

Saviynt User Guide - Sponsors

Introduction

The purpose of this document is to provide Sponsors with a step-by-step guide of their responsibilities within our Identity Governance and Administration tool - Saviynt.

As a sponsor, you will be expected to manage the sub-contractor life-cycle process at Urban Utilities. This is divided into four separate stages:

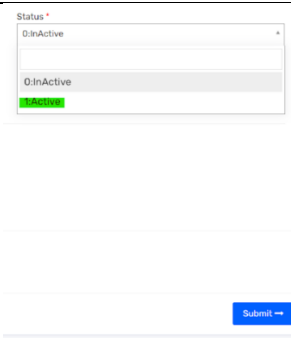
	Lifecycle Stages	Description
1	Joiner	This pertains to new sub-contractors who are joining Urban Utilities. It involves provisioning access to necessary systems and resources as part of the onboarding process.
2	Mover	This refers to existing sub-contractors who are changing roles (Personas) or departments within Urban Utilities. It involves updating their access rights to reflect their new responsibilities and ensuring they have the appropriate permissions for their new position.
3	Leaver	This relates to sub-contractors who are leaving Urban Utilities. It involves revoking access to systems and resources to ensure security and compliance.
4	Rehire	This is related to sub-contractors who leave Urban Utilities, only to later return. It involves reinstating their previous access.

To on-board a sub-contractor, you will typically follow the steps listed in the table below.

On-Board a Sub-Contractor/ Joiner

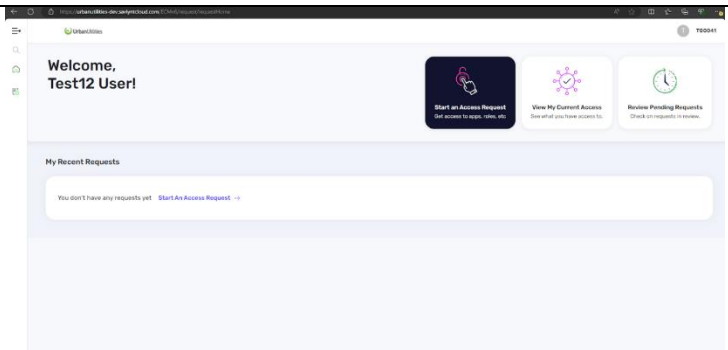
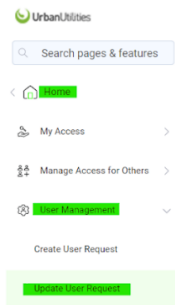
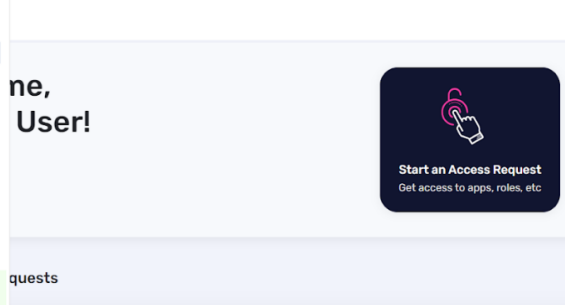
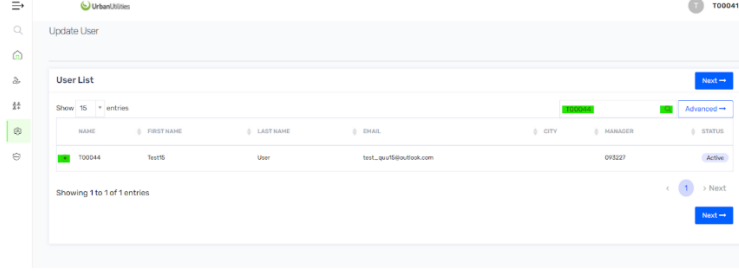
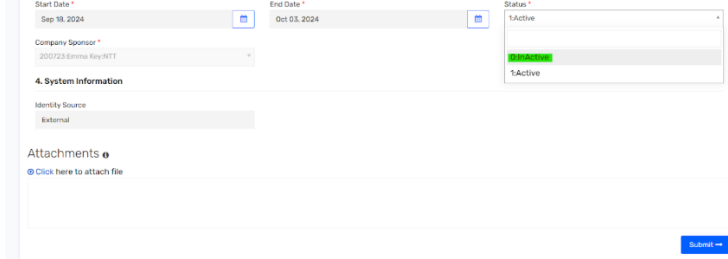
Step	Description	Screenshot
1	Login to Saviynt Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.	
2	Create User Request In the Left Menu (≡), go to Home > User Management > Create User Request.	
3	Create User Form Fill the fields presented in the "Create User form". Any field marked with a red asterisk (*) is mandatory and must be filled.	
4	Username Field*	This field is auto populated and can't be modified. This is a mandatory field.
5	First Name Field*	Enter the first name of the user.[No special character allowed]. This is a mandatory field.
6	Last Name Field*	Enter the last name of the user. [No special character allowed]. This is a mandatory field.
7	Middle Name Field	Enter the middle name of the user (if applicable). [No special character allowed]

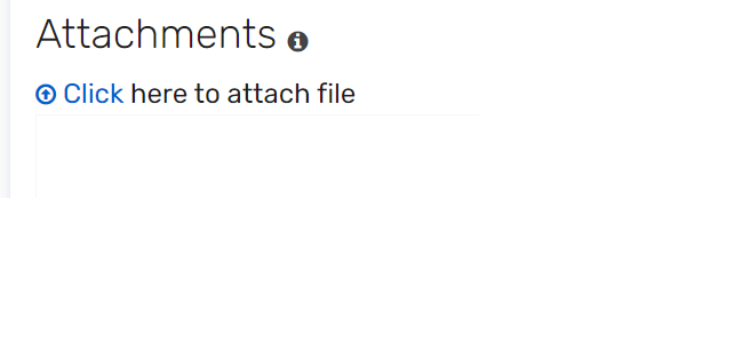
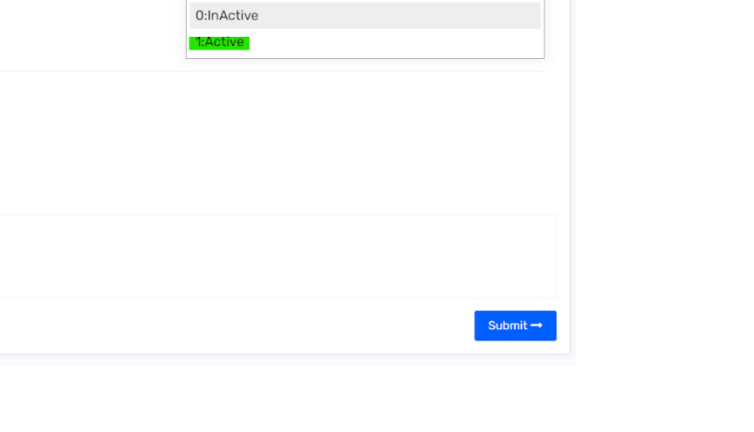
8	Preferred First Name Field	Enter the preferred first name of the user, if any. Display Name of the user will be displayed in consideration of this attribute.
9	Manager Field*	Select the manager of the user. Approval for any user requests will be assigned to the manager as 2 nd level. This is a mandatory field.
10	Country	Enter the country of the user, if any.
11	Phone Number*	Enter the phone number of the user. Only numbers are accepted. This is a mandatory field.
12	Location	Select the location out of which the user is to work.
13	Location Number	Enter the corresponding location number, if any.
14	Personal or Organisation Email*	Enter the personal email of the user. They will be able to access QUU applications via SSO using this email address. This is a mandatory field.
15	Secondary Phone	Enter the secondary phone number of the user, if any. Only Numbers, +, and - are accepted.
16	Company Name*	Select the company. User's company sponsor will be available based on the company selected. This is a mandatory field.
17	Select User Persona*	Based on the value selected, access to various QUU applications will be provided to the user. This is a mandatory field. Please refer to the Persona Matrix in Appendix A.
18	Job Title*	Also known as Position. Select the appropriate job title from the available options. Job title options are dependent on the persona selected. This is a mandatory field.
19	Employee Type*	The value is fixed to "Sub-Contractor". This is a mandatory field.
20	Department Name*	Enter the department name of the user, if available. This is a mandatory field.
21	Cost Centre	Enter the department name of the user, if known.
22	Job Code*	It is auto populated based on the Persona and Job Title of the user. This is a mandatory field.
23	Start Date*	The default value is today's date. This is a mandatory field.
24	End Date*	Enter the day on which the user is to be terminated. This is a mandatory field.
25	Status*	Select "Active" from the dropdown field. This is a mandatory field.
26	Title*	Select the appropriate title of the user. This is a mandatory field.

27	Company Sponsor*	Select the sponsor of the user. Options are available based on the Company selected for the user. First level of approval for any user requests will be assigned to the sponsor and then it will go to manager approval. This is a mandatory field.
28	Upload If you have any supporting documentation that you wish to include, you can attach this by selecting “click” under attachments.	<div> <div>Attachments ⓘ</div> <div> Click here to attach file </div> </div>
29	Submit Click on Submit. The submitted request will be sent to the manager and company sponsor for approval of the user based on the options selected in the above form.	

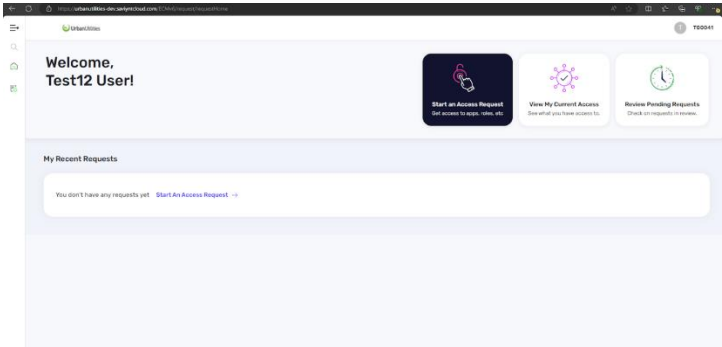
Terminate a Sub-Contractor

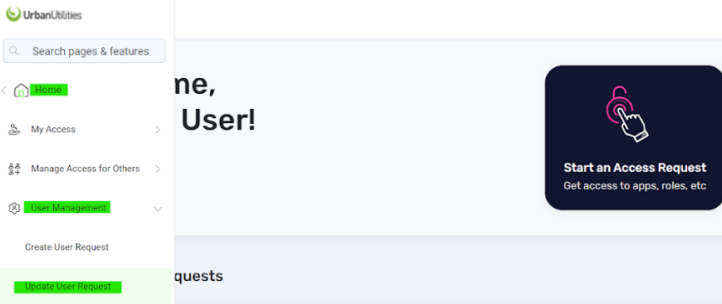
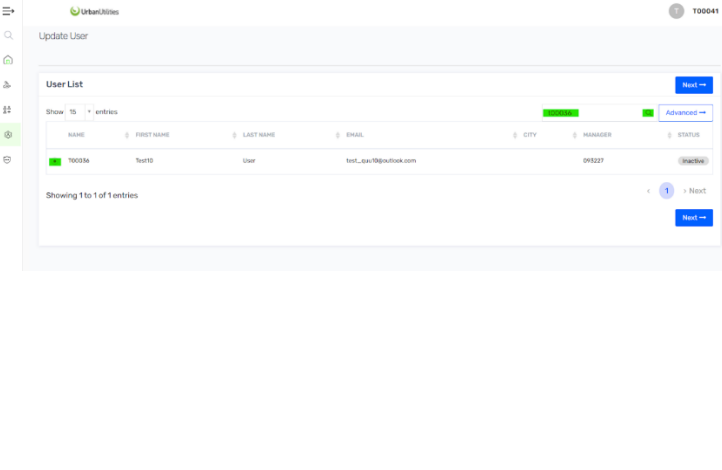
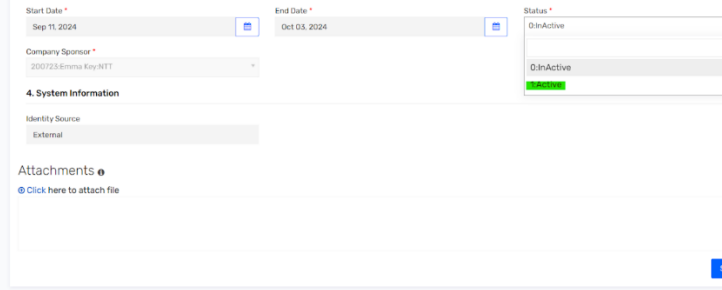
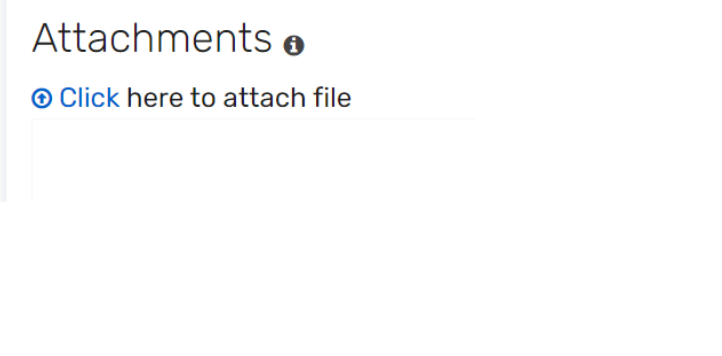
Step	Description	Screenshot
1	Login to Saviynt Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.	

		
2	Update User Request In the Left Menu (☰), go to Home > User Management > Update User Request .	 
3	User List In the User List, search and select the user to be terminated. Click on the radio button in the left end of the user record. Click Next.	
4	User Update Form In the Update User form, change the value of Status to 0:Inactive .	

5	Upload If you have any supporting documentation that you wish to include, you can attach this by selecting “click” under attachments.	
6	Submit Click on Submit. The submitted request will be sent to the manager and company sponsor of the sub-contractor for approval.	

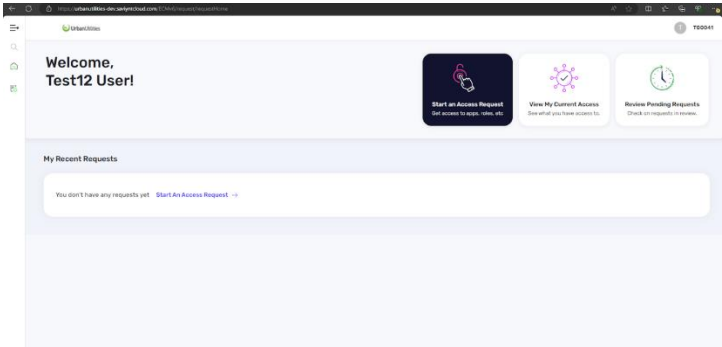
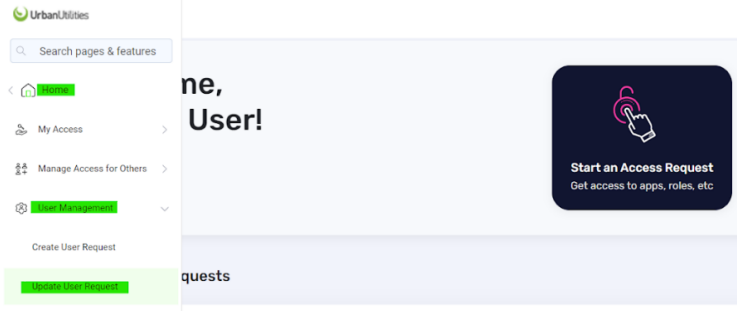
Rehire a Sub-Contractor

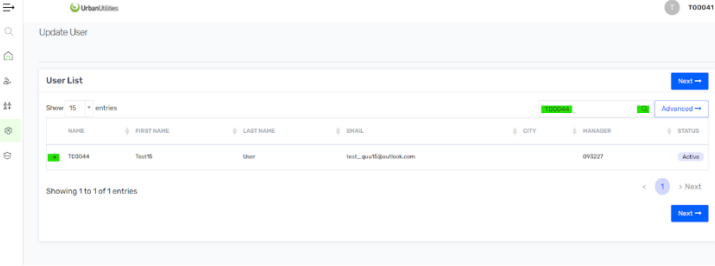
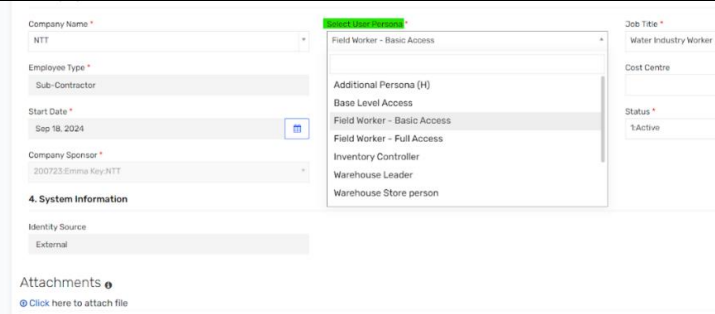
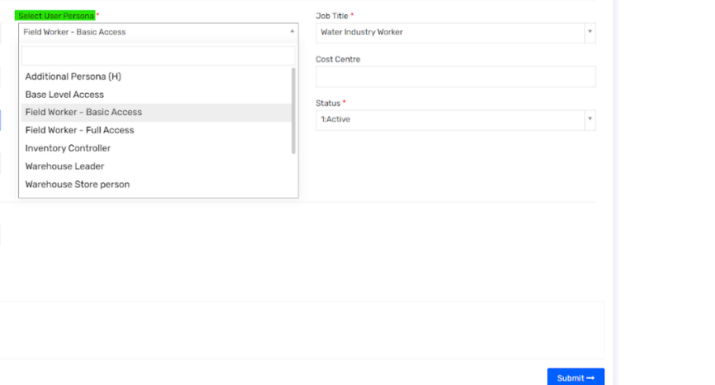
Step	Description	Screenshot
1	Login to Saviynt Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.	

<p>2</p>	<p>Update User Request</p> <p>In the Left Menu (≡), go to Home > User Management > Update User Request.</p>	
<p>3</p>	<p>User List</p> <p>In the left menu in the User List, search and select the user to be rehired.</p> <p>Click on the radio button in the left end of the user record.</p> <p>Click Next.</p>	
<p>4</p>	<p>Update User Form</p> <p>In the Left Menu In the Update User form, change the value of Status to 1:Active.</p>	
<p>5</p>	<p>Upload</p> <p>If you have any supporting documentation that you wish to include, you can attach this by selecting “click” under attachments.</p>	

6	<p>Submit</p> <p>Click on Submit.</p> <p>The submitted request will be sent to the manager and company sponsor of the user for approval.</p>	
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Sub-Contractor Persona Change/ Mover

Step	Description	Screenshot
1	<p>Login to Saviynt</p> <p>Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.</p>	
2	<p>Update User Request</p> <p>In the Left Menu (≡), go to Home > User Management > Update User Request.</p>	

3	<p>User List</p> <p>In the User List, search and select the user to be rehired. Click on the radio button in the left end of the user record.</p> <p>Click Next.</p>	
4	<p>Persona</p> <p>In the Update User form, change the value of Persona (Select User Persona).</p>	
5	<p>Upload</p> <p>If you have any supporting documentation that you wish to include, you can attach this by selecting “click” under attachments.</p>	<p>Attachments ⓘ</p> <p>Click here to attach file</p>
6	<p>Submit</p> <p>Click on Submit.</p> <p>The submitted request will be sent to the manager and company sponsor of the user for approval.</p>	

Appendix A: Personas

The table below highlights the applications that are available for a given persona.

<u>Application</u>	Learning User	After Hours Contact Centre
Click FSE	Not Available	Not Available
Click Mobile	Not Available	Not Available
Ellipse	Not Available	Available
Urbanview	Not Available	Available
eForms	Not Available	Available
PowerBI	Not Available	Available
SharePoint	Available	Available
Ulearn	Available	Available
Urban Access	Not Available	Not Available
Redeye	Not Available	Not Available
Citrix	Not Available	Available