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:

https://amps.dla.mil/oim

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:

Telephone: 1-855-352-0001
Email Address: DLAEnterpriseHelpDesk@dla.mil
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.

How to Open the AMPS Documentation Screen

1. Click the AMPS Documentation link.

   AMPS displays the documentation page (see Figure 2).

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.

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.
Launching AMPS

What you can do:  
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

Where to start:  
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).

3. Select a certificate and click OK.
   AMPS displays a Single Sign-on Authentication screen (see Figure 5).
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).

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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.
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 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.
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.

2. In the IE Command Bar, click Tools.

3. Click Compatibility View Settings.

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

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![Figure 8: Compatibility View Message](image1)

![Figure 9: Internet Explorer - Tools Menu](image2)
4. Review any entries in the text area labeled **Websites you’ve added to Compatibility View**.

5. 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*.

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

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**Figure 10: Compatibility View Settings: Remove All Web Sites**

**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

What you can do:
The menu section labeled My Profile enables you to view and manage information about yourself, your roles, and your accounts.

<table>
<thead>
<tr>
<th>If you need to . . .</th>
<th>Navigate this path to this specific screen . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify the roles you have through AMPS</td>
<td>My Profile &gt; My Information &gt; Application &amp; Roles tab &gt; Current Roles</td>
</tr>
<tr>
<td>Check the status of a pending role request</td>
<td>My Profile &gt; My Information &gt; Application &amp; Roles tab &gt; Pending Roles/Requests</td>
</tr>
<tr>
<td>Review or modify basic information or contact data</td>
<td>My Profile &gt; My Information &gt; User Information &gt; User Information</td>
</tr>
<tr>
<td>Manage your password or challenge questions (external users only)</td>
<td>My Profile &gt; My Information &gt; Change Password</td>
</tr>
<tr>
<td>Update your Organization</td>
<td>My Profile &gt; My Information &gt; Change Challenge Questions</td>
</tr>
<tr>
<td>Change your Supervisor</td>
<td>Internal users: My Profile &gt; My Information &gt; User Information &gt; Supervisor</td>
</tr>
<tr>
<td>View your Direct Reports (Supervisors only)</td>
<td>My Profile &gt; My Information &gt; Direct Reports</td>
</tr>
</tbody>
</table>

Where to start: 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.
4. 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)

5. 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.

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

   ![Figure 15: Applications & Roles Tab Page](image)
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.

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.

4. Click Save to save your changes.

Figure 16: AMPS Home Screen  My Profile Menu

Figure 17: User Information Screen
**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:

![Role Request Navigation](image)

**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.

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

   ![AMPS Home Screen](image)
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**.
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:
    a. To verify your choice, click the **Expand** button (>) to display details about the role.
    b. 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**.

   **Figure 21: Request Role - Select Roles**
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**.

**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.
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.
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.
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 screen.

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

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

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

![Figure 29: Update Organization - Selected Organization Entered](image-url)
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).
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.

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

*Proceed with the role request for the selected user (see page 14).*

![Figure 33: User Information - Supervisor Updated](image-url)
### 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. **Where to start:** Begin the process of creating a role, starting on the **User Information** screen, and navigate to the **Select Roles** screen.

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

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**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 Owner, 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

<table>
<thead>
<tr>
<th>This Approver…</th>
<th>Is assigned…</th>
<th>Notes</th>
<th>For more information…</th>
</tr>
</thead>
</table>
| Separation of Duties (SOD) Reviewer | 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. | Users:  
  - Separation of Duties Review (see Figure 38).  
  Separation of Duties Reviewer:  
| Supervisor | 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. | Users:  
  - How to Update Your Supervisor on page 22.  
  Supervisors:  
  - Supervisor Approval on page 28.  
  - How to Reject a Role Request on page 45.  
  - How to Suspend a Role Request on page 49. |
| Security Officer | To the Organization to which you belong. | You cannot change this assignment. However, Organizations may have two or more Security Officers assigned. You can identify them during the role request process. | Users:  
  - How to Request a Role, page 13.  
  - How to Update Organization Information on page 19.  
  Security Officers:  
  - Security Officer Approval on page 36.  
  - How to Reject a Role Request on page 45.  
  - How to Suspend a Role Request on page 49. |
| Data Owner | To the application associated with the role you are requesting. | Data Owners see all role requests for access to their application data. | Users: See your Supervisor if you have questions about the Data Owner.  
  Data Owners:  
  - Data Owner Approval on page 39.  
  - How to Reject a Role Request on page 45.  
  - How to Suspend a Role Request on page 49. |
| Information Assurance Officer (IAO) | To the Organization to which you belong. | You cannot change this assignment. However, Organizations may have two or more IAOs assigned. You can identify them during the role request process. | Users:  
  - How to Request a Role on page 13.  
  IAOs:  
  - Information Assurance Officer Approval on page 42.  
  - How to Reject a Role Request on page 45.  
  - How to Suspend a Role Request on page 49. |
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

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

What you can do:
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.

Where to start:
To begin the process of reviewing or approving a role, review relevant email notifications, log in to AMPS, and click the Pending Approvals 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.
4. 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](image)

5. 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](image)
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.

Figure 37: Separation of Duties Reviewer Screen
8. 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.

9. 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.

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 is awaiting 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.
4. 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](image)

5. 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](image)
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.

---

**Figure 41: Supervisor Approval Screen**
8. 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.

9. 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.

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 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.

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).
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.

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.

![Figure 46: Sample User’s Pending Roles](image_url)
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.**

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 47: Requests Menu](image)

   ![Figure 48: Approval Details - Administrative Tasks Tab](image)
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.

---

**Figure 49:** Data Owner Approval Screen
7. 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.

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 Information Assurance Officer for approval.

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**.
   
   - **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.**
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.

<table>
<thead>
<tr>
<th>This subprocess . . .</th>
<th>Enables an approver to . . .</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reject a Role Request</strong></td>
<td>Deny a user a request for a role.</td>
</tr>
<tr>
<td></td>
<td>The request rejection process occurs during the approval process itself, and any approver can reject a role request. An AMPS Best Practice is to enter reasons for the rejection in the Comments field. The reasons entered may provide the basis for corrective action on the part of the user or other approvers.</td>
</tr>
<tr>
<td><strong>Suspend a Role Request</strong></td>
<td>Postpone the completion deadline of any approver’s task.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Reassign a Role Request</strong></td>
<td>Assign the task of approving an individual SAAR to another approver. The approver must have the appropriate role to carry out the approval task.</td>
</tr>
</tbody>
</table>

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. **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.
2. 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.

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

   AMPS opens the Application Supervisor Approval screen.
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.

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.

![Image of Approval Details - My Tasks]

**Figure 57: Approval Details - My Tasks**

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

**What you can do:** 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 **Approver** and you need to suspend a user’s role request.

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

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

   **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](image-url)
3. Click the clipboard icon to select the SAAR.

![My Tasks Screen - SAAR Selected](figure59.png)

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.

![My Tasks Screen - Actions Menu](figure60.png)

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.

![My Tasks Screen - Information Message](figure61.png)

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.*

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 62: My Tasks - Search for Suspended SAARs**

**Figure 63: My Tasks - Actions Menu**
4. Click **OK** to close the Information message box. AMPS returns to the **My Tasks** screen.

   ![](figure64.png)

   **Figure 64: My Tasks - Information Message**

5. 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).

   ![](figure65.png)

   **Figure 65: My Tasks - Refresh Screen Icon**

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

   ![](figure66.png)

   **Figure 66: My Tasks - State Dropdown List**

7. 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.

   ![](figure67.png)

   **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.

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

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

   AMP highlights the SAAR.

---

**Figure 68: Home Page - Pending Approvals Command**

**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](image-url)
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](image-url)
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).

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.
   c. View the SAAR’s expiration date.
   d. Click Cancel.

      AMPS closes the SAAR decision screen.

Figure 74: Home Page - Pending Approvals Command

Figure 75: Approval Details - My Tasks

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.*

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).*

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

   *AMPS closes the Information message box.*
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.**

   **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 ROLE II 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.**

   **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 II and access to AMPS. This task was submitted in AMPS on 05/031-2013. 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.

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.
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](image1)
   ![Figure 85: My Information](image2)
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).**

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

   ![Figure 88: Role Removal - Information Message](image)

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.

   ![Figure 89: Role Removal – SAAR Information](image)

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).

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

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

Figure 92: Application Supervisor Approval Screen
7. 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.

8. 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.

9. 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**.

    **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:

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Document Title:</td>
<td>AMPS User Guide: AMPS Procedures for Users and Administrators</td>
<td></td>
</tr>
<tr>
<td>Purpose</td>
<td>This guide provides users and approvers with the procedures they need to submit, approve, and manage role requests and information.</td>
<td></td>
</tr>
</tbody>
</table>

Revision History

The following table outlines and describes successive versions of this document

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Revision Date</th>
<th>Summary of Changes</th>
<th>Author</th>
</tr>
</thead>
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<tr>
<td>1.0.0</td>
<td>24 Oct 2013</td>
<td>Created initial version for new users</td>
<td>Cynthia Curl</td>
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<td>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.</td>
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<td>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.</td>
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