

**California University of Pennsylvania
Pennsylvania State System of Higher Education**

**Technology Procedure Number 2013-01
InCommon Member Request Procedure**

Approved by: Software Systems Manager

History: Issued -- 2/25/2013

Revised -- 3/19/2013

Additional History

Related Policies:

Additional References:

I. Introduction

InCommon, operated by Internet2, provides a secure and privacy-preserving trust fabric for research and higher education, and their partners, in the United States. InCommon operates an identity management federation, a related assurance program, and offers certificate and multifactor authentication services.

II. Purpose

This procedure defines the steps needed for InCommon Members to request access to California University of Pennsylvania Services.

III. Statement of Procedure

STEP 1: Existing InCommon Members must submit an email request for service to utechrequests@calu.edu. The Subject must read "InCommon Service Request". Please be as detailed as possible in the Body of the request. The ticket number is automatically emailed to requestor.

[Internal UTech Procedures Start Here]

STEP 2: This ticket is assigned to the Software Systems Manager and an email is sent notifying them of ticket number and overview of request. Contact with requestor will be

made within two business days of the Helpdesk ticket to obtain additional information and update status.

STEP 3: The Software Systems Manager will bring this item to the attribute group for a decision on whether the request is approved or rejected. If rejected why it was rejected must also be disclosed.

STEP 4: Attribute group will discuss timeframe necessary to complete and estimate resources needed

STEP 5: Respond back to requestor with status update for request and update helpdesk ticket

STEP 6: Schedule work that needs to be done to complete request

STEP 7: Test solution with requestor to see if request satisfied

STEP 8: Update ticket to completion status and notify requestor of full operational status for request.

IV. Definitions

NA.

InCommon Member Request Procedure

