

Revoking “Privileged User Roles” in NCEdCloud

Privileged roles in the NCEdCloud IAM Service (e.g. **LEA Administrator**, **LEA Data Auditor**, **LEA Help Desk**, **LEA Student Help Desk**) are requested by the user and are sent to the district/school LEA Administrator group for approval. (If not approved within 4 days, they are escalated to the Cloud Help Desk -> NCDPI support).

User REVOKE (self-revoke)

If a user no longer “wants” a privileged role they have been GRANTED, they can execute a REVOKE themselves by un-requesting the role. This requires that they go to the Workflow Tab (left navigation), and the Requests Tab (along the top), and Un-Check the box for the role they want to REVOKE, then **Submit the Request**. The role will automatically be REVOKED.

REVOKE - NCDPI Help Desk

While LEA Administrators can GRANT a request for a privileged role, they do not have the ability to REVOKE a privileged role from a user. Aside from the user revoking their own role as described above, **only a Cloud Help Desk user at NCDPI has the ability to execute a REVOKE of another user’s role.**

The process is the same as described above for a “self-revoked” role with a few minor differences. The Cloud Help Desk support person would:

1. Go to **Workflow** view and
2. Select **Requests** and
3. Click **“Other Requests”**
4. Then **enter the UID** of the user whose role needs to be revoked and
5. Click **Search**.

The screenshot shows the RapidIdentity NCEdCloud interface. The top navigation bar includes 'Dashboard', 'Requests', 'Approvals', and 'Certifications'. Below this, there are tabs for 'My Requests' and 'Other Requests'. The 'Other Requests' tab is active, and the 'Submit Requests' button is circled in red. A search bar is present with a 'Search' button and an 'Advanced Search' checkbox. Below the search bar is a table with columns for 'Entitlement', 'Status', and 'Expiration'. The table contains several rows, with the 'LEA Data Auditor' role highlighted in blue. A red arrow points to the checkbox next to this role.

Entitlement	Status	Expiration
<input checked="" type="checkbox"/> LEA Administrator	Granted	
<input type="checkbox"/> LEA Administrator	No Association	
<input checked="" type="checkbox"/> LEA Data Auditor	Granted	
<input type="checkbox"/> LEA Data Auditor	No Association	
<input type="checkbox"/> LEA Help Desk	Granted	
<input type="checkbox"/> LEA Help Desk	No Association	
<input type="checkbox"/> LEA Student Help Desk	Granted	
<input type="checkbox"/> LEA Student Help Desk	No Association	
<input type="checkbox"/> My Students for Non-teachers	No Association	July 30th

Once the user is displayed on the screen, **UNCHECK the box for the role to be removed** (see arrow in image above). Once unchecked, the **Submit Requests** button will light up (it's grayed out until then) and the **request can be submitted**.

NOTE: If the user has more than one role and needs to keep one or more, DO NOT UNCHECK the box of the role(s) they want to keep!

That's it.

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