



Guidance for Requesters & Approvers/Authorisers

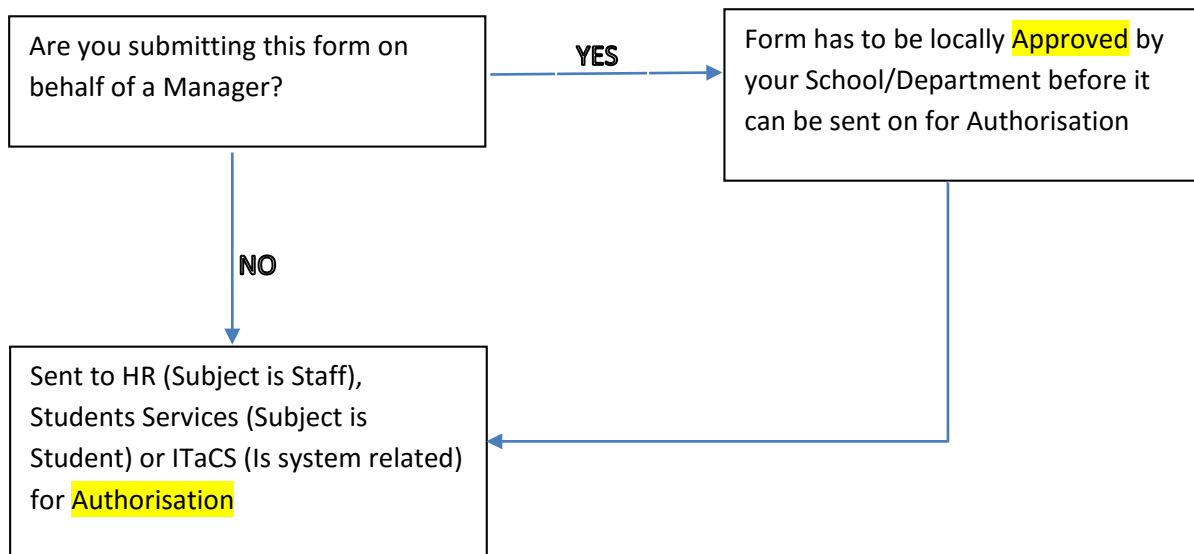
What is this form used for?

This online form is used to request ICT Monitoring / Content Inspection for the following areas:

- To Investigate a suspected breach of University policy or the law
- To access information crucial to the running of the University
- To ascertain why an IT system appears to be performing outside normal tolerances

Note: The "To ascertain why an IT system appears to be performing outside normal tolerances" option is only visible to ITaCS staff

Key: Difference between Approvers & Authorisers



Guidance for Requesters

- 1) The link to the online Email on Phone & Tablets request Form is as follows:
<https://forms.tees.ac.uk/Runtime/Runtime/Form/Privacy+and+Monitoring+Form/>

Note: You may be prompted for your UserID and password if accessing this form from a device which is not connected to the University Network

- 2) When the form opens, select the reason for the request and complete Section 1 by choosing Staff/Student as the subject of the monitoring. Click the Lookup User Details to confirm the subjects' details

1. USER INFORMATION

1.1 Is the subject of the Monitoring Staff or Student? ✓

Staff / Associate
 Student

1.2 Enter User ID of Individual below: ✓
 sttest001

1.3 Name
 User1 STTEST001

1.4 Email Address
 STTEST001@tees.ac.uk

1.5 School / Department
 ICT

Lookup User Details

- 3) All fields marked with ✓ are compulsory
- 4) Section 2, enter the monitoring/inspection information:

2. MONITORING / INSPECTION INFORMATION

2.1 What is the reason for the Monitoring/Inspection? ✓
Enter details here

2.2 What specific information is to be collected and from where? ✓
E.g. PC, Laptop, Mobile Device, inc Asset Numbers

Section 2.3 has two paths:

2.3 Who is to retrieve this information? ✓

ITaCS to retrieve the information
 A named member of staff to be given Read access to the information

2.3 Who is to retrieve this information? ✓

ITaCS to retrieve the information
 A named member of staff to be given Read access to the information

2.4 Duration of access to Information ✓

This is a one-off request for information
 A Staff member to get access to Assets for a period of time

2.4a Date Access is to be Granted
 Select a date

2.4b Date Access is to be Revoked
 Select a date

2.5 Name of person to receive Inspection or Monitoring data: ✓
 Enter name here

2.6 Has the Subject of the Monitoring given permission for this activity? If not, why were they not consulted? ✓
You should attempt to get end-user approval

5) Section 3, Requester information:

3. REQUESTER INFORMATION

3.1 Requester Name

Habby Matharoo - This box is automatically completed

There are two paths in 3.2. If you are the requesting manager, then select “No”. If you are completing this form on behalf of a manager (e.g. a Personal Assistant) then choose “Yes” and enter the Managers UserID in the box provided:

3.2 Are you submitting this request on behalf of a Manager?

No - I am the Requesting Manager
 Yes

3.2 Are you submitting this request on behalf of a Manager?

No - I am the Requesting Manager
 Yes

3.2 Manager UserID

i.e. U0123456

3.3 Request Date

05/07/2016 - This box is automatically completed

6) Finally, click on the “Submit Request” button at the bottom of the form.

Submit Request

7) Once your request has been submitted, the following screen will appear. It is now safe to close the browser window.



**ICT Monitoring / Content
Inspection Request Form**



Thank you for submitting your request

If you are the Requesting Manager, your request will be sent to either HR (if the subject is Staff), Student Services (if the subject is Student) or ITaCS (System related) for Authorisation

Please allow 5 working days for this request to be Authorised

If you are submitting this request on behalf of a Manager, the completed form will be sent to your School/Dept Management for Approval, then onwards to HR (Staff), Student Services (Student) or ITaCS (System) for Authorisation

Please allow 2 working days for Approval + 5 working days for Authorisation

This browser window can now be closed

8) If you chose:

3.2 Are you submitting this request on behalf of a Manager?

No - I am the Requesting Manager

a. Yes

then your request will be sent directly to either HR (if the subject is Staff), Student Services (if the subject is Student) or ITaCS (System related) for Approval. The request will expire in 5 working days if it is not approved.

3.2 Are you submitting this request on behalf of a Manager?

No - I am the Requesting Manager

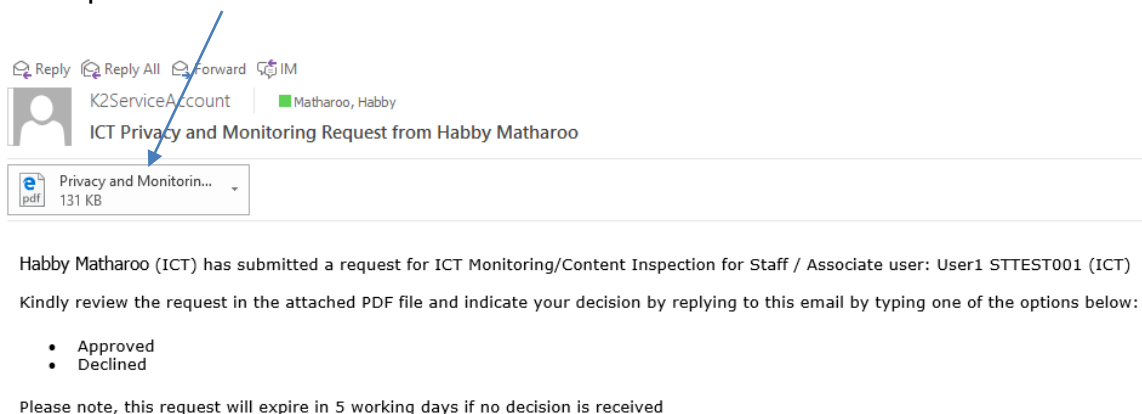
b. Yes

then your request is routed to your School/Departmental Management for Approval first. The request will expire if not approved within 2 working days. Once approved, the request is passed on for Authorisation based on the subject. i.e. HR (Staff), Student Services (Student) or ITaCS (System). The request will expire in 5 working days if it is not authorised.

9) You will be notified via email when the request has been authorised

Guidance for Authorisers (Approvers is similar)

1) The request is sent via email to the Approvers/Authorisers. The automated email will include a summary of the request as well as an attached PDF of the requesters' submission.



2) If there are several Approvers/Authorisers, they will all receive the request email. The **first** Approver/Authoriser to reply to the Email with the text **Approved**

or **Declined** (a) will receive an automated confirmation to acknowledge the decision (b)

a) Approver/Authoriser decision via email

Send To... K2ServiceAccount
Cc...
Subject RE: ICT Privacy and Monitoring Request from Habby Matharoo

Approved

From: K2ServiceAccount
Sent: 07 July 2016 11:18
To: Matharoo, Habby <H.Matharoo@tees.ac.uk>
Subject: ICT Privacy and Monitoring Request from Habby Matharoo

Habby Matharoo (ICT) has submitted a request for ICT Monitoring/Content Inspection for Staff / Associate user: User1 STTEST001 (ICT)
Kindly review the request in the attached PDF file and indicate your decision by replying to this email by typing one of the options below:

- Approved
- Declined

Please note, this request will expire in 5 working days if no decision is received

b) Automated confirmation

Reply Reply All Forward IM

 K2ServiceAccount |  Matharoo, Habby
RE: ICT Privacy and Monitoring Request from Habby Matharoo


You successfully completed the Privacy and Monitoring request task with the 'Approved' action.

From: "Matharoo, Habby"
To: "K2ServiceAccount"
Subject: RE: ICT Privacy and Monitoring Request from Habby Matharoo

[approved](#)

3) An email is sent to all members of the Approver/Authoriser Group to inform them that a decision was made and no further action is required from the Group:

Reply Reply All Forward IM

 K2ServiceAccount | **K2 Privacy and Monitoring Form Authorisers Staff**
Request for ICT Privacy and Monitoring - Authorised

Dear Authoriser(s),

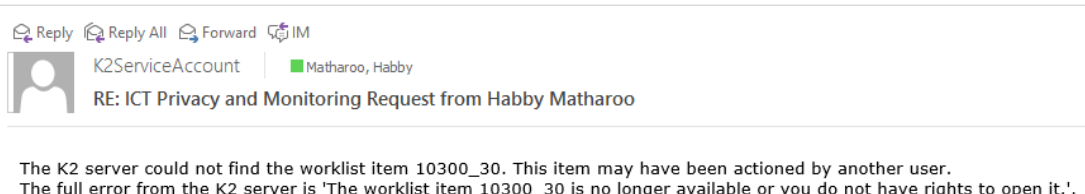
The ICT Privacy and Monitoring request from Habby Matharoo (ICT) has been **Authorised** by Joe Bloggs (ICT).

The request has now been passed to ITaCS.

No further action is required on your part.

Kind Regards,
IT Services

Note: If an Approver/Authoriser attempts to reply to a request after it has already been actioned by another Authoriser, an email will be returned by the system:





4) The Requester is emailed about the outcome of decision. If the request was Approved the email will look like (a). If the request was Declined then see (b)

a) Approved




b) Declined

 Reply  Reply All  Forward  IM



K2ServiceAccount

 Matharoo, Habby

Your ICT Privacy and Monitoring Request

Dear Habby Matharoo

Your ICT Privacy and Monitoring request for User1 STTEST001 has been **Declined** by Joe Bloggs (ICT)

Please contact Joe Bloggs if you require further information.

Kind Regards,

IT Services

- 5) If the request was “Approved” by the Authorisers, it is sent to ITaCS to action.
- 6) When the work is complete, the person named in Section 2.5 of the form “Name of person to receive Inspection or Monitoring data” will be informed.

Note to Approvers: If a request has not been Approved within 1 working day, Authorisers will be sent a reminder. If the request has not been actioned within 2 working days, the request will expire.

Note to Authorisers: If a request has not been Authorised within 3 working days, Authorisers will be sent a reminder. If the request has not been actioned within 5 working days, the request will expire.