

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, School Help Desk, School Student Help Desk**) are requested by the user and are sent to the PSU LEA Administrator group for approval. (If not approved within 4 days, they are escalated to the vendor and NC DPI for review).

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 **Requests** view (Application drop down), and the **Entitlements/My Entitlements** menu item on the left, and click on the **Revoke** box for the role they want to REVOKE from the displayed list (see screenshot).

*You may need to hover over the **role with the check in front of it**, to see the **Revoke button** to the right. After you click on the Revoke button, the role will automatically be REVOKED.

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!

The screenshot shows the NCEdCloud IAM interface. The top navigation bar includes 'NCEdCloud IAM', 'Requests', and a search bar. The left sidebar has a 'Filter' dropdown and a menu with 'Entitlements' (circled in pink), 'My Entitlements', 'Team Entitlements', 'Catalog', and 'Tasks'. The main content area is titled 'Entitlements > My Entitlements' and shows a table with 9 results. The table has columns for 'ENTITLEMENT', 'EXPIRATION DATE', 'CATEGORIES', and 'DATA CLASSIFICATION'. The 'LEA Administrator' role is checked with a checkbox and has a 'Revoke' button (circled in pink) next to it. Other roles include 'LEA Enforce MFA', 'Request Student Account Report', and 'LEA Help Desk'.

<input type="checkbox"/>	ENTITLEMENT	EXPIRATION DATE	CATEGORIES	DATA CLASSIFICATION
<input type="checkbox"/>	LEA Enforce MFA		Account Management	Sensitive
<input checked="" type="checkbox"/>	LEA Administrator		Roles	Sensitive
<input type="checkbox"/>	LEA Administrator		Roles	Sensitive
<input type="checkbox"/>	Request Student Account Report		Account Management	Non-sensitive
<input type="checkbox"/>	LEA Help Desk		Roles	Sensitive

REVOKE - Identity Automation Support

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 the vendor support (Identity Automation) has the ability to execute a REVOKE of another user’s role.**

An LEA Administrator for the PSU should submit a support ticket with the vendor as described on the [Support Page](#) of the NCEdCloud IAM Service website.