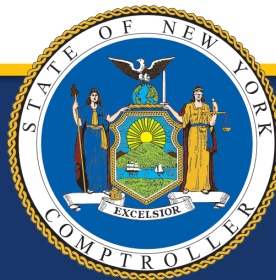


Office of Operations'
2023 Virtual Fall Conference

Agency Security Coordinator

Mark Malone and Niamh Schweitzer



New York State Comptroller
THOMAS P. DiNAPOLI

Introduction

Today's Agenda:

- Welcome ASCs
- What is an ASC
- CSURPS Requests
- Ticket Content
- Security: Things to Consider
- PayServ Audits



Who We Are

- Payroll Security Team
 - Melissa Heid
 - Jeannie Hoag
 - Mark Malone
 - Niamh Schweitzer
 - Tenille Nieckarz
- Information Security Management (ISM)



What is an ASC?

Overview

- The ASC is
 - Security liaison responsible for protecting the private information in the Payroll applications by reviewing, analyzing, and entering CSURPS for PayServ, PS Query, and Control-D.
- Every agency should have one Primary ASC and at least one Backup.



What is an ASC?

How to Become an ASC

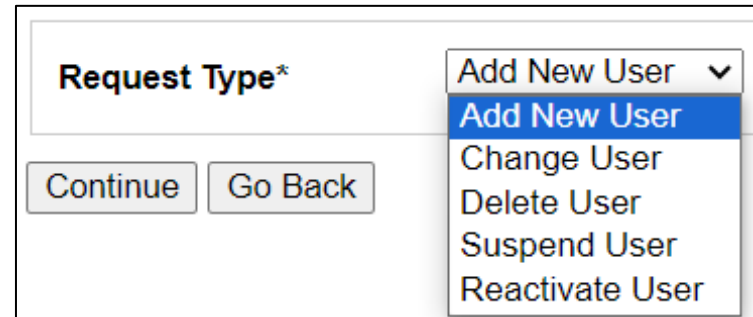
- Director/Designee submits AC 2739 Designation Form.
 - This acts as your attestation to protect and respect the privacy of the payroll information.
- ASC must review
 - Security Bulletin 6 – Policies and Procedures
 - PayServ Bulletin 425 – Role Description



CSURPS

Types of Requests

- Add User
- Change User
- Delete User
- Suspend User
- Reactivate User (*Password Resets*)



A screenshot of a web form titled 'Request Type*'. The form contains a dropdown menu with the following options: 'Add New User' (selected and highlighted in blue), 'Add New User' (with a downward arrow), 'Change User', 'Delete User', 'Suspend User', and 'Reactivate User'. Below the dropdown menu are two buttons: 'Continue' and 'Go Back'.



CSURPS Requests

Highlights of What Is Required

- Legal Names
- Start Date for Access (*Add req*)
- Duration of Access (*Add req*)
- Email Address and Phone Number
- NYS Employee – Yes or No
- Department Access required



Is your information correct?

Step 1 in all CSURPS requests

The screenshot displays the 'CSURPS Agency Coordinator Interface' with a sidebar on the left containing navigation links: 'Close CSURPS', 'General' (with sub-links 'Welcome', 'Instructions', 'PDF Forms & Bulletins'), 'Request Forms' (with sub-links 'PayServ', 'Coordinators', 'Contact Info', 'Submitted Requests'), 'External Links' (with sub-link 'OSC Homepage'), and 'Information Security Management' (with contact details: 518-738-2616, InformationSecurityManagement@osc.ny.gov). The main content area is titled 'PayServ Security User Request' and shows a progress bar at '0% complete'. Below the title, it states 'Step 1: Verify your contact information.' and provides instructions to check contact data and request updates if necessary. A box contains the following information: First Name: Niamh, Middle Initial: (blank), Last Name: Schweitzer, Phone Number: 838-910-5154, Extension: (blank), Agency Code: 02000, and E-mail Address: nschweitzer@osc.ny.gov. A 'Continue' button is located below this box. At the bottom of the interface, there is a link to the 'Internet Privacy and Links Policy' and a footer note about reporting issues.

CSURPS Agency Coordinator Interface

Close CSURPS

General

Welcome

Instructions

PDF Forms & Bulletins

Request Forms

PayServ

Coordinators

Contact Info

Submitted Requests

External Links

OSC Homepage

Information Security Management
518-738-2616
InformationSecurityManagement@osc.ny.gov

PayServ Security User Request

0% complete

Step 1: Verify your contact information.

Your contact information is displayed below. Check to make sure that the data is correct. If not, go to the [Contact Info](#) page and request an update.

First Name: Niamh

Middle Initial:

Last Name: Schweitzer

Phone Number: 838-910-5154

Extension:

Agency Code: 02000

E-mail Address: nschweitzer@osc.ny.gov

Continue

Internet Privacy and Links Policy

To report an issue with this site, please contact the IT Services Desk via ServiceNow or call the IT Services Desk at (516) 486-6745



New York State Comptroller
THOMAS P. DiNAPOLI

Contact Information

- Phone Number and Email Address are editable here.
- Click Submit Request, and your request goes to Information Security Management (ISM) to be updated.

The screenshot displays the 'CSURPS Agency Coordinator Interface' for Thomas P. DiNapoli, State Comptroller. The left sidebar contains navigation links: 'Close CSURPS', 'General' (with sub-links 'Welcome', 'Instructions', 'PDF Forms & Bulletins', 'Request Forms', 'PaySe'), 'Coordinators', 'Contact Info' (highlighted with a red box and a red arrow), 'Submitted Requests', 'External Links', and 'OSC Homepage'. The main content area is titled 'Contact Info' and includes a 'Change Contact Information' section. It contains a note about updating contact information and a warning that name or agency code changes require a system request form. Below this is a form with fields for First Name (Niamh), Middle Initial, Last Name (Schweitzer), Phone Number* (838-910-5154), Extension, Agency Code (02000), and E-mail Address* (nschweitzer@osc.ny.gov). A 'Submit Request' button is at the bottom. The footer includes an 'Internet Privacy and Links Policy' link and contact information for the IT Service Desk.

Thomas P. DiNapoli, State Comptroller
CSURPS Agency Coordinator Interface

Close CSURPS

General

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518-738-2616
InformationSecurityManagement@osc.ny.gov

Internet Privacy and Links Policy

To report an issue with this site, please contact the IT Service Desk via ServiceNow or call the IT Service Desk at (518) 456-6745.

Contact Info

Change Contact Information

If your contact information as it appears below is incorrect, you may use this form to update it.

Note: If your name or agency code need to be changed, you must notify Information Security Management using the most relevant system request form (e.g. PayServ, Accounting, Control-D, etc.). You cannot modify your name or agency code directly.

Required fields are marked with an asterisk.

First Name: Niamh

Middle Initial:

Last Name: Schweitzer

Phone Number*: 838-910-5154

Extension:

Agency Code: 02000

E-mail Address*: nschweitzer@osc.ny.gov

Submit Request



Ticket Content

The How and the What

- Creating Access – Add New User
- Changing Access – Change User
- Reset Password – Reactivate

Tip:

ASCs cannot submit tickets on their own behalf. Alternate ASC must submit for them. If your alternate is out, email Payroll_Security@osc.ny.gov to assist.



Add New User Request

Required fields are marked with an asterisk.

Access Alternative* Specify Custom Access ▼

Continue Go Back

Standard User Roles

1. Hire/Employee Maintenance and Movement* none ▼

2. Salary* none ▼

3. Paycheck Inquiry* none ▼

4. Miscellaneous Payment Entry* none ▼

5. Position Management/Funding* none ▼

6. Deductions and Tax Maintenance* none ▼

7. Job Requests* none ▼

8. Workers Comp/Concurrent Hire* none ▼

Agency Codes

PS Production Access

Control-D Report Access

Other

Non-Standard User Roles

Query Class Code* none ▼

Allow Access to PayServ Control-D Reports? ☐ Yes ☒ No

Comments

Continue Go Back

Request Summary

Coordinator Information	Request Type	User Information	Access Alternative
Niamh Schweitzer, 02000 838-910-5154 nscweitzer@osc.ny.gov	PayServ Add New User	test user, 02000 9-9999 NYS Employee	Specify Custom Access



Add New User Request

Tips

- Things to put in the comments:
 - *NEW* – Include Start Date
 - Any special instructions
- Common Mistake
 - Comment instructions do not match what was requested in the form
 - Requires clarification and will cause delays



Change in Procedure

Passwords

- Add requests
 - ASC receives email with new user's password, and user login follows traditional format
- Reactivate requests
 - ISM emails user directly with their new password



Change User Request

Tips

- Do not list user's current access.
- Step 4, click “Neither” in the drop down, and Comments box appears on next screen (*Step 5*).
- Type exactly what change you are requesting.



Steps

PayServ Change User Request

60% complete

Step 4: Choose how/whether you want to specify Test Test's access.

To enter access information explicitly, you may specify custom access. If your request does not relate to user access privileges, you would like to consult with us regarding access, or you would like to describe the access rights in Step 5, select **Neither**. Choose which you would like to use under **Access Alternative**.

Required fields are marked with an asterisk.

Access Alternative*

Neither

Specify Custom Access

Neither

Continue

Go Back

Request Summary

<u>Coordinator Information</u>	<u>Request Type</u>	<u>User Information</u>
Mark Malone, 02000	PayServ	Test Test, 02000
838-910-5145	Change User	9-9999
mmalone@osc.ny.gov		ttest.02000
		NYS Employee

Change Request: Step 4

Select "Neither."



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Steps

PayServ Change User Request

80% complete

Step 5: Enter additional request data.

If there is additional information regarding your request that you would like to relay to us, type it in the **Comments** field.
Required fields are marked with an asterisk.

Comments

This is where you can type the exact instructions on what needs to be changed. |

Continue

Go Back

Request Summary

<u>Coordinator Information</u>	<u>Request Type</u>	<u>User Information</u>	<u>Access Alternative</u>
Mark Malone, 02000 838-910-5145 mmalone@osc.ny.gov	PayServ Change User	Test Test, 02000 9-9999 ttest.02000 NYS Employee	Neither

Change Request: Step 5

This is where you can enter the necessary changes required.



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Reactivate Request

- Provide a valid email address
- Email vs. Phone

The screenshot displays the 'PayServ Reactivate User Request' form within the CSURPS Agency Coordinator Interface. The interface includes a header with the New York State Office of the State Comptroller logo and name, and a sidebar with navigation links. The form itself has a progress bar indicating 75% completion. It contains instructions for reactivating users, a dropdown for 'ID(s) to Reactivate*' (set to 'Unknown'), a dropdown for 'Request State*' (set to 'Web Request Only'), and a text area for 'Comments' with the text 'Please reset user's eGov password.' Red arrows point to these three fields. At the bottom are 'Continue' and 'Go Back' buttons.

New York State Office of the State Comptroller
Thomas P. DiNapoli, State Comptroller
CSURPS Agency Coordinator Interface

Close CSURPS

General

Welcome

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518-738-2616
InformationSecurityManagement@osc.ny.gov

PayServ Reactivate User Request

75% complete

Step 4: Enter additional request data.

If you know which IDs you would like to have reactivated, select them under **IDs to Reactivate**. Otherwise, select **Unknown**. If you have already initiated a telephone request for reactivation and are confirming it with this form, select **Confirms Telephone Request** under **Request State**. Otherwise, select **Web Request Only**.

If there is additional information regarding your request that you would like to relay to us, type it in the **Comments** field.

Required fields are marked with an asterisk.

ID(s) to Reactivate* Unknown

Request State* Web Request Only

Comments
Please reset user's eGov password.

Continue Go Back



Security

Things to Consider

- Roles Assignment vs. Job Responsibilities
 - Is everything really needed?
 - Do roles match job function?
 - Mirroring roles – DO NOT DO THIS
- Agency Access
 - Department Permissions (*DP lists*)



Roles

Provides Access to PayServ Pages

- SAV – Standard View roles
- SAU – Standard Update roles
- NSA – Non-standard roles
- Agency specific roles
- SR – PS Query run only
- SC – PS Query create and run

Tip:

PayServ Bulletin 425 provides a detailed breakdown of all Standard roles, and which payroll pages and functions they allow.



Roles

Business Rules Regarding Roles

- Review Payroll Bulletins to keep abreast of changes to procedures and access.
 - ex. [Payroll Bulletin 2094.1](#) regarding NACHA Data Security Requirements and impact to access to Direct Deposit. (NSA Direct Deposit)
- Update access to PayServ should not be granted to non-NYS Employees.



PayServ Audits

Annual and Monthly Auditing

- Annual “Paysr” Audit
 - 3-month window with deadline
 - Paysr Audit disabled for Backup ASCs during audit period
 - Role verification
 - eGov, PayServ, PSQuery
 - Sign-Off/Certify



Paysr Audit



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PayServ Audits (cont'd)

Annual and Monthly Auditing

- Our Monthly Audits...

- Inactivity

- 6 months

- Access to PayServ or PSQuery
 - Not eGov login

- PayServ vs. PSQuery

- Often users will log into PayServ, but not PSQuery

- Accounts can be restored

Tip:

Set a reminder in your Outlook to sign into eGov at least every 30 days to keep your own access current.



PayServ Audits (cont'd)

Annual and Monthly Auditing

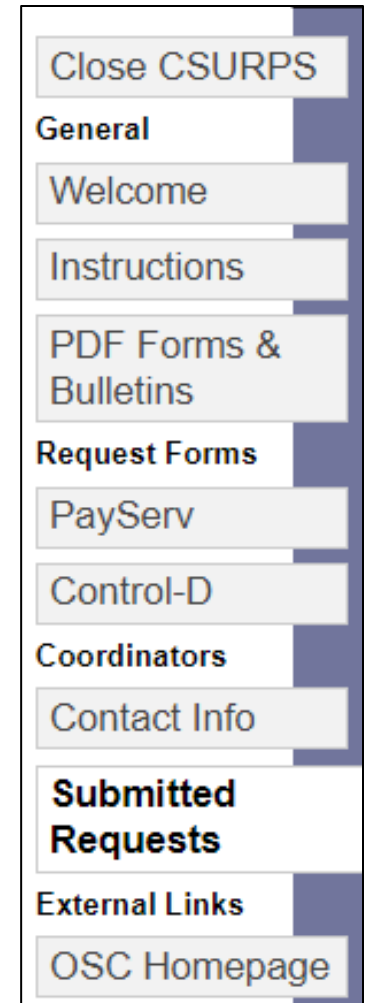
- Monthly Audits (cont'd)
 - Status Change
 - HR Status Change (D, T, R)
 - ASC did not delete user
 - Job Title Change
 - New job function might mean different PayServ roles or PayServ may no longer be required
 - » PayServ, PSQuery, Control-D
 - ID Mismatches
 - User changed agencies and ASC did not delete user



Helpful Tools

To Make Life Easier...

- Instructions
- PDF Forms and Bulletins
 - AC 2739, Security Roles, etc.
- Submitted Requests
 - See all requests that you submit
 - Shows request status



Questions

Payroll_Security@osc.ny.gov



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