



STANDARD OPERATING PROCEDURE FOR ADMINISTERING
SYSTEM ACCOUNTS

ISSUE HISTORY

Issue No:	Description of Change	Status	Originator	Effective Date
1	Initial release	Approval	ICT Team	March 1, 2022

REFERENCE DOCUMENTS

Document Number	Document Title
ES ISO 9000:2015	Quality Management Systems - Fundamentals & Vocabulary
ES ISO 9001:2015	Quality Management System – Requirements, Clause 7.5

CONTENTS

PAGE

1. PURPOSE	2
2. SCOPE	2
3. PROCESS OWNER	2
4. DEFINITIONS AND ABBREVIATIONS	2
5. PROCEDURE	3
6. RECORDS	4
7. RELATED DOCUMENTS	4

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APPROVAL:

Name: Dereje Engida

Signature:

[Signature]

Date: 28/12/2023

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	STANDARD OPERATING PROCEDURE FOR ADMINISTERING SYSTEM ACCOUNTS		Issue No.:
		Page No.:	Page 2 of 4

1. PURPOSE

The purpose of this procedure is to define the process of creating, resetting and upgrading of user accounts for the university community.

2. SCOPE

This procedure is applicable to all ICT related user accounts to the university community.

3. PROCESS OWNER

ICT Executive Officer, ICT Team Leaders

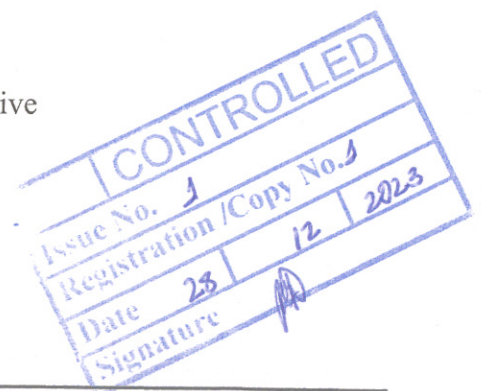
4. DEFINITIONS AND ABBREVIATIONS


4.1 DEFINITIONS

User account - A user account is an identity created for a person in a computer or computing system.

4.2 ABBREVIATIONS

UPR	University President
PO	President Office
AASTU	Addis Ababa Science and Technology University
FLW	Flow Chart
ISO	International Organization for Standardization
IQA	Institutional Quality Assurance and Enhancement
ICT	Information and Communications Technology
TL	Team Leader
WI	Working Instructions
SOP	Standard Operational Procedure
QM/MR	Quality Manager/Management Representative
QMS	Quality Management System



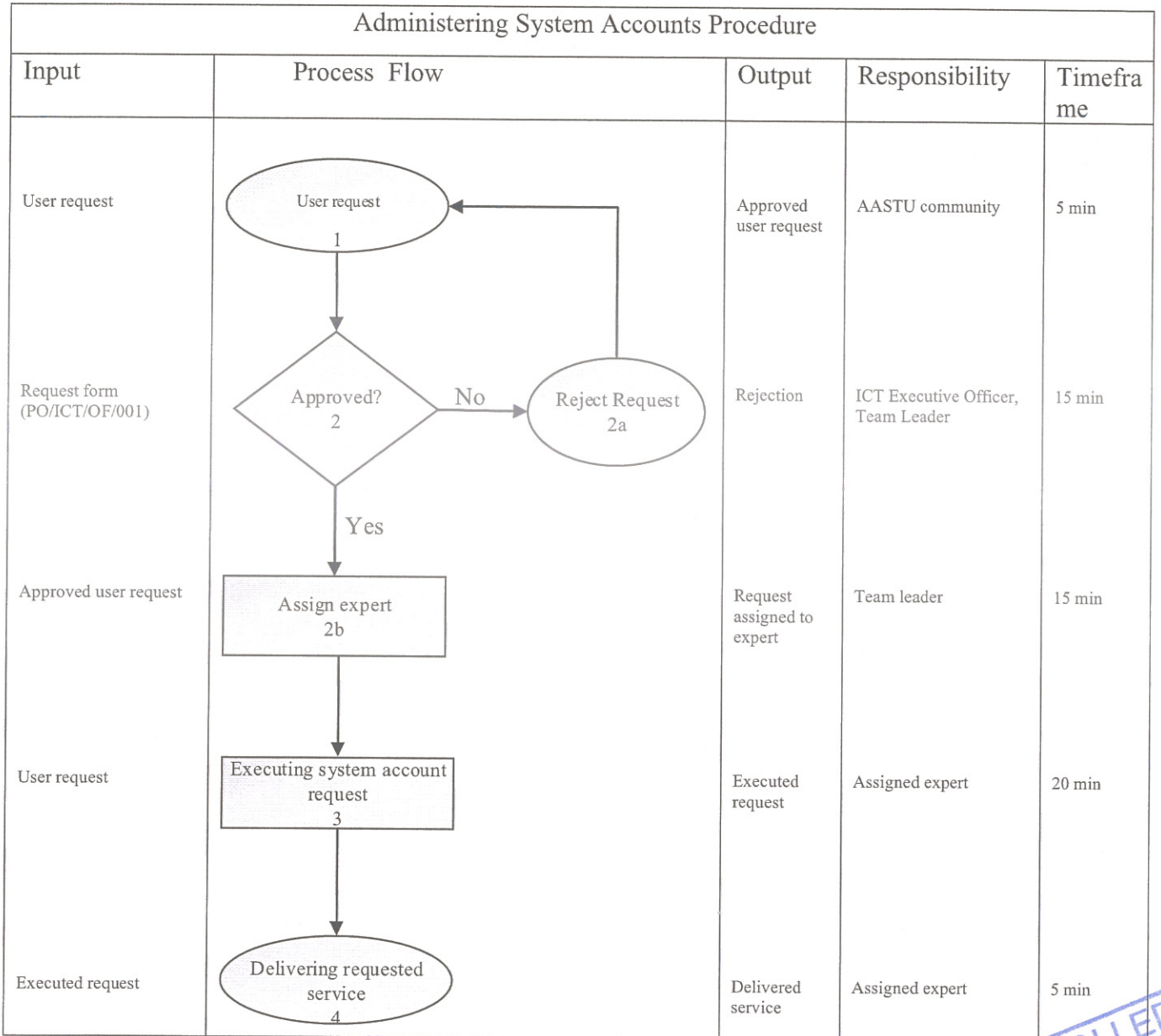
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5. PROCEDURE

5.1. FLOW CHART



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	STANDARD OPERATING PROCEDURE FOR ADMINISTERING SYSTEM ACCOUNTS		Issue No.: 1

5.2. DESCRIPTION OF PROCESS STEPS

FLW	Process Steps Description
1	ICT related accounts creation or change request may be raised by any AASTU employee using the Helpdesk system or in person
2	Account creation or change request shall be reviewed against the requester's responsibility status
2a	The main reasons for rejection of account creation request may be the following. a) When the requester is not AASTU employee or Student b) When the requester is not eligible for the requested credential level
2b	An expert shall be assigned to create or reset or upgrade the requested account. Accordingly, the account shall be created or reset or upgraded.
3	Fill full information of the one to whom account is going to be created and then create username and password.
4	Created or reset or upgraded account shall be handed over to the requester.

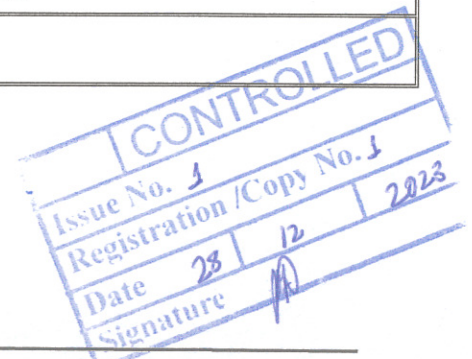
6. RECORDS


The Quality Management Representative has the responsibility to record and retain the following records.

- Administering System Accounts

7. RELATED DOCUMENTS

Document No.	Document Title
PO/ICT/OF/006	Administrating System Accounts



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