**M A MIAMI-DADE COUNTY**
MIAMI INTERNATIONAL AIRPORT

**Departmental Standard Operating Procedure (DSOP)**
**DSOP No. 11-01**
**Effective:** September 2, 2011

**SUBJECT: PROCEDURES FOR GRANTING, MODIFYING AND TERMINATING ACCESS TO PROPWORKS**

**PURPOSE and SCOPE:** The purpose of this Departmental Standard Operating Procedure (DSOP) is to establish a uniform policy and procedure granting, modifying, removing and recording a user's access to PropWorks.

## I. AUTHORITY:

A. Chapter 25, Miami-Dade County Code, Miami-Dade Aviation Department Rules and Regulations.

B. DSOP No. 00-01 – Departmental Standard Operating Procedures.

## II. DEFINITIONS:

A. Authorized Approver - Refers to an employee's supervisor or above.

B. Financial Systems Administrator Group - The staff includes a division director and is responsible for granting and cancelling user access to PropWorks.

C. HEAT - The software used by the Aviation Department's Help Desk to track all reported problems and requests from the time they are reported to the time they are assigned to staff, resolved and closed.

D. Information Systems Division (ISD) - The division responsible for all information technology related activities for the Department.

E. PropWorks - The software used by the Aviation Department to manage lease, property, accounts receivable and revenue information.

F. Request for Service Form (Request Form) - Used to request computer related services and support from ISD. The forms are available on the Standard Forms menu, located on the Intranet home page (http://mdad-intranet/MDAD_Forms/mdad_forms.html).

## III.    POLICY:

The Department has determined the PropWorks system is a critical data system to which access should be monitored to limit access to only authorized employees.  The PropWorks Software System is a critical data system used by the Aviation Department to manage lease, property, accounts receivable and revenue information and to invoice customers. Hence, PropWorks must be monitored to limit access to only authorized employees.

## IV.    PROCEDURES TO CREATE A USER ACCOUNT AND GRANT ACCESS TO PROPWORKS

A.   Requestor completes a Request Form (See Exhibit A).

1.   The Request Form should identify PropWorks as the network application required.

2.   Proper justification for granting access is required.  This includes the function for which access to Propworks is necessary. If applicable the name of another employee in the division whose access is to be replicated should be indicated.

3.   The Request Form should be signed by the authorized approver and/or the Division Director.

4.   The authorized Request Form should be faxed to Information Systems, to the number stated on the form. The information from the Request Form is transferred to electronic form by Help desk staff and becomes a permanent electronic record within the Information Systems Division Help Desk tracking system (HEAT).

B.   The Financial Systems Administrator Group reviews each request and either grants or denies access to the system based on the appropriateness of the function(s) requested in relation to the employee's role in the Department.

## V.    PROCEDURES TO MODIFY USER ACCESS  TO PROPWORKS

A.   A Help Desk HEAT ticket is required to modify user access previously granted.

B.   A HEAT ticket is opened by an authorized approver calling the Help Desk at (305) 869-5900.

C.   A description of the access change(s) required and a brief justification is documented by the Help Desk Operator.

D.   The Financial Systems Administrator Group reviews each request, verify the modification with the supervisor via email and either grants or denies  the change.

## VI.    PROCEDURES TO TERMINATE A USER ACCOUNT

A.  A user account will be terminated by the Financial Systems Administrator Group based on notification from the Human Resource Division.

B.  If an immediate termination is required, a request via e-mail should be made by the user's immediate supervisor or Division Director to the Financial Systems Administrator Group at FINSYSADMIN@miami-airport.com.

   1.  Request should include a brief explanation for terminating the employee's user account.


**VI.    REVOCATION:**          None


**VII.   CROSS REFERENCES:**   None


**Attachment:**  Exhibit A – Request For Service Form


**Approved By:**

José Abreu, P.E. Aviation Director

Date: _9-2-11_

## Exhibit A

## *INFORMATION SYSTEMS DIVISION*
### REQUEST FOR SERVICE FORM

Full Name: _____ Title: _____

Location: _____ Division/Section: _____
        (Bldg, Floor, Room #)

Telephone: _____ Fax: _____ Contact Person: _____

*Employee Status:* ☐New Hire - Official Start Date: _____ ☐Intern ☐Temporary ☐ Permanent

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### Please Indicate Type of Service Required

☐ New Workstation (includes PC, Monitor, Printer, Microsoft Office Suite, Microsoft Outlook)*

☐Upgrade of existing workstation **        ☐Relocate existing workstation

                                            Scheduled date of relocation:_____

☐Network Applications:_____
    (i.e. PGTS, Supply, Work Order System, Security Badge, ERP Financials, ERP HR, etc.)

☐Other (specialized) PC Software: _____
       (i.e. Adobe Acrobat, Microsoft Visio, Microsoft Project, etc)

☐Other Hardware:*_____
    (i.e. Color printer, laptop, scanner, plotter)

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*PLEASE JUSTIFY REQUEST:** _____

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## APPROVALS:
**Immediate Supervisor:** _____ Title:_____
                           (Print Name)

                      _____ Date: _____
                           (Signature)

**Division Director:** _____ Division:_____
                           (Print Name)

                      _____ Date: _____
                           (Signature)

**\*\*\* Assistant Director:** _____ Title:_____
                           (Signature)
     \*\*\* Only required for new workstations and upgrade of existing workstation

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*    \* Please allow a minimum of 2 weeks for processing request. Request Fax Number: (305)-869-4164*
*    \*\* Request will not be processed without proper justification.*