

Saviynt User Guide - Sponsors

Introduction

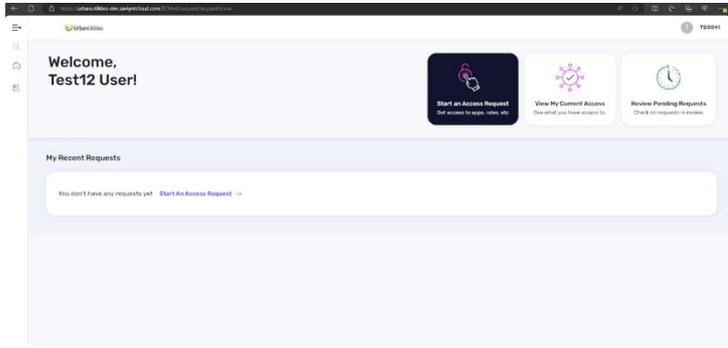
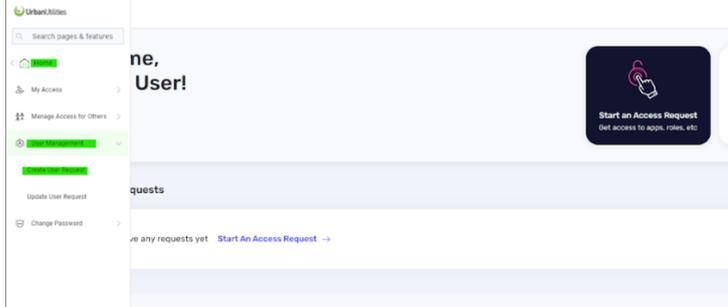
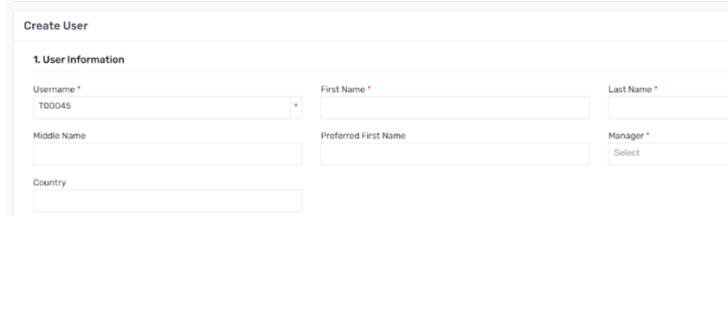
The purpose of this document is to provide Sponsors with a step-by-step guide of their responsibilities within our Identity Governance and Administration tool - Saviynt.

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:

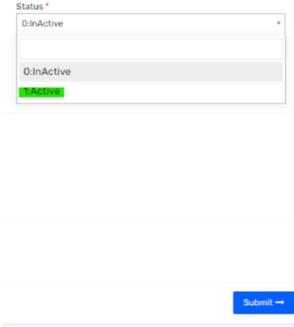
	Lifecycle Stages	Description
1	Joiner	This pertains to new sub-contractors who are joining Urban Utilities. It involves provisioning access to necessary systems and resources as part of the onboarding process.
2	Mover	This refers to existing sub-contractors who are changing roles (Personas) or departments 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.

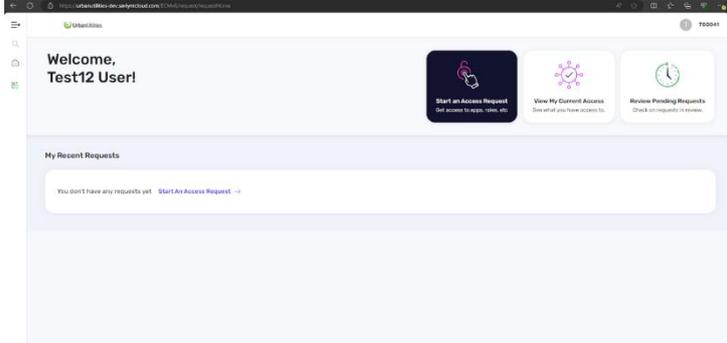
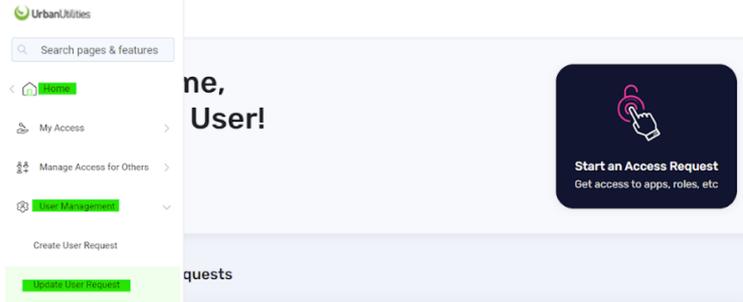
On-Board a Sub-Contractor/ Joiner

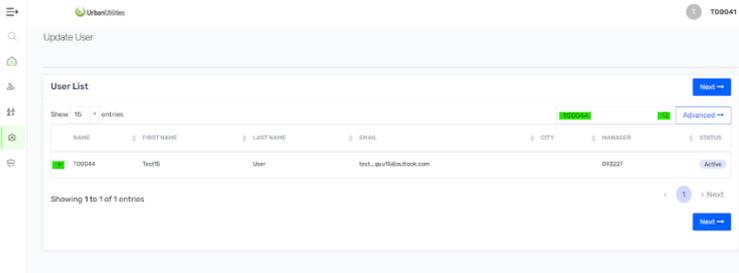
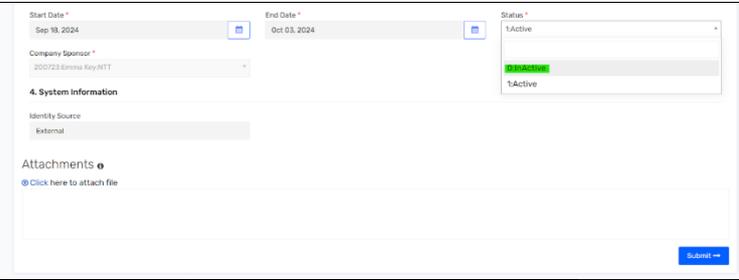
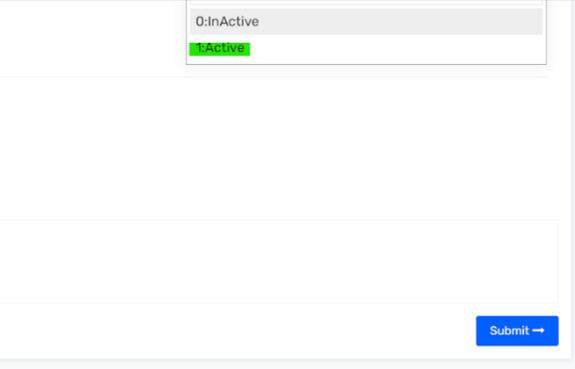
Step	Description	Screenshot
1	<p>Login to Saviynt</p> <p>Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.</p>	
2	<p>Create User Request</p> <p>In the Left Menu (☰), go to Home > User Management > Create User Request.</p>	
3	<p>Create User Form</p> <p>Fill the fields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

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.
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.
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.
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	The value is fixed to "Active" for users being onboarded. This is a mandatory field.
26	Title	Select the appropriate title of the user.
27	Company Sponsor	Select the sponsor of the user. Options are available based on the Company selected for the

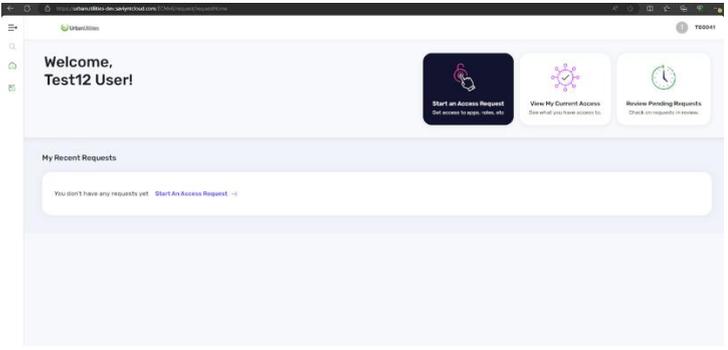
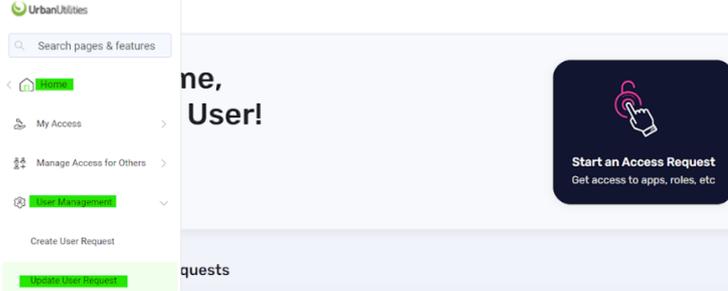
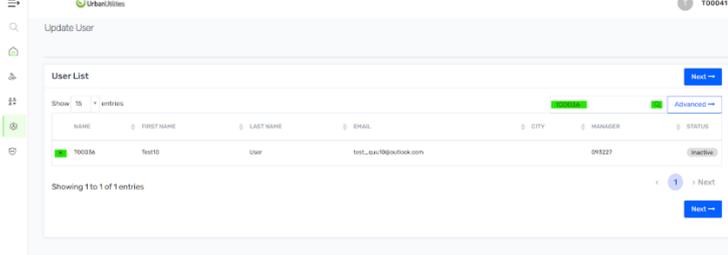
		user. First level of approval for any user requests will be assigned to the sponsor and then it will go to manager approval. This is a mandatory field.
28	<p>Submit</p> <p>Click on Submit.</p> <p>The submitted request will be sent to the manager and company sponsor for approval of the user based on the options selected in the above form.</p>	

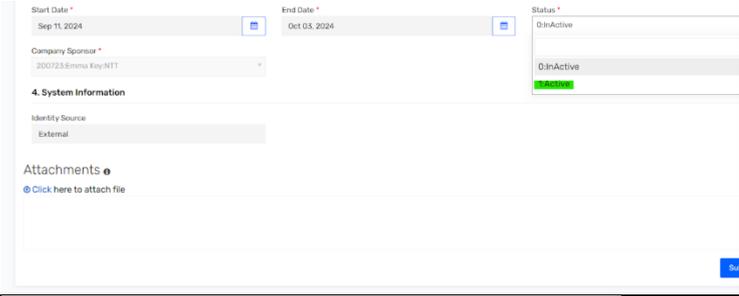
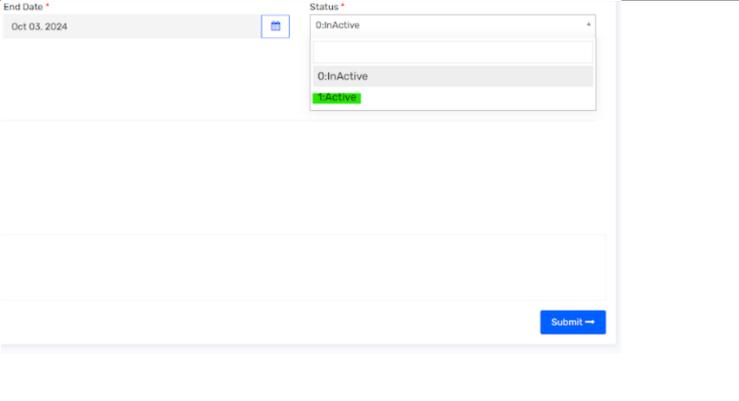
Terminate a Sub-Contractor

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>	

<p>3</p>	<p>User List</p> <p>In the User List, search and select the user to be terminated.</p> <p>Click on the radio button in the left end of the user record.</p> <p>Click Next.</p>	
<p>4</p>	<p>User Update Form</p> <p>In the Update User form, change the value of Status to 0:InActive.</p>	
<p>5</p>	<p>Submit</p> <p>Click on Submit.</p> <p>The submitted request will be sent to the manager and company sponsor of the sub-contractor for approval.</p>	

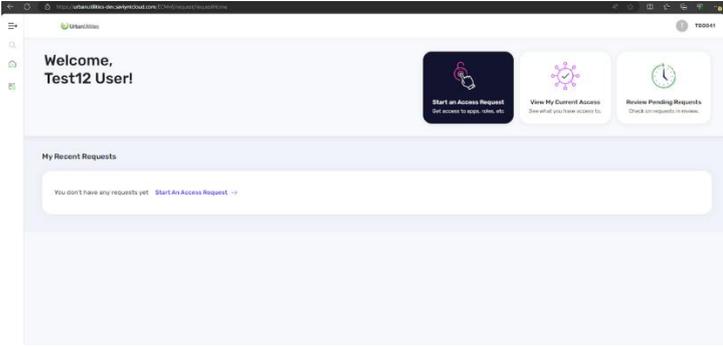
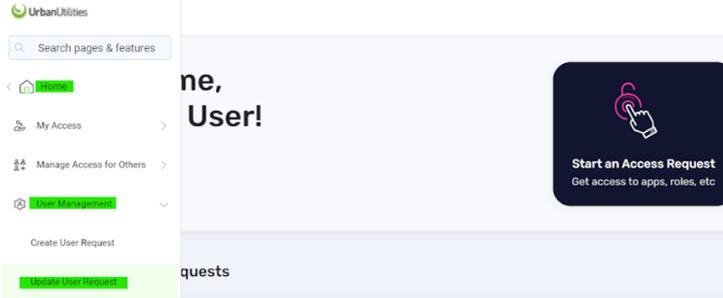
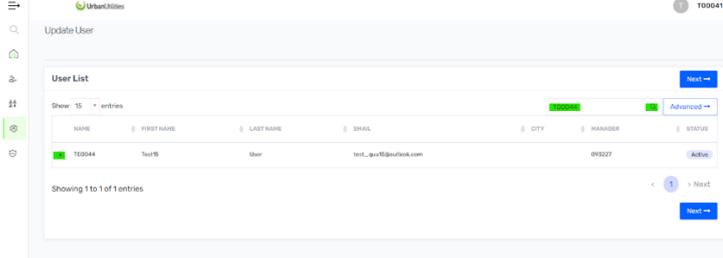
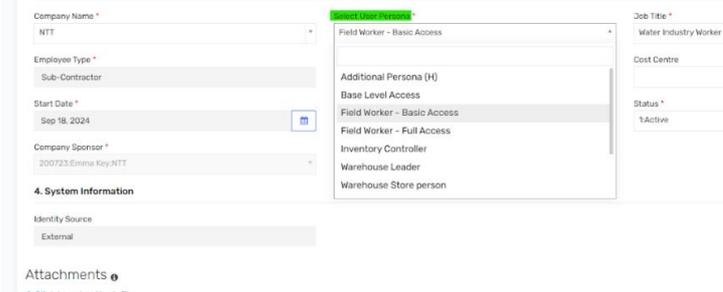
Rehire a Sub-Contractor

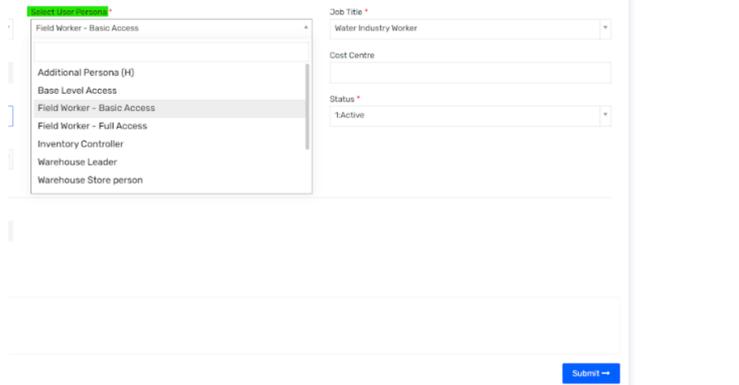
Step	Description	Screenshot
1	<p>Login to Saviynt</p> <p>Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.</p>	
2	<p>Update User Request</p> <p>In the Left Menu (☰), go to Home > User Management > Update User Request.</p>	
3	<p>User List</p> <p>In the left menu in 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>The screenshot shows a web form with fields for 'Start Date' (Sep 11, 2024), 'End Date' (Oct 03, 2024), and 'Company Sponsor' (200723.Edmna Key WIT). The 'Status' dropdown is open, showing '0:Inactive' and '1:Active' (highlighted in green). Below the form is an 'Attachments' section with a link to attach a file.</p>
<p>5</p>	<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>	 <p>This screenshot shows the same form as above, but with the 'Submit' button at the bottom right highlighted in blue.</p>

Sub-Contractor Persona Change/ Mover

Step	Description	Screenshot
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<p>1</p>	<p>Login to Saviynt</p> <p>Go to: https://urbanutilities.saviyntcloud.com/ECM and login with your SSO credentials.</p>	
<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 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>	
<p>4</p>	<p>Persona</p> <p>In the Update User form, change the value of Persona (Select User Persona).</p>	

<p>5</p>	<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>	 <p>The screenshot shows a software interface with a dropdown menu on the left containing the following options: 'Field Worker - Basic Access', 'Additional Persona (H)', 'Basic Level Access', 'Field Worker - Basic Access', 'Field Worker - Full Access', 'Inventory Controller', 'Warehouse Leader', and 'Warehouse Store person'. To the right of the dropdown, there are input fields for 'Job Title' (with 'Water Industry Worker' selected), 'Cost Centre', and 'Status' (with 'Active' selected). A blue 'Submit' button is located at the bottom right of the interface.</p>
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By following these steps, sponsors can efficiently manage the sub-contractor lifecycle within Saviynt. If you encounter any issues or have questions, please refer to the Service Desk for assistance – **3856 7111**.