standard approval process. The procedures that follow illustrate this process in New AMPS.  
**Follow this procedure if you are an approver and you will be unable to complete an approval task before the task expires.**

**Where to start:** To delegate a role request, start on the **Home** screen.

1. On the AMPS Home screen, click **Pending Approvals**.

AMPS displays the **Approval Details** screen, **My Tasks** tab (see Figure 71).

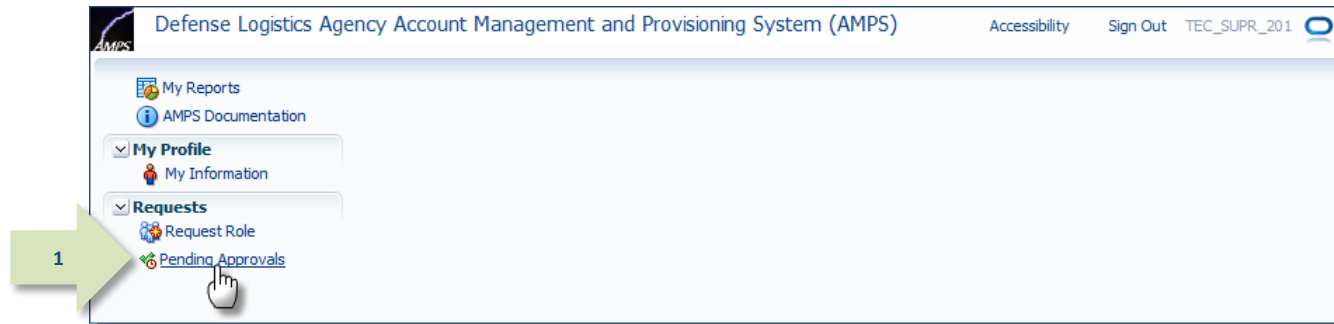


Figure 74: Home Page - Pending Approvals Command

2. As an option, verify the task expiration date for a SAAR.
  - a. Locate the SAAR that needs a deadline extension
  - b. Click the SAAR record.

AMPS opens the SAAR decision screen for the currently assigned approver.

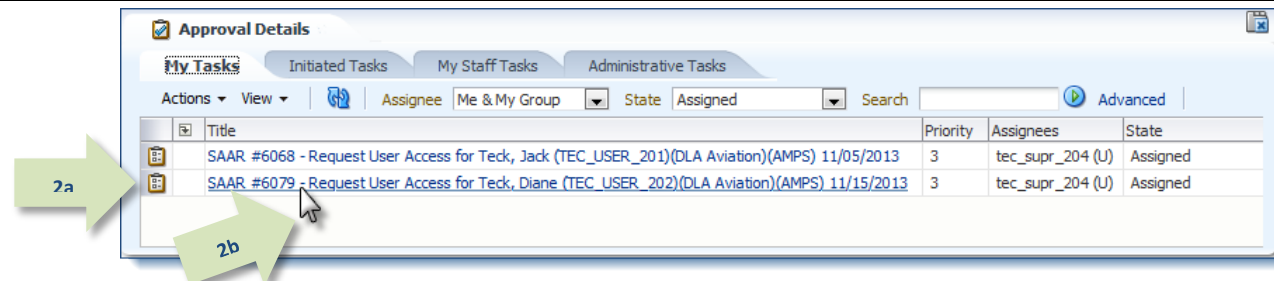


Figure 75: Approval Details - My Tasks

- c. View the SAAR's expiration date.
  - d. Click **Cancel**.

AMPS closes the SAAR decision screen.

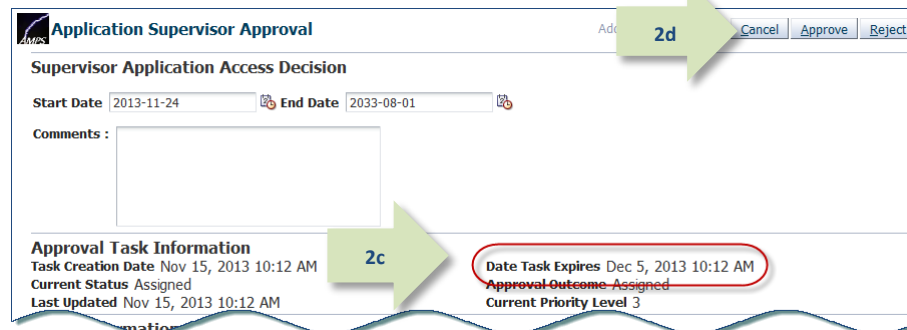
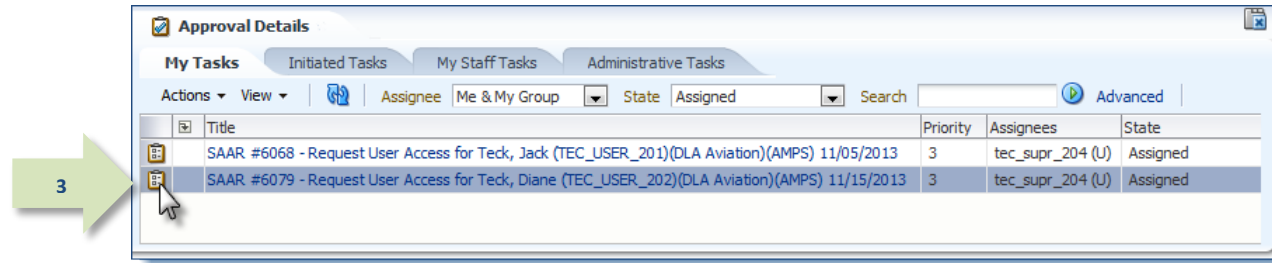


Figure 76: Sample SAAR - Date Task Expires

3. On the **Approval Details** screen, click the clipboard icon to select the SAAR.

*AMPS highlights the SAAR.*

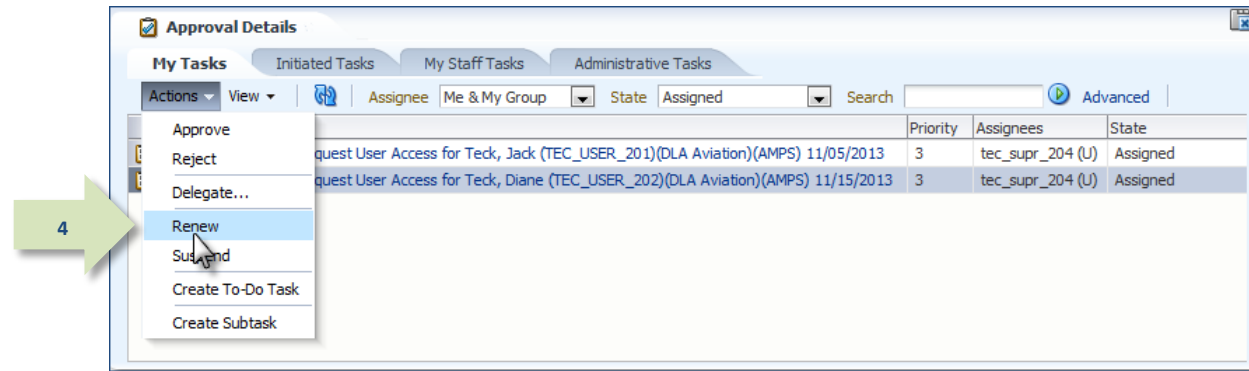


**Figure 77: Approval Details - Select the SAAR**

4. Select the option to **Renew** the task:

- a. With the SAAR selected, click the **Actions** menu.
- b. Click **Renew**.

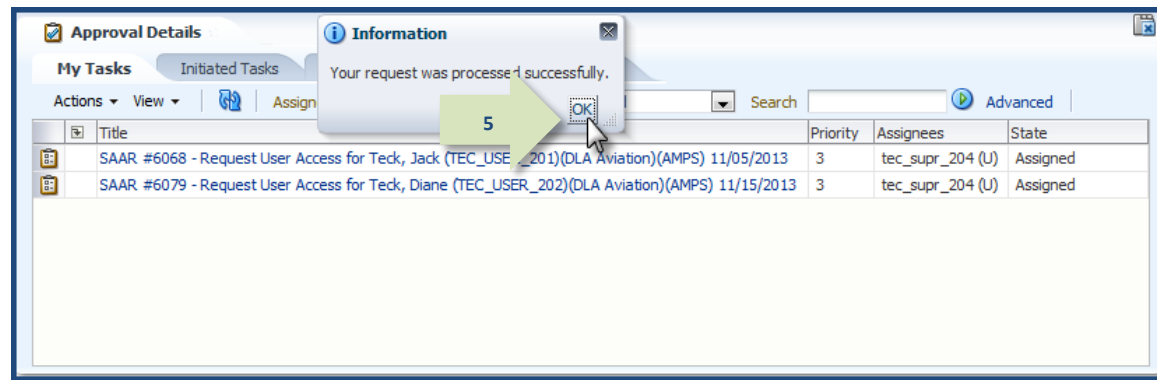
*AMPS extends the deadline by adding seven calendar days to the expiration date (see Figure 76).*



**Figure 78: Actions Menu - Renew**

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

*AMPS closes the Information message box.*



**Figure 79: Information Message**

- 6. As an option, check the expiration date on the approval decision screen or in the user's **Pending Roles** screen to verify that the expiration date has been extended.

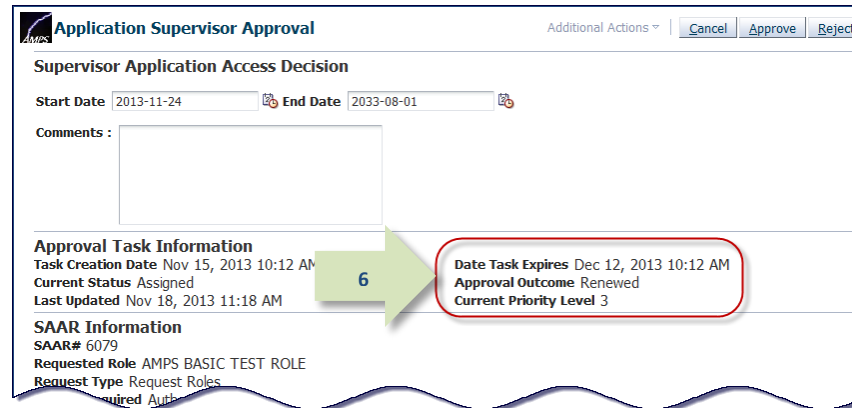


Figure 80: Sample Supervisor Decision Screen - Expiration Date Extended

## 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 is handled for an application. This section discusses one provisioning method called "Total AMPS."

Total AMPS represents a provisioning 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 needs 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. Manual provisioning takes place outside the AMPS provisioning process itself; completing a ticket signals that provisioning is complete.

## How to Provision a Role through Total AMPS

1. After the IAO approves the User's role request, AMPS sends an email notification to the user regarding the provisioning process.



1

### Sample User Notification: Approval for Provisioning

**Subject:** Notification: SAAR #362 - Provision User Access for Cora Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) 05-31-2013

Your request for AMPS BASIC TEST ROLEII with access to AMPS (SAAR 362) has been fully approved and submitted for provisioning to set up your account.

After provisioning is complete, you will receive an email notification that an account has been set up for you.

AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. AMPS also sends the Provisioner an email notification indicating a SAAR has been submitted for provisioning.



2

### Sample Provisioner Notification

**Subject:** Action Required: SAAR #362 - Request User Access for Cora Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) 05-31-2013

**Body:**

SAAR #362 has been submitted for provisioning on behalf of Cora Teck regarding a request for AMPS BASIC TEST ROLE and access to AMPS.

This task was submitted in AMPS on 05031-2013.

Please visit <https://amps.use2.ad.dla.mil/oim> and review your Pending Tasks to locate this SAAR in AMPS and complete the task. This task expires on 06-20-2013.

AMPS provides this message for notification only. Please do not respond to this message.

If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

3. The Provisioner checks **Pending Approvals** in AMPS.

*AMPS displays the My Tasks tab page for the Provisioner.*

4. The Provisioner clicks the title of the SAAR that corresponds to the notification.

*AMPS displays the Total AMPS provisioning ticket for the SAAR. At this point, the provisioner checks the details and uses the information to provision the requested role for the user.*

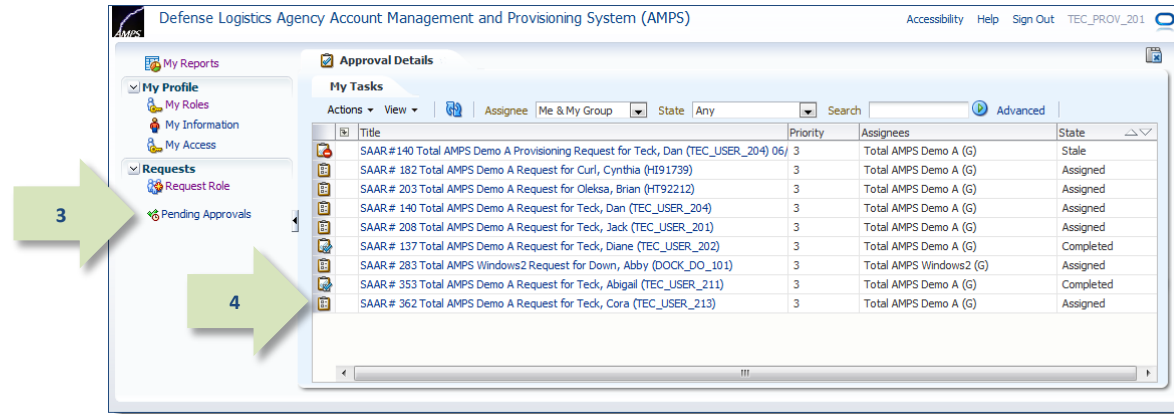


Figure 81: Sample Provisioner's Approval Details - My Tasks Tab

5. After provisioning is complete, the provisioner can reopen the ticket and complete the ticket by following these steps:

- a. Enter final comments in the required **Comments** text area.
- b. Click **Work is Completed**.

*AMPS closes the ticket and returns to the Home page.*

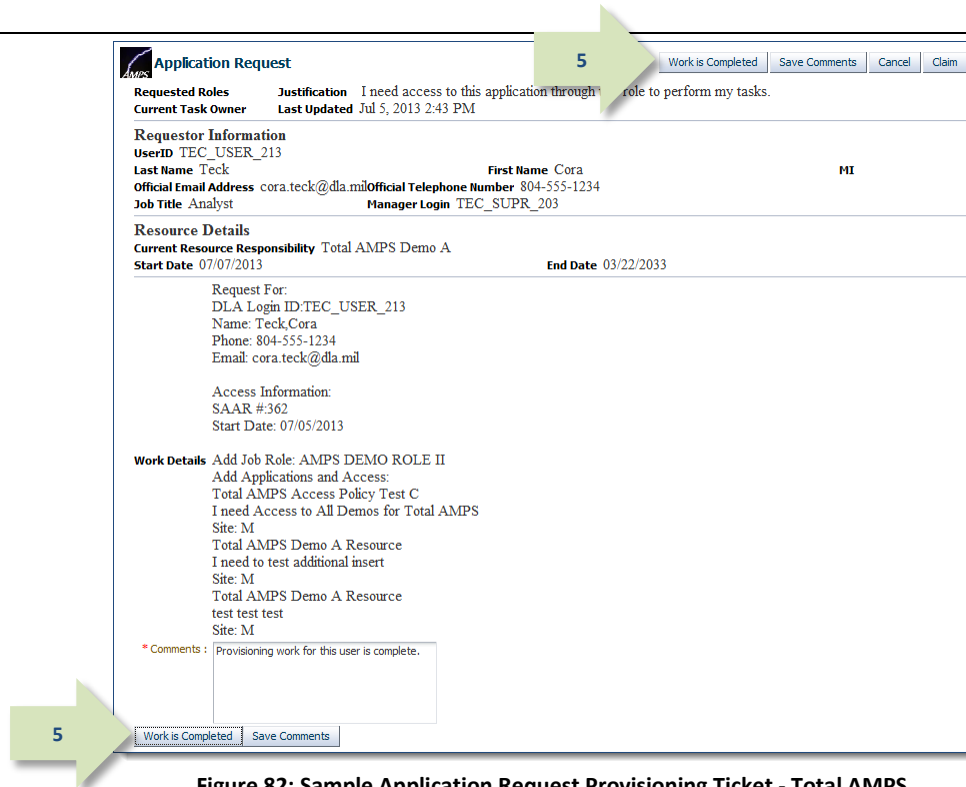


Figure 82: Sample Application Request Provisioning Ticket - Total AMPS

6. AMPS sends the user an email confirmation indicating the role has been provisioned.



## Sample User Notification: Confirmation of Role Provisioning

**Subject:** Notification: SAAR #362 - Provision User Access for Cora Teck (TEC\_USER\_213) (DLA Aviation) (AMPS) YYYY-MM-DD T00:00:00.000-00:00

**Body:**

Your request for the AMPS BASIC TEST ROLEII with access to AMPS (SAAR 362) has been provisioned, and your account setup is complete.

Your account has 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 have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

7. To verify the role has been provisioned, the user can follow these steps:
  - a. Log in to AMPS.
  - b. Click the **My Roles** command on the Home screen.
  - c. Verify the requested role is now listed in the **Application Roles** tab page.

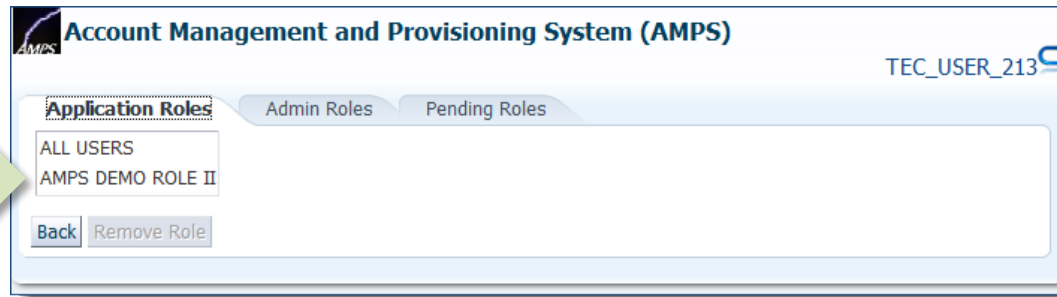


Figure 83: Sample Tab Page - Provisioned Application Roles

# 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.

**Where to start:** Begin at the AMPS Home screen.

## 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 Home screen and identifies the logged in user by ID.

2. Under the **My Profile** menu on the **Home** screen, click **My Information**.

AMPS displays the **My Information** screen with access to two tab pages: **User Information** and **Applications & Roles** (see Figure 81).

3. Click the **Applications & Roles** tab to open this page.

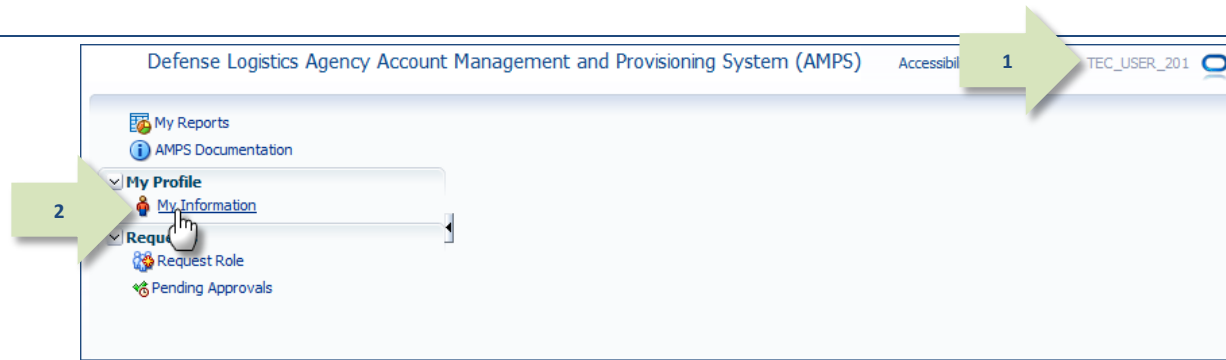


Figure 84: AMPS Home Screen

Figure 85: My Information

4. Click the name of the role from the **Current Roles** list to select it for removal.

5. Click **Remove Role**.

AMPS displays a **Justification** dialog (see Figure 83).

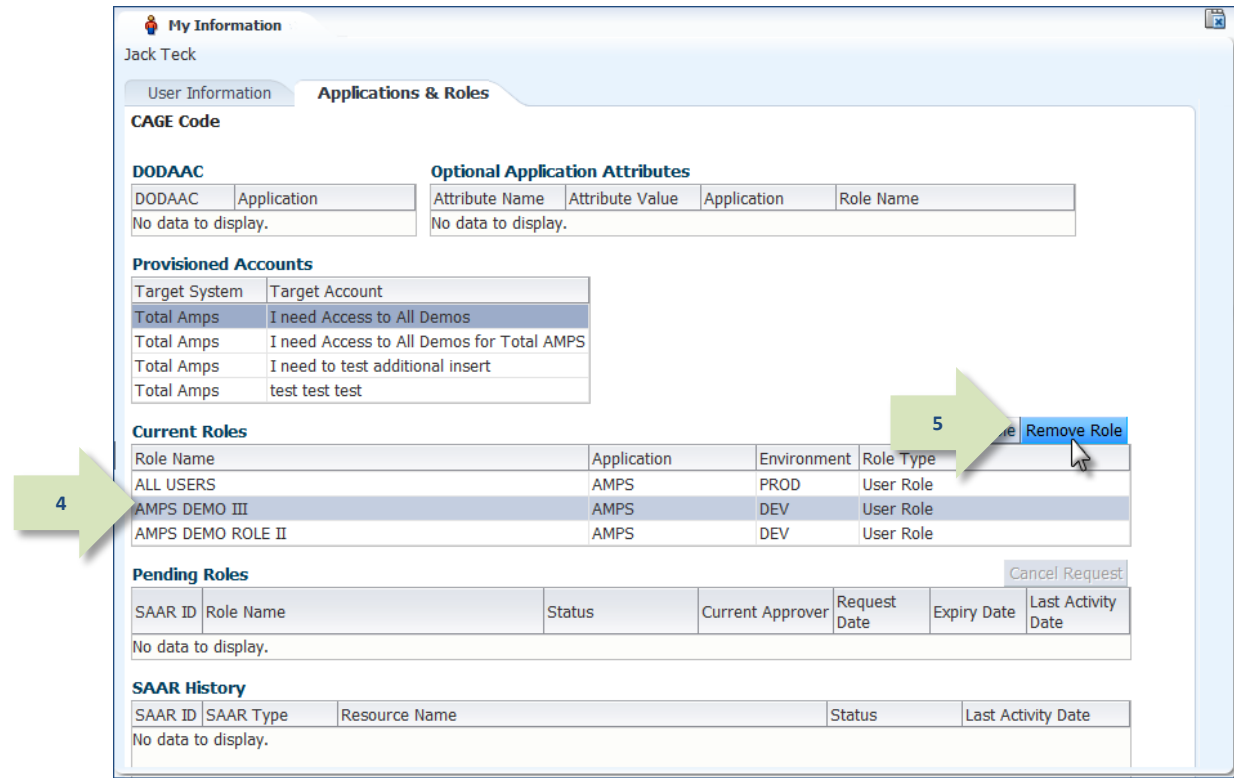


Figure 86: Select and Remove a Role

6. Enter text in the **Justification** text area to clarify the removal request for your supervisor.

7. Click **OK**.

AMPS displays an **Information** message to confirm the submission of the role removal request (see Figure 84).

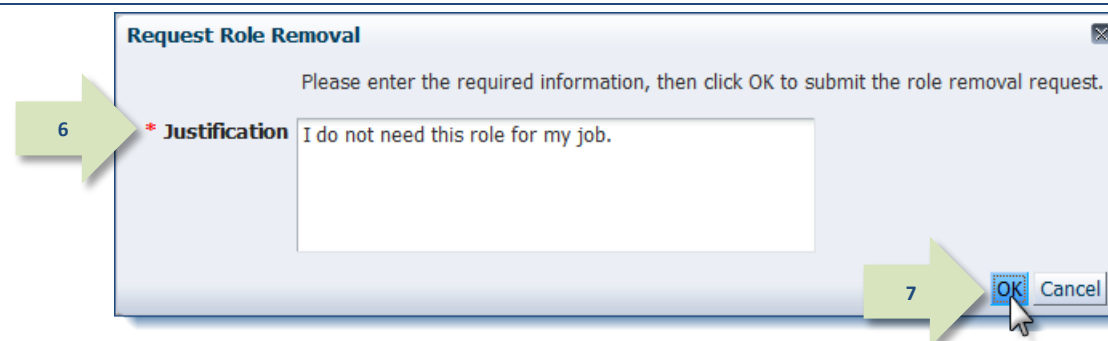


Figure 87: Role Removal - Justification for Removal



8. In the **Information** message box, note the SAAR number and click **OK** to close the box.

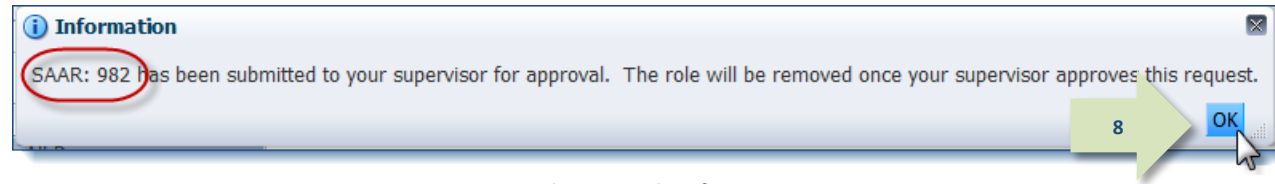


Figure 88: Role Removal - Information Message

9. To check the status of a role removal request, reopen the **Applications & Roles** tab page (see Figure 82) and check the **Pending Roles** list.

*AMPS lists the SAAR for the role removal request and provides the Status, Current Approver, and date information for the SAAR.*

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
982	AMPS DEMO III	PENDING APPROVAL	Supervisor	12-16-2013	01-05-2014	12-16-2013

Figure 89: Role Removal – SAAR Information

10. After you submit a role removal request, AMPS sends an email notification confirming the submission of a role removal request.

### Sample User Notification: Confirmation

**Subject:** Notification: SAAR #982 - Request Role Removal for Jack Teck (TEC\_USER\_201) (DLA Aviation) (AMPS) December 16, 2013.

**Body:**

Your request for removal of role AMPS DEMO III (SAAR 982) has been submitted for approval. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

11. 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 #982 - Request Role Removal for Jack Teck (TEC\_USER\_201) (DLA Aviation) (AMPS) December 16, 2013

**Body:**

SAAR #982 is awaiting Supervisor approval of your request for removal of the following role: AMPS DEMO III.  
 This request was submitted in AMPS on December 16, 2013.  
 No action on your part is required.  
 AMPS provides this message for notification only. Please do not respond to this message.  
 If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

## Next Steps . . .

As the notifications state, AMPS has received the role removal request, entered the request in the system, and assigned a SAAR number.

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:** A role removal is listed in **Pending Approvals** as a SAAR. Follow these steps to approve a role removal request starting at the **Pending Approvals** screen.

**Users:** After your Supervisor approves a role removal request, the request goes through a deprovisioning process, either automatically or manually. At that time, the role removal request is complete.

1. After a user submits a role removal request, AMPS notifies the Supervisor by email of a pending action.

### Sample Approver Notification

**Subject:** Action Required:SAAR #6142 - Request Role Removal for Jack Teck (TEC\_USER\_201) (DLA Aviation) (AMPS) December 17, 2013

**Body:**

SAAR #6142 has been submitted for Supervisor approval on behalf of Jack Teck regarding a request for removal of the following role: AMPS DLA New User Administrator.

This request was submitted in AMPS on December 17, 2013

Please visit AMPS at this URL:https://amps-dev.use2.ad.dla.mil/oim.

Review your Pending Approvals to locate the SAAR and complete the task to approve this role removal.

This task expires on January 5, 2014- AMPS provides this message for notification only.

Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

2. Under the **Requests** menu on the **Home** screen, click **Pending Approvals**.

AMPS displays the *Pending Approvals* screen (Figure 87).

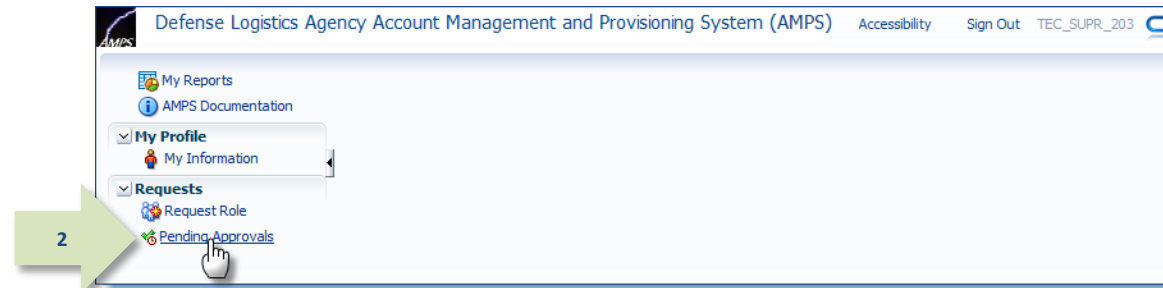


Figure 90: AMPS Requests Menu – Pending Approvals

3. Click the SAAR number for the role removal request.

AMPS displays a *Supervisor Application Access Decision* screen (see Figure 88).

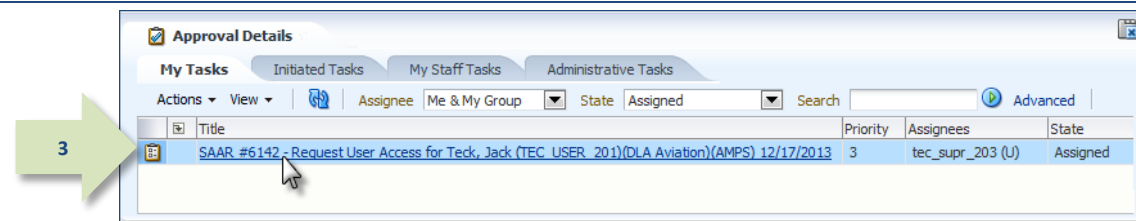


Figure 91: Role Removal – Supervisor's Pending Approvals Screen

4. Review the details, as needed, on the **Supervisor Application Access 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:
  - a. Verify the **Start Date** and **End Dates**. AMPS enters these dates automatically.
  - b. As an option, 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.*

**Application Supervisor Approval** Additional Actions: **6** Approve Reject

**Supervisor Application Access Decision**

Start Date: 2013-12-26 End Date: 2033-09-02

Comments: Approved.

You must enter comments to enable the reject button.

**Approval Task Information**

Task Creation Date: Dec 17, 2013 3:22 PM Date Task Expires: Jan 6, 2014 3:22 PM  
 Current Status: Assigned Approval Outcome: Assigned  
 Last Updated: Dec 17, 2013 3:22 PM Current Priority Level: 3

**SAAR Information**

SAAR#: 6142  
 Requested Role: AMPS DLA NEW USER ADMINISTRATOR  
 Request Type: Remove Role  
 Access Required: Authorized  
 Role IT Level:  
 Data Classification: Unclassified  
 Justification: Role requested in error.

**Optional Information**

**Pending Roles**

Role	IT Level	Status	Current Approver
DRU Prod - BAE ACM User	IT3	PENDING APPROVAL	Security Officer

**Current Roles**

Role	IT Level	Application	Environment
AMPS DLA NEW USER ADMINISTRATOR	IT2	AMPS	TEST
AMPS BASIC TEST ROLE	IT2	AMPS	TEST

**Requestor Information**

Last Name: Teck First Name: Jack Middle Name:  
 UserID: TEC\_USER\_201 Job Designation: Civilian  
 Organization: DLA Aviation Activity:  
 Official Email Address: gggg@gg.gg Official Phone Number: 8045551234  
 Job Title: Analyst IT Level Designation: IT2  
 Citizenship: US

Office	Grade
Bldg 33/001	GS-08

**User Submitted Additional Supporting Documentation**

No data to display.

Figure 92: Application Supervisor Approval Screen

- After a Supervisor approves a role removal request, AMPS notifies the user by email of the result.



### Sample User Notification: Removal Approved

**Subject:** Notification: SAAR #6142 - Request Role Removal for Jack Teck (TEC\_USER\_201) (DLA Aviation) (AMPS) December 17, 2013

**Body:**

The Supervisor has completed an approval for SAAR #6142 regarding your request to remove following role: AMPS DLA New User Administrator. The outcome for this task is APPROVED. You will be notified when the role is removed from your account. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- When 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.



### Sample User Notification: Role Removal Complete

**Subject:** Notification: SAAR #6142 - Request Role Removal for Jack Teck (TEC\_USER\_201) (DLA Aviation) (AMPS) December 17, 2013

**Body:**

Your request to remove AMPS DLA New User Administrator (SAAR 6142) has been fully approved, and the role has been deprovisioned. AMPS provides this message for notification only. Please do not respond to this message. If you have any questions about this notification, please contact the Enterprise Help Desk at 855.352.0001.

- Afterward, the role is no longer listed in the user's **Current Roles** section of the Applications & Roles tab page.

The user's SAAR history lists the role removal SAAR as **COMPLETED**.



**My Information**  
Jack Teck

User Information | **Applications & Roles**

**CAGE Code**

**DODAAC**

DODAAC	Application
No data to display.	

**Optional Application Attributes**

Attribute Name	Attribute Value	Application	Role Name
No data to display.			

**Provisioned Accounts**

Target System	Target Account
No data to display.	

**Current Roles**

Role Name	Application	Environment	Role Type	Request Role	Remove Role
AMPS BASIC TEST ROLE	AMPS	TEST	User Role		

**Pending Roles**

SAAR ID	Role Name	Status	Current Approver	Request Date	Expiry Date	Last Activity Date
6133	DRU Prod - BAE ACM User	PENDING APPROVAL	Security Officer	12-16-2013	01-05-2014	12-16-2013

**SAAR History**

SAAR ID	SAAR Type	Resource Name	Status	Last Activity Date
6142	Role Removal	AMPS DLA NEW USER ADMINISTRATOR	COMPLETED	12/17/2013
6141	Role Request	AMPS DLA NEW USER ADMINISTRATOR	COMPLETED	12/17/2013
6068	Role Request	AMPS INFORMATION ASSURANCE OFFICER	REJECTED	12/8/2013
6031	Role Request	AMPS BASIC TEST ROLE	COMPLETED	10/10/2013

Figure 93: User's Applications & Roles Screen - After Role Removal

## Document Information

The following sections furnish the identifying information and revision history of this document, acronyms and initialisms used in this document, a list of known documents that provided information for this document, and contributors' contact information.

### Document Identification

The following table provides identification information about this document:

<b>Document ID:</b>	Working file: AMPS User Guide Ver 1.1.docx Published file: AMPS User Guide Ver 1.1.pdf
<b>Document Title:</b>	AMPS User Guide: AMPS Procedures for Users and Administrators
<b>Purpose</b>	This guide provides users and approvers with the procedures they need to submit, approve, and manage role requests and information.

### Revision History

The following table outlines and describes successive versions of this document

Version Number	Revision Date	Summary of Changes	Author
1.0.0	24 Oct 2013	Created initial version for new users	Cynthia Curl
1.0.1	30 Oct-12 Nov 2013	Applied editing changes submitted by Rita Hoge: corrected figure captions; added corrections and clarifications to various procedures. Converted document to an all-purpose guide for new and existing users.	Cynthia Curl
1.0.2	18 Nov 2013	Added a section on renewing a task.	Cynthia Curl
1.1	18 Dec 2013	Updated role request approval screens and email notifications. Updated entire role removal process. Added chart to show approvers' time limits. Revised My Profile section; removed My Roles section. Updated Check Role Status section.	Cynthia Curl
1.2	9 Jan 2014	Added the SOD Reviewer section. Updated content in approval introductory sections.	Cynthia Curl

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