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Administration and Finance
Operations Detail: Facilities Planning & Management - 11

ADMINISTRATION & FINANCE | FACILITIES PLANNING & MANAGEMENT
Computerized Maintenance Management System User Access
June 2023

1.0 PURPOSE

Managing system access in a Computerized Maintenance Management System (CMMS) serves several important purposes to ensure the security, integrity, and efficiency of maintenance operations. Controlling system access helps safeguard sensitive data, asset information, and work order details from unauthorized access and potential system breaches. This operations detail is in alignment with Campus Strategic Plan Initiative 5, Objective 5.

2.0 BACKGROUND

Limiting access to authorized personnel prevents unauthorized users from making changes to data, configurations, and system settings. Controlled access ensures that the data integrity is maintained by preventing accidental modifications that could compromise the accuracy of records and repots. This operations detail outlines the updated Web-based TMA Version 7 process for creating user accounts.

3.0 OVERVIEW

The Web TMA System Administrator is responsible for managing user accounts, access privileges, and permissions, ensuring that employees have appropriate access to resources based on their roles and responsibilities. They handle also handle user onboarding and offboarding procedures. If a CPP employee violates this policy, the employee will be subject to disciplinary action in alignment with the regulations set forth in California Education Code § 45113 and § 45116.

4.0 CITATIONS

Cal Poly Pomona Strategic Plan 2017-2025
Web TMA User Access Request Form
Education Code § 45113 and § 45116

5.0 PROCEDURES

User Access Request Submission
Users who require access to the system/application shall complete the user access request form. The form is typically filled out by the requesting party, or their supervisor and the form should specify the required access rights, reason for the access, as well as obtain authorization

from their HEERA Manager. The completed form must be submitted to fmcustomer@cpp.edu or delivered to the FPM Customer Service Center, located in building 81-109.

Form Review
The system administrator shall review the user access request form to verify completeness and accuracy of information provided. They ensure that all required fields are completed, and the access requested aligns with the user's role and responsibilities.

Approval Process
The user access request form requires approval from the user's supervisor, department head, or designated approving authority. The system administrator may forward the form for approval or seek the necessary authorization. Forms are processed within 5 business days of receipt. The system administrator may reference the steps outlined in the *CMMS User Access Process Guide* (see Appendix A).

Account Creation or Modification
If the user does not already have a user account, the system administrator creates a new account with the appropriate access privileges. If an account already exists, the administrator modifies the account to add the requested access. When user access is no longer required, the system administrator promptly revokes access to prevent unauthorized access.

User Notification
The user/requesting party is informed of the access granted and is provided with login credentials and instructions on how to access the application.

Monitoring and Auditing
The system administrator continuously monitors user access and conducts periodic access reviews to ensure that users have necessary access rights. This process helps identify and rectify any potential access related issues or unauthorized access. Throughout the process, the system administrator is responsible for maintaining records of access requests, approvals, and access provisions.

6.0 DEFINITIONS

Web TMA
Web TMA is a web-based Computerized Maintenance Management system (CMMS), also known as The Maintenance Authority. The system is used to manage assets, schedule maintenance requests, and track work orders.

7.0 CONTACTS

This operations detail is owned, administered, interpreted, and revised as necessary by [Facilities Planning & Management](#).

FPM Customer Service Team
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8.0 REVISION TRACKING

Revision History

Revision Date	Revised by	Summary of Revision	Section(s) Revised
06/07/23	Jeffrey Beal Sr.	Initial Draft	All
06/09/23	Natalie Schroeder	Revised/Edited for Clarity	All

Review/Approval History

Approval Date	Approved by	Summary of Approval	Section(s) Approved
08/01/23	Vanessa Garcia	Final Draft	All
01/31/24	Krysta Elias	Final Draft	5
02/01/24	Matthew Whinery	Final Draft	-