

**ACCESS, CHANGES, ASSISTANCE, AUTOMATED FORMS SERVICES WITH  
INFORMATION TECHNOLOGY RESOURCES**

- AUTHORITY:** Administrative Directive  
County of Orange Information Technology Usage Policy
- RESCINDS:** Procedure Manual Item 1-5-314, dated 12/01/11
- FORMS:** [Probation Department Network User Access Request Form](#)  
Orange County Probation Department - Request for (F057-9233AF)  
New Form  
[DMV Information Security Statement](#)
- PURPOSE:** To establish a uniform method for requesting access, changes, and assistance with information technology resources.

I. GENERAL INFORMATION

- A. Requests for software access, changes to access, and account management are to be accomplished through the coordination of the Orange County Information Technology (OCIT) embedded team in SAO. Requests for information technology equipment assignment or relocation are covered by PMI 1-5-313. The means for requesting access, changes, and assistance are through formal processes so they may be logged and tracked. Informal requests are not acceptable.
- B. Probation Department personnel, in the course of performing their assigned duties, require access to various Department computer systems, as well as those applications managed by other county, state, and federal agencies. The Network User Access Request form (NUAR), in conjunction with any system access request forms required by other agencies, allows the Probation Department to:
1. Expedite and track system access requests.
  2. Provide each Department computer user access to those computer-based systems necessary to perform their duties.
  3. Comply with countywide and/or agency-specific computer system access rules and regulations.
  4. Provide, upon request by Probation Department Management, any reporting necessary to accurately portray the level of systems security in effect at the Department.
  5. Restrict access to sensitive data to only those personnel whose job classifications require such access.
  6. Ensure that employees are correctly identified in the Department's computer systems by their official employee name and job position for

purposes of automated subpoena notification.

7. Provide a security audit trail with regard to user accounts added, modified, or deleted. All NUAR forms are archived to OnBase.
- C. The Probation Help Desk allows staff a centralized point of contact to request assistance with the authorized use of information technology and associated electronic information devices (including desktop computers, laptops, and related peripheral equipment and software), internet/intranet connectivity/access to related services, email, and any other electronic information device.
- D. A form is a document with a fixed order of words frequently used with blank fields, drop-down choices, and option selections that facilitate manual or automatic insertion of collected data/text to convey or gather information in a consistent, concise manner to simplify the completion of routine work. Forms that require the Automated Forms Services must be approved through the appropriate Division Director (DD) before they can be submitted to OCIT.

## 1. PROCEDURE

### A. Requesting Access or Changes

1. A completed NUAR form should be completed and sent to the OCIT as soon as possible when a new employee has been hired, separated, or transferred. To ensure completion of the request, the form should be received at least five (5) working days prior to the effective date of the staffing change; access termination should be received no later than three (3) days after termination date. The forms can be submitted in advance by entering an effective date at the top of the form.
2. A separate form must be submitted for each named individual. Do not attach a list of multiple names to a single request form; these types of request forms will not be processed and will be returned to the respective DD.
3. The Professional Standards Division (PSD) will notify the OCIT of any staff separation from Probation Department with effective date by email within three (3) days after termination date. The OCIT will remove separated staff's network access within two (2) business days.
4. If access is being requested for the OC Tax Collector or Advantage Financial Systems (AFS)/Advantage Desktop, the signature of the Administrative and Fiscal Services Division (AFD) DD is required.
5. If access is being requested for Advantage Human Resources Systems (AHRS), the signature of the PSD DD is required.
6. If access is being requested for any external system containing confidential records (DMV, COPLINK, etc.), the signature of the user's DD is required. If the access is being requested for any non-peace officer user, the signature of a Chief Deputy Probation Officer is also required. For DMV access, a DMV Information Security Statement is required when

submitting the request.

7. Provide a security audit trail with regard to user accounts added, modified, or deleted.

B. Requesting Assistance

1. The Help Desk business hours are 07:00 AM to 05:00 PM and their phone number is (714) 569-3766. After hours and Telecom (VoIP) request go to (844) 834-2449. Tickets can also be created from the ProbNet homepage; these route to the Probation Help Desk.
  - a. Staff at the Help Desk will collect important information regarding the request for assistance and will attempt to resolve the issue during the phone call.
  - b. The Help Desk creates a ticket for each phone call, email, or if the user fills out the online form. The system creates an email and sends to the user for future reference and status.
  - c. A request for assistance that was not resolved at the first level will be referred to the appropriate IT staff for handling.
  - d. The user may use the Ticket Number to inquire from the Help Desk the status of the request for assistance.
2. The Support Center on Integrated Case Management Systems (ICMS) allows Probation staff a point of contact to request assistance with any problems or questions related to ICMS.
  - a. User will create a new ticket with important information when help needed related to ICMS. OCIT staff will resolve the issue based on importance of ticket, priority, and resource availability.
  - b. OCIT staff will contact ticket creator as needed and notify him/her the status of ticket when it is assigned and resolved.
  - c. The user may use the Support Center to check the tickets progress and/or status.
3. **OCIT staff must obtain permission from the user prior to accessing their computer.**

C. Automated Forms Services (New or Revised Electronic Forms)

1. Request for new or revised electronic form (e-form) must be signed by a DD and submitted to AFD Form Control for review along with the "Request for New or Revised Form". Once the request is approved, the request will be returned to the form requester. A Form ID will be assigned if applicable. Form requester should submit a ticket in the Support Center with the new or revised form, and the approved "Request for New or Revised Form" attached. The following specifications should be clearly

marked and listed:

- a. Markings/edits should be clear to the intent of the final form, include all selection options and subsequent outcomes. Special restrictions or processing as to paper size, font size, spacing, etc.
- b. Required electronic signatures for the form (e.g. DPO, probationer, etc.)
- c. If new form, specify name of the new form. If revised form, specify the actual name of the existing form.
- d. All foreign language translations should be processed and attached to the request prior to submission to IT.

2. Processing of Obsolete Forms

When a form is no longer used and has not been replaced, the form author is to submit a ticket in the Support Center to request the form to be removed from the systems.

**REFERENCES:**

Procedures: 1-5-313 Assignment, Reassignment and Relocation of Information  
Technology Equipment Relocation

Attachments

F. Cheuk

**APPROVED BY:**