

UAR 2022 Summary

A User Access Review (UAR) for accesses to targeted applications was conducted from March to October 2022 by Business Owners and Managers (of staff). Below is a summary of the review outcomes. Official UAR Reports were approved by and provided to Business Owners. For full details of the UAR process, refer to the UAR intranet website.

	Targeted applications for UAR 2022																				Total
	Accept Online (ACC)	Active Director (AD)	Apply Online (AOL)	ASTRA	Azure Active Director (Azure AD) & Microsoft Office 365	Calumo	Echo360	Graduate Research Information System (GRIS)	IBM ESS Storage	Katana	Research Grants Management System (InfoEd)	MidPoint	Moodle	MyAccess (AAA/Citrix)	NS Financials (PeopleSoft)	People Information Management System (PIMS)	Records & Archives Management System (RAMS)	Student Information Management System (SIMS)	Syllabus Plus (Course Planner)	Tivoli Backup	21
Business Owner	Jason Dolan	Derek Winter	Jason Dolan	Jason Dolan	Angela Eastwell	Daniel Chew	Dinesh Paikeday	Simon Kalucy	Angela Eastwell	Luc Betbeder-Matibet	Debbie Docherty/Ted Rohr	Derek Winter	Dinesh Paikeday	Dinesh Paikeday	Daniel Chew	Pete Murray	James Fitzgibbon	Jason Dolan	Sarah Thompson	Angela Eastwell	13
Total Reviewers involved	1	1	7	158	1	697	960	121	1	383	170	1	136	1	493	361	595	394	15	1	1,550
Total no. accesses reviewed	3	77	16	490	167	11,320	8,678	479	124	1,684	1,514	69	554	28	2,703	3,775	1,962	6,238	69	18	39,973
Total no. of accounts	3	52	15	391	81	3,784	8,499	337	8	1,683	611	67	406	25	1,292	1,044	1,699	1,311	56	6	13,427
Percentage accesses certified	100%	91%	88%	90%	95%	84%	84%	91%	100%	92%	82%	88%	87%	100%	87%	93%	86%	86%	96%	100%	86%
Percentage accesses removed	0%	9%	6%	9%	5%	12%	12%	7%	0%	5%	16%	12%	10%	0%	11%	6%	11%	13%	4%	0%	11%

UAR 2022 – Survey results summary

As of the close of the UAR review phase, 35% (535 people) elected to complete the on-line survey when prompted upon submitting their UAR form.

Communications

1. I am aware of the UAR from the following channels: (select all that apply)

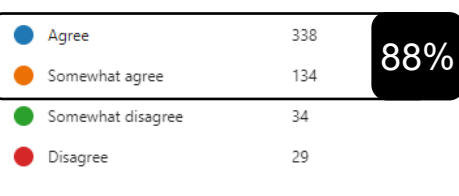
[More Details](#)



2. The two email communications ('Prepare for UAR' and 'Action Required') were clear and I understood what was expected of me.

[More Details](#)

[Insights](#)



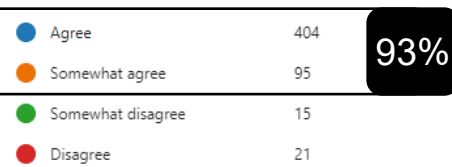
Comms feedback themes:

- UAR emails were confused with phishing attempts. (As our emails came at the same time as the phishing/fake emails).
- Download of file (with macro's) added to the fear of the email being fake.
- UAR Guideline not very clear or easy to read.

Process

4. The UAR Review Form/process steps were easy to follow: 1-Enter your details, 2-Enter a Review Outcome for each account, 3-Submit the form.

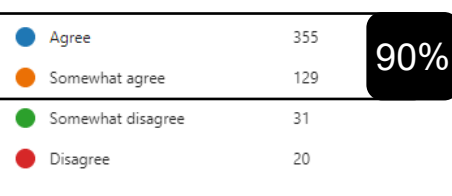
[More Details](#)



6. Within the UAR Review Form, I found that the 'Role, Description and Hostname' provided enough information for me to make a 'Review Decision'.

[More Details](#)

[Insights](#)



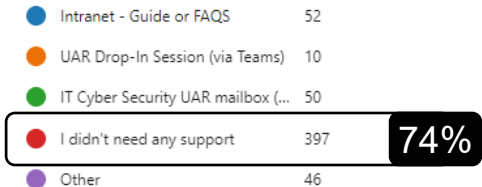
Process feedback themes:

- Downloading xls with macros is alarming, outdated and confusing.
- Role/description could have been clearer and many had to do their own research into what it all meant. More information for acronyms and roles and when the access was provided would have helped.
- Felt that it wasn't their responsibility to review security access.

Support

8. I used the following support options: (Select all that apply)

[More Details](#)



UAR Drop-in Support Sessions Summary

15 Sessions held in total with only 10 people attending.

Additional comments

Additional feedback themes:

- 'Easy and insightful.' 'Smooth and straightforward.'
- 'Drop-in Session gave me all the info I needed.'
- 'Submission required VPN – not explained in comms'.
- 'Security warning confusing especially in online O365.'
- 'I found it quite useful to clean up my own access via the UAR conducted by my manager. This should be done regularly (maybe every 12-24 months).'
- 'The policy/guide document was poorly written and not well targeted for the broad-based audience (heavy use of jargon and convoluted sentence structures).'