21. ACCESS MANAGEMENT

	Topic/Question
21.1	**Access Requests** Can the tool electronically receive access rights changes or requests from an RFC, a service request or from HR? Other authorised methods may be acceptable and possible. -- -
21.2	**Unique Identification** Can the tool accommodate information that uniquely identifies any individual? Eg, including name, address, contact details and employee number. -- -
21.3	**Required Information** Can the tool support the collection of sufficient relevant/necessary data to grant or remove access? Eg, that authorisation has been given by HR or a line manager plus a means of indicating job changes, transfers, resignation or death, retirement, disciplinary actions or dismissals. -- -
21.4	**External People** Can the tool record that external people can have legitimate access to some services? Eg, contractors, vendor staff or customers and an expiry date for their access. --
21.5	**Access Verification** Does the tool assist with the verification of users? Eg, could include a user name and password or biometrics. -- -
21.6	**Requirement Verification** Does the tool assist in the verification that the requester has a legitimate reason for accessing the requested service? -- -
21.7	**Identifying Conflicts** Does the tool assist with identifying conflicts by role? Eg, that one person cannot submit and authorise their expenses. -- -

21.8	Role Definition Can the tool support role definition and amendment of access rights by role? --- -
21.9	Deletion of Obsolete Data Does the tool enable the deletion of obsolete data? Eg, of roles and/or groups that are no longer needed. --- -
21.10	Access Groups Does the tool support the setting of access groups for easier management of access rights? Eg, home workers. --- -
21.11	Service Access Does the tool accommodate a 'standard' set of services to which any employee would have access? Eg, email, office automation and messaging. ---
21.12	User Lifecycle Does the tool provide the means to easily move a user from one group, role or state to another? Eg, to show changes such as promotion, demotion, resignation or dismissal. --- -
21.13	CMS Data Storage Does the tool support CMS integration so that it could be used for data storage? --- -
21.14	Management Reports Can the tool produce reports from any of the data fields that are held without the need to purchase additional products or consultancy services? Eg, total number of requests for access and those that were or were not granted. ---
21.15	Directory Services Does the tool interface with directory services for the management of access rights? --- -

21.16	Secure Audit Log
	Does the tool provide a secure audit log of all record updates?
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