



## Guidance for Requesters & Approvers/Authorisers

Last reviewed June 2021

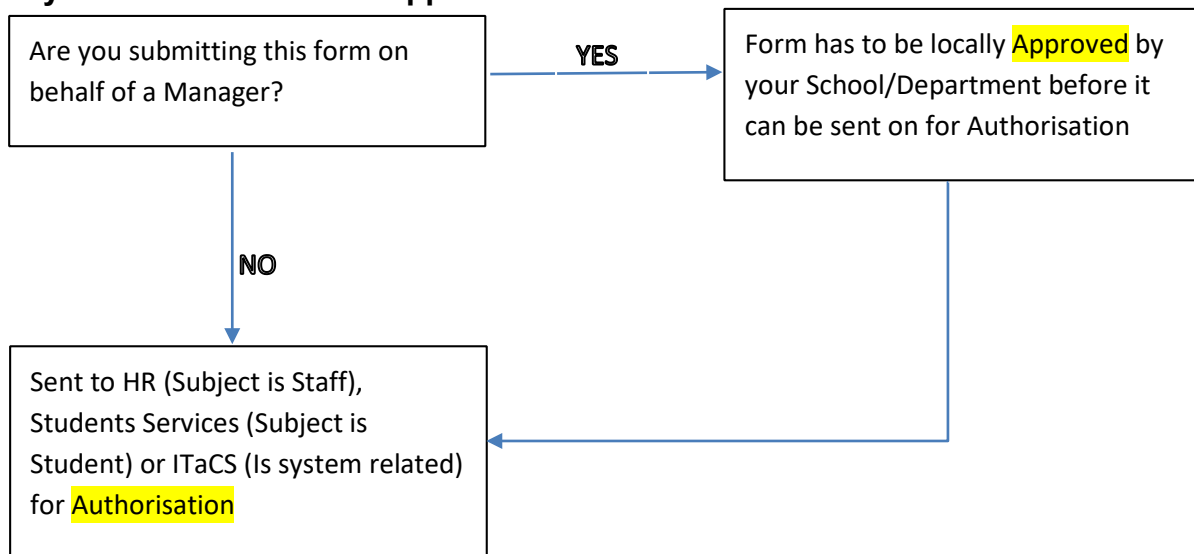
### What is this form used for?

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

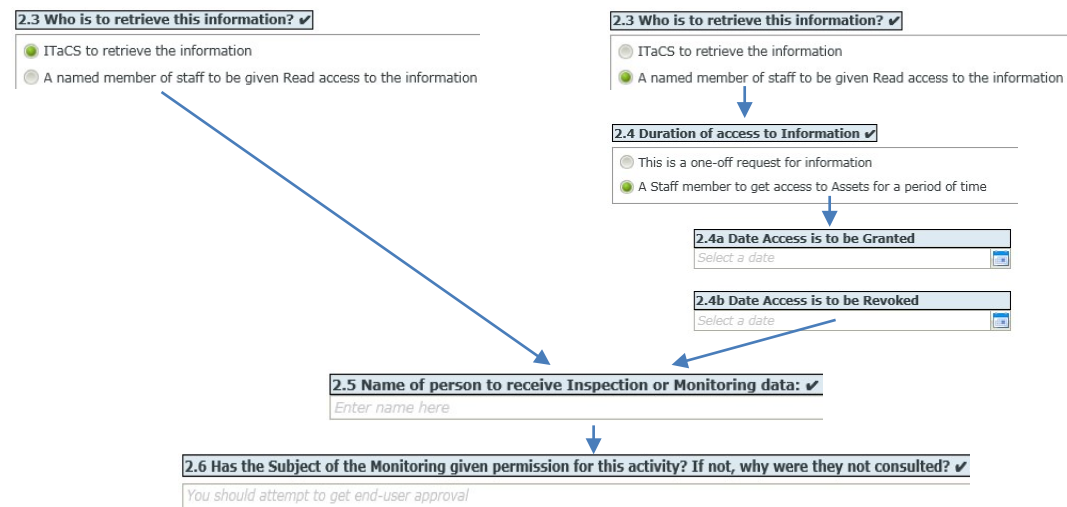
- 3) All fields marked with ✓ are compulsory
- 4) Section 2, enter the monitoring/inspection information:

**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:



- 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
- Yes

- a. 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?**

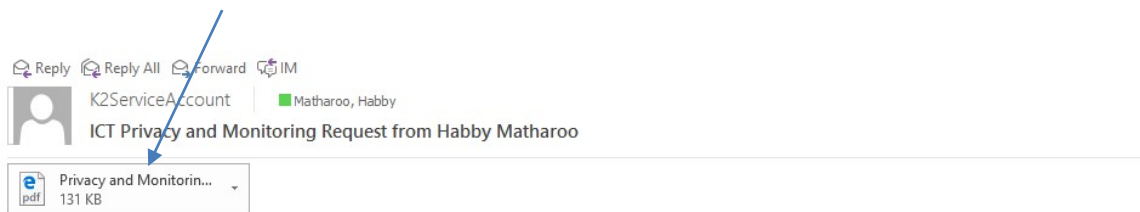
- No - I am the Requesting Manager
- Yes

- b. 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.



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

- 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...	<input type="checkbox"/> 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:



The K2 server could not find the worklist item 10300\_30. This item may have been actioned by another user.  
The full error from the K2 server is 'The worklist item 10300\_30 is no longer available or you do not have rights to open it.'

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.*