Information Security
FY17 Privileged Access Management (PAM)
myApplication ID User Guide

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myApplication ID User Guide

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myApplication ID User Guide

Overview

myApplication ID is a self-service portal for application teams to request and manage application IDs.

What: Portal to request and manage application IDs
Why: Improve application ID management
How: Custom-built web portal
Who: Application teams
Service Operations Leads
Service Operations Managers
Environment Delivery Managers
Identity and Access Management Operations team
Where: myApplication ID
When: April 2017
myApplication ID User Guide

Value of myApplication ID

- Self-service request and management of all application IDs
- Standardized set of lifecycle workflows and data collected
- Instant creation of application IDs*
- Easily find and export application IDs

*Note: Applications with a restricted data classification or required to be Sarbanes-Oxley compliant, must have their application IDs onboarded to Privileged Access Management (CyberArk).
## myApplication ID User Guide

### Roles

Access to manage existing application IDs will be dependent on your role.

<table>
<thead>
<tr>
<th>Role</th>
<th>What</th>
<th>Who</th>
</tr>
</thead>
</table>
| **Primary/Secondary Contact (Application Teams)** | - View application IDs  
- Update details and contacts  
- Disable, re-enable, reset password  
- Export report | **Who**  
- Designated application ID contacts  
- Can be application team or environment delivery personnel |
| **Service Operations Lead and Service Operations Manager** | - Notified of new application ID requests  
- View application IDs  
- Update details and contacts  
- Disable, re-enable, reset password  
- Export report | **Who**  
- Service Operations Lead/Manager contacts as listed in AIR |
| **Environment Delivery Manager**          | - View application IDs  
- Export report | **Who**  
- Environment Delivery Manager contact as listed in AIR |
| **Identity & Access Management Operations** | - View application IDs  
- Update details and contacts  
- Disable, re-enable, reset password  
- Delete  
- Export report  
- Support | **Who**  
- Identity and Access Management Operations support team members |
| **Read Only User**                        | - View application IDs | **Who**  
- L1 Support team members |
| **Credential Management**                 | - Update Credential Management field | **Who**  
- Member’s of the AD nab group |
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Available Functionality

- Request new application IDs
- View application ID details and update those details
- Disable an application ID in Active Directory
- Re-enable a disabled or deleted application ID
- Confirm application ID contacts and usage
- Reset application ID password
- Export view to Excel
- Report subscription
PAM stands for Privileged Access Management. PAM.Accenture.com (formerly MyAdminID) is a tool to protect accounts with administrative access to critical Accenture systems.

- What: Centralized storage of app IDs; enabling app IDs to undergo regular password changes
- Why: Enhancing the security of critical systems that use app IDs to work together
- How: Tool powered by CyberArk (vendor service)
- Who: CIO apps that must be SOX-compliant or contain restricted data
- Where: pam.accenture.com or pamsupport.accenture.com
- When: In-scope applications’ existing app IDs will be onboarded in FY17 and their app IDs commissioned in the future will always be flagged for PAM management

The PAM tool manages several account types for select applications.
myApplication ID User Guide
Privileged Access Management for Application IDs

Key differences for PAM Managed application IDs in myApplication ID

• Application ID Creation
  – PAM Managed application IDs are required to be on-boarded to PAM prior to the application team receiving the credentials.
  – When you create a new application ID in myApplication ID, a ServiceNow ticket will automatically be generated for the application ID to be added to PAM.
  – For existing applications in PAM, a new application ID will be added within 3 business days.

• Application ID Password Reset
  – PAM Managed application IDs must have their passwords reset in PAM. If you attempt to reset the password in myApplication ID, you will be re-directed to the PAM tool.

• Application ID Disablement
  – Application teams must disabled the application ID in the PAM tool prior to disabling the application ID in myApplication ID.

• Application ID Re-enablement
  – Similar to newly created application IDs, application IDs that are re-enabled must be re-added to the PAM tool.

• Is my application PAM Managed?
  – Only if your application is managed by PAM Managed - ApplicationID: Yes/No. Once an application is PAM Managed, it will stay PAM Managed.
  – How can I found out more information on PAM?
  – Visit the PAM Support Site.
myApplication ID User Guide
Application ID Lifecycle

**App ID Creation**
- **Configure**
  - REQUEST NEW
    - Instantly create new application IDs
    - Specify ownership, associate application, and usage information
  - VIEW / UPDATE
    - View your application IDs and update details
  - EXPORT
    - Download an Excel report of your application IDs
  - RESET PASSWORD
    - Reset the password as needed
  - VERIFY
    - Confirm contacts and verify if application ID is required
  - EXPORT
    - Download an Excel report of your application IDs

**Managed Lifecycle**
- **Transfer**
  - VIEW / UPDATE
    - Update Primary and Secondary Contacts
  - **Update**
    - VIEW / UPDATE
      - Update application ID details as usage changes
    - VERIFY
      - Confirm contacts and verify if application ID is required
    - EXPORT
      - Download an Excel report of your application IDs
  - **Disable**
    - VIEW / UPDATE
      - Update application ID details as usage changes
    - **DISABLE**
      - Disable the application ID when no longer required
    - **RE-ENABLE**
      - Re-enable the application ID if it is still needed
    - EXPORT
      - Download an Excel report of your application IDs

**App ID Deletion**
- **DELETION**
  - Disabled application IDs are deleted after 30 days
  - Application IDs are permanently deleted after an additional 30 days
Access & Navigation
myApplication ID User Guide
Detailed Workflows: Access & Navigation

• **Step 1:** Navigate to https://directory.accenture.com/myapplicationid/

• **Step 2:** If prompted, enter your Enterprise credentials and click **Sign In** to complete the Enterprise Sign On process
myApplication ID User Guide
Detailed Workflows: Access & Navigation

1. The functionality button menu enables you to take action on existing application IDs, request a new application ID, export your view to Excel and subscribe to report.

2. The header menu allows you to search as well as to view any notifications or view any announcement.

3. You can use to filter application IDs

4. Click the hamburger menu icon to display a sidebar to access FAQs and associated links

5. Application IDs for which you are a Primary / Secondary contact, Service Operations Lead / Manager or Environment Delivery Manager will be displayed
   - Use the navigation buttons to page through all your application IDs

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Request a new application ID
myApplication ID User Guide

Detailed Workflows: Request a New Application ID

1. Click the **Request New** button.
2. Complete the **New Account Request form** by entering all the required details:
   - AIR ID – Application Name, Active Directory Domain, Application Environment, Contacts, AD Contact, Account Usage, Server OS, Business Use, Additional Information
3. Click **Next**.
4. Specify a unique name for the application ID.
5. Click **Submit**.
   - If your application is NOT PAM Managed, your application ID will be immediately emailed to the contacts.
   - If your application is PAM Managed, a ServiceNow ticket is created for IAM Operations team to onboard application ID to PAM. Once the primary contact is emailed that the ticket is closed, the application team can retrieve the credentials via PAM ([https://pam.accenture.com](https://pam.accenture.com))
6. Click the X to close the window.
Request multiple new application ID
myApplication ID User Guide
Detailed Workflows: Request Multiple New Application ID

1. Click the Request New button.
2. Select either Single or Multiple options.
3. Complete the New Account Request form by entering all the required details.
   - AIR ID – Application Name, Active Directory Domain, Application Environment, Contacts, AD Contact, Account Usage, Server OS, Business Use, Additional Information
4. Click Next.
5. Specify a unique name for the application ID.
6. Click Submit.
   - If your application is NOT PAM Managed, your application ID will be immediately emailed to the contacts.
   - If your application is PAM Managed, a ServiceNow ticket is created for IAM Operations team to onboard application ID to PAM. Once the primary contact is emailed that the ticket is closed, the application team can retrieve the credentials via PAM (https://pam.accenture.com)
7. Click the X to close the window.
View or update an application ID
myApplication ID User Guide
Detailed Workflows: View or update an application ID

1. Select an application ID.
2. Click the View / Update button.
3. Review and make any changes to the Update Account Details form.
4. Click Update.
5. Your changes have been made. Click the X to close the window.

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View or update multiple application ID
myApplication ID User Guide
Detailed Workflows: View or update multiple application ID

1. Select multiple application ID’s.
2. Click the View / Update button.
3. Review and make any changes to the Update Account Details form.
4. Click Update.
5. Your changes have been made. Click the X to close the window.
Disable an application ID
myApplication ID User Guide
Detailed Workflows: Disable an application ID

Important! PAM Managed application IDs must be disabled in PAM prior to completing the steps below.

1. Select an application ID.
2. Click the **Disable** button.
3. Complete the **Account Disablement** form.
4. Click **Disable**.
5. The application ID has now been disabled. Click the **X** to close the window.

**NOTE:**
- Application IDs will remain disabled for 60 days before being deleted.
- Permanently deleted application IDs will not be recoverable after 60 days.
Disable multiple application ID’s
myApplication ID User Guide
Detailed Workflows: Disable multiple application ID’s

Important! PAM Managed application IDs must be disabled in PAM prior to completing the steps below.

1. Select an application ID.
2. Click the Disable button.
3. Complete the Account Disablement form.
4. Click Disable.
5. The application ID has now been disabled. Click the X to close the window.

- **NOTE:**
  - Application IDs will remain disabled for 60 days before being permanently deleted.
  - Permanently deleted application IDs will not be recoverable after 60 days.
Automatic disablement application ID
myApplication ID User Guide
Detailed Workflows: Automatic Disablement  Application ID

Application IDs are changed to **Pending Verification** status for one of three reasons.
- Application ID has not been verified in last 150 days.
- Listed Contact is invalid (e.g. employee leaves the company)
- Manual request by an administrator to verify an ID.

Once an application ID has been set to **Pending Verification** status, application teams must take action to verify the ID within 30 days, or it will be disabled. Notification emails
- 1st Reminder is sent when the status is changed to Pending Verification
- 2nd Reminder is sent 14 days before due date
- 3rd Reminder is sent 7 days before due date
- Final Reminder is sent on the due date
- Application IDs will be disabled the Thursday following the due date

**NOTE:** Application IDs will remain disabled for 60 days before being permanently deleted.
Re-enable an application ID
myApplication ID User Guide
Detailed Workflows: Re-enable an application ID

1. Select an application ID in disabled status
2. Click the Re-Enable button.
3. Complete the Account Re-Enablement form.
4. Click Re-Enable.

**Important!** A Service Now ticket will be created for PAM Managed app IDs for the IAM Operations to add the ID to PAM

Once the application ID has been onboarded, the credentials can be retrieved from PAM.

5. The application ID has been re-enabled. Click the X to close the window
Re-enable multiple application ID
myApplication ID User Guide

Detailed Workflows: Re-enable multiple application ID

1. Select multiple application ID in disabled status
2. Click the Re-Enable button.
3. Complete the Account Re-Enablement form.
4. Click Re-Enable.

**Important!** A Service Now ticket will be created for PAM Managed app IDs for the IAM Operations to add the ID to PAM. Once the application ID has been onboarded, the credentials can be retrieved from PAM.

5. The application ID has been re-enabled. Click the X to close the window.
Re-enable single sunset application ID
myApplication ID User Guide
Detailed Workflows: Re-enable Single sunset application ID

1. Select sunset application ID in disabled status having **non standard** application name.

2. Click the **Re-Enable** button.

3. Informatory page comes stating that the AIR needs to be updated to a valid one by SOL/SOM or by support team.

4. Click on the close button to close the window.

5. Select sunset application ID in disabled status having **standard** application name.

6. Click on the re-enable button.

7. Informatory page comes stating that application id’s cannot be re-enabled having sunset AIR.

8. Click on the close button to close the window.
Re-enable multiple sunset application ID
myApplication ID User Guide
Detailed Workflows: Re-enable multiple sunset application ID

1. Select multiple sunset application ID in disabled status having **non standard application name**

2. Click the **Re-Enable** button.

3. Informatory page comes which states to assign valid AIR to the application id’s prior re-enablement.

4. Click on **Close** to close the window.

5. Select multiple sunset application ID in disabled status having **standard application name**

6. Click the **Re-Enable** button

7. Informatory page comes stating that application id’s cannot be re-enabled having sunset AIR.

8. Click on **Close** to close the window.

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Reset the password of an application ID
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Detailed Workflows: Reset the password of an application ID

Important! PAM Managed app IDs must be reset via the PAM tool. Only Not Managed app IDs can be reset in myApplication ID.

1. Select an application ID in the UI grid.
2. Click the Reset Password button.
3. Enter the Business Use Case.
4. Click Reset.
5. Your application ID password has now been reset. Click the X to close the window.

Note: You will receive an email with the credential details.
Verify single application ID
myApplication ID User Guide
Detailed Workflows: Verify an application ID

1. Select an application ID in Pending Verification status.
2. Click the Verify button.
3. Click the Verify Single Account button.
4. Review the Primary and Secondary Contacts, make any required updates.
5. Click Verify.
6. Confirm whether or not the application ID is still required. If it is, click Yes.
7. Confirm whether the application id is needed as it has not been logged on to for the past 6 months. If it is click Yes.
8. The application ID has now been verified. Click the X to close the window.

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Verify all application ID’s
myApplication ID User Guide
Detailed Workflows: Verify All application ID’s

1. Select an application ID in Pending Verification status.
2. Click the **Verify** button.
3. Click the **Verify All** button
4. **Review** the Primary and Secondary Contacts, and select the required radio buttons.
5. Click **Verify**.
6. Confirm whether or not the application ID is still required. If it is, click **Confirm**.
7. The application ID has now been verified. Click the **X** to close the window.

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Verify pending application ID’s
myApplication ID User Guide
Detailed Workflows: Verify pending application ID’s

1. Select an application ID in Pending Verification status.
2. Click the Verify button.
3. Click the Verify Pending id’s button.
4. Review the Primary and Secondary Contacts, and select the required radio buttons.
5. Click Verify.
6. Confirm whether or not the application ID is still required. If it is, click Confirm.
7. The application ID has now been verified. Click the X to close the window.

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Verify selected application id’s having multiple AIR
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Detailed Workflows: Verify selected application ID’s having multiple AIR

1. Select multiple application ID’s having different AIR ID in pending verification status.
2. Click the Verify button.
3. Click the Verify Selected ID’s button
4. Review the Primary and Secondary Contacts, and select the required radio buttons.
5. Click Verify.
6. Confirm whether or not the application ID is still required. If it is, click Confirm.
7. The application ID has now been verified. Click the X to close the window.

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Announcements
myApplication ID User Guide
Detailed Workflows: Announcements

1. Click the announcement icon beside the notification icon
2. Click the unread announcement. Find the heading, publish date and body of the announcement.
3. Click on Mark As Read button, the count on the announcement bubble get reduced.
4. Click on the X to close the window.
5. Click on view all to view previous announcements
6. Click on the ‘+’ sign to expand the view of the announcements.
7. Click on the X sign to close the window.

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Search, Filter, Sort, Export, Select all and Report subscription
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Detailed Workflows: Search

1. **Click the magnifying glass icon** to enable the search bar.

2. **Enter a search term** in the search field and press **Enter or Magnifying glass icon** to search. The UI grid is now filtered on the entered criteria.

3. **Click the X** to clear the search.
myApplication ID User Guide
Detailed Workflows: Filter

1. Click the **funnel icon** to enable filtering.

2. **Enter a value** in one of the column headings and press **Enter** to filter. The UI grid is now filtered on the entered criteria.

3. You may filter across additional columns.

4. To remove a filter, delete the text and press **Enter** or click the X button.
myApplication ID User Guide
Detailed Workflows: Sort

1. Click a column heading to enable sorting on the selected column. Click once for ascending and a second time for descending.

2. You may click another column heading to enable sorting across multiple columns.

3. One finished, click the X icon to clear the sorting.
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Detailed Workflows: Export

1. Modify the UI grid as desired by filtering, sorting, or searching.
2. Click the Export button.
3. An Excel file will automatically be downloaded to your machine.
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Detailed Workflows: Select all

1. Select all check box is now present on the grid.
2. Check the select all checkbox and the application id’s present in the first page are selected.
3. Similarly select all option can be applied to multiple pages too.
myApplication ID User Guide
Detailed Workflows: Subscription of report

1. Click on report subscription button to subscribe report from myApplicationID tool.

2. Find the header for report creation.

3. Recurrence pattern can be customized as daily, weekly, monthly, yearly.

4. The range of recurrence can also be customized accordingly.

5. Upon clicking create the report subscription request gets submitted successfully.

6. Confirm whether report is needed or not. Click yes if confirmed.

7. Click ‘X’ to close the confirmation page.

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myApplication ID User Guide
Detailed Workflows: Update of report

1. Click on report subscription button to subscribe report from myApplicationID tool.
2. Find the header for report update.
3. Current Recurrence pattern can be updated accordingly.
4. The range of recurrence can also be updated accordingly.
5. Upon clicking update the report subscription request gets updated successfully.
6. Confirm whether existing report needs to be updated or not. Click yes if confirmed.
7. Click ‘X’ to close the confirmation page.
8. Click on bin sign to delete the existing report subscription.
Help & Support
myApplication ID User Guide

Help & Support: Help

1. Click the hamburger menu icon.

2. View helpful FAQs, user guides, or external information.
myApplication ID User Guide
Help & Support: Support

To log a support ticket:

2. Complete the request with the following details:
   - Category: Other
   - Type: Other
   - Description: Describe your issue and reference “myApplication ID” and request that the ticket be routed to Assignment Group INFRADELV-IAM-OPER
3. Click Submit.