



GSA Office of Chief Information Officer

Instructions for Gaining Access to Business Objects

Document Information:

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Terms

Business Objects (BO) - An SAP tool used by GSA for data analytics and reporting

Enterprise Access Request System (EARS) - The name of the web application used to request access to GSA systems

Enterprise System Change (ESC) - The integrated workflow process access requests

Document Links

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History and Purpose

The GSA CFO started using Business Objects in calendar year 2006. A few years later FAS implemented another Business Objects platform. The GSA CFO has been using both platforms for reporting and analysis for several years. In 2020, the two platforms will be consolidated onto one platform for the purposes of reducing maintenance costs. This consolidation should result in significant cost savings for the government.

To coincide with the platform consolidation, several processes will be streamlined to include 1) access requests, 2) helpdesk and 3) requests for code changes. This user guide will focus on the changing process for #1 – requesting access to the Business Objects consolidated platform.

The process – AS IS for current FAS platform users:

- Access is requested by sending an email to the BIEDW email inbox
- A ticket is automatically created in Salesforce and routed to the Business Objects admin team.
- The Business Objects admin team then obtains additional approvals.
- Once additional approvals have been obtained, the Business Objects admin team creates an account and communicates login procedures to the requestor.

The process – AS IS for current CFO platform user (this will not change):

- Access is requested by creating a ticket in EARS.
- The EARS ticket is routed through a series of approvers.
- Once all approvals have been obtained, the ticket is assigned to the Business Objects admin team.
- The Business Objects admin team creates an account and communicates login procedures to the requestor.

The process – TO BE for all access requests to the Business Objects Platform:

- Access is requested by creating a ticket in EARS.
- The EARS ticket is routed through a series of approvers.
- Once all approvals have been obtained, the ticket is assigned to the Business Objects admin team.
- The Business Objects admin team creates an account and communicates login procedures to the requestor.

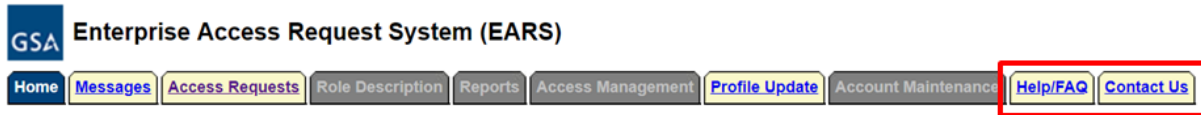
This guide provides a high level overview of how to submit an EARS request for access to the Business Objects platform and to the data that is accessible based on a specific role.

What is the Enterprise Access Request System (EARS)

The Enterprise Access Request System (EARS) provides a web-enabled platform for processing and managing electronic access requests for specific General Services Administration (GSA) - Office of the Chief Financial Officer (OCFO) systems and applications.

EARS allows employees and managers to submit access requests for new accounts, cancel existing accounts, and process the annual recertification within those systems and applications. Actions submitted through EARS are captured and processed into a backend database referred to as Enterprise System Change (ESC). ESC provides for an integrated workflow process supporting all required levels of access request approvals. Managers, Liaisons, System Owners and the Information System Security Officer (ISSO) will perform all access management functions (approval, denial, recertification, role assignment, etc.) via EARS.

If you have any questions regarding use of EARS, there are a number of user guides that are accessible by clicking the Help/FAQ option. By clicking, "Contact Us" on the menu bar you can reach EARS personnel.



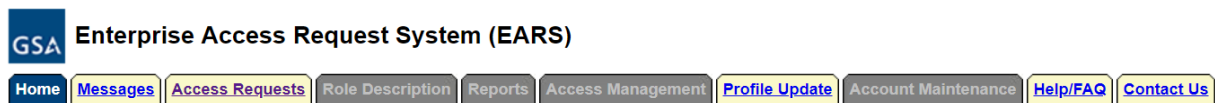
Accessing Enterprise Access Request System (EARS)

EARS is accessible via Single Sign On (SSO) or by entering ENT User Name and Password through the URL: <https://ears.ocfo.gsa.gov/ears/faces/home.jsp>

After logging in to EARS, a tool bar will be displayed for navigation.

Submitting a Request in EARS for Access to Business Object

After logging in to EARS, click on "Access Requests" in the top menu bar



Action*	System	Subsystem	Role
New ▾	FMS Bus Ent Rpt ▾	Bus Ent Rpt ▾	▾

Use the drop down arrows to choose

Action = New

System = FMS Bus Ent Rpt

Subsystem = Bus Ent Rpt

Selecting the correct Role - Users will be required to choose the role(s) which correspond with the types of data to be accessed. The role you chose will have a direct correlation with what you are given access to. As such you may need to submit separate requests for each role required.

Role = Refer to Appendix A or B to the appropriate role.

- [Appendix A](#) – Financial roles
- [Appendix B](#) – Specific Office roles (SmartPay, GWAC, NetWorx, ASAP)

Scroll down to the "User Profile" section and verify that your Manager/COTR is listed correctly. In the event your Manager/COTR is not listed choose the Contact Us option on the tool bar and send an email requesting assistance. The Security Verification fields "Initial Background Investigation" and the "GSA Rules of Behavior" are typically auto-populated, but if they are not, you will need to populate the date fields.

Click the Submit button at the lower right hand corner of the screen.

Approvals - The request will be automatically routed through a series of approvals depending on the role:

1. Requestor's manager
2. Business Line owner (not in all cases)
3. System Owner of Business Objects prior to your account being implemented and access granted.

Once all approvals are obtained, the request will be placed in a queue for implementation. The user will receive notification upon implementation regarding log in information. Please be sure your supervisor approves your request within 30 days, otherwise your request will be automatically denied and you will have to submit a new request.

Annual Re-Certifications

Annual Re-Certifications notices are automated through the EARS system and an email sent from ocfo.ears.notifications@gsa.gov. An example of a notification is below.

Example 1:

Subject: ESC01000##### Confirm Access Request for Recertification

Your access request is due for recertification.

If the account named below should be recertified, please confirm by updating this ticket

Request summary appears below

Request for: (your name will be here)

Userid: (your user id will be here)

Role Request: (the role will be listed here)

Reason: (the reason for the role will be listed here).

Platform = (the platform will be listed here)

Link to request = (a link to the request will be listed here)

Example 2:

As of today, you have not successfully submitted the required annual recertification request to your manager for the Access Request Role(s) listed at the bottom of this message.

If you **REQUIRE** access to the role(s) listed below, follow these steps:

- Go to [EARS](#) and click SSO Login (IG users must log in with ENT credentials).
- Go to the **Access Requests**. tab.
- Click on the user access role that you wish to recertify (the Status will be **Pend_Recert_Rqst**) and **wait for it to turn yellow**.
- Go to the **Action** field and choose **Rqst_Recert** from the drop-down menu.
- Confirm that your current manager's name appears in the **Manager/COTR*** field, or select it from the drop-down menu if not.
- **If your manager's name is not displayed in the Manager/COTR drop-down menu**, please contact EARS.Support@gsa.gov and request that they be added. Do not proceed with submitting your request until you are notified by the EARS Service Desk that your manager has been added to the drop-down menu.
- Go to the bottom of the screen and click **Submit**.
- Look for two green **Success** messages near the top of your screen.
- If more than one Access Role appears in the table below, repeat the steps above for each role.

Failure to submit a request for approval will result in the automatic cancellation of the role(s) listed below.

If you **DO NOT REQUIRE** access to the role(s) listed below and want to stop receiving reminders, follow these steps:

- Go to [EARS](#) and click SSO Login (IG users must log in with ENT credentials).
- Go to the **Access Requests** tab.
- Click on the user access role that you wish to cancel (the Status will be **Pend_Recert_Rqst**) and **wait for it to turn yellow**.
- Go to the **Action** field and choose **Cancel** from the drop-down menu.
- Go to the bottom of the screen and click **Submit**.
- Look for two green **Success** messages near the top of your screen.

For more information on the recertification process in EARS, visit the following link: https://finance3.gsa.gov/misc/EARS_Access_Rqst-Annual_Recertification.docx

Further questions should be addressed to: EARS.Support@gsa.gov.

Snapshots of the Annual Re-Certification Process

Below is a snapshot of a Pending Recertification Request for a specific Role. If you click on the line item the access request will be loaded and the line will turn from a red font to be highlighted in yellow. You can then use the drop down menu to choose Action = Rqst_Recert and then Submit

System	Subsystem	Role	Status
FMS Bus Ent Rpt	Bus Ent Rpt	CFO Report Users	Pend_Recert_Rqst

Loading access request. Please wait...

FMS Bus Ent Rpt	Bus Ent Rpt	CFO Report Users	Pend_Recert_Rqst
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Action*

Cancel

Rqst_Recert

After Submitting the Request for Re-Certification you may receive a secondary notice that will require you to choose OK after which a notice that the user profile and access request are being submitted. Once complete the line will turn yellow and reflect a status of In_Recertification. At this point, your manager will receive a notice that action is required on his/her part to confirm the request.

ears.ocfo.gsa.gov says

Upon submission of this Access Request Form, I, the requestor, agree to protect the confidentiality of my password, ensure the UserID will be used only for official business and to exercise proper care to protect all system assets while performing my duties.

OK Cancel

Submitting user profile and access request.
Please wait...

FMS Bus Ent Rpt	Bus Ent Rpt	CFO Report Users	In_Recertification
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Example Email to Managers for Approval

New Access Request approval required

A new access request has been submitted for your approval.

After reviewing the request your options are:

- (a) Approve the request by choosing Approve action
- (b) Deny the request by choosing Deny action
- (c) Return the request to submitter by choosing Return action

Request summary appears below

Request for: UserName

Role Request: (this will be populated based on request)

Reason: (this will be populated based on request)

System = (this will be populated based on request)

Link to request = (this will be populated based on request)

Appendix A

Access to Financial Data Via Business Objects Commonly Chosen EARS Roles

For additional information regarding Financial Roles please contact the Contact the Business Applications Service Desk at 866-450-6588 or businessapps@gsa.gov and ask that your ticket be routed to a Business Objects Resolver.

Role System = FMS Bus Ent Rpt Subsystem = Bus Ent Rpt	What The Role Provides
CFO Report Users	Access to data and reporting that originates in Pegasys and FMIS. Role should be selected by CFO FTE and contractors. Data is available for all Funds.
FAS Report Users	Access to data and reporting that originates in Pegasys and FMIS. Role should be selected by FAS FTE and contractors. Data is available for all Funds.
PBS Report Users	Access to data and reporting that originates in Pegasys and FMIS. Role should be selected by PBS FTE and contractors. Data is available for all Funds.
Legacy Financial Data User	Access to older financial information such as NEAR or other legacy financial and business data and reporting
Financial Data User	Access to Pegasys financial data and to BIEDW reports concentrated around FAS and WCF Funds.
FPA FAS User	Access to data and reporting that originates or ties to the Financial Planning Application
FPA PBS User	Access to data and reporting that originates or ties to the Financial Planning Application
FPA WCF User	Access to data and reporting that originates or ties to the Financial Planning Application
Assisted Acquisition User	Access to data and reporting that originates or ties to business applications used by FAS Assisted Acquisitions such as ASSIST (formerly NBA/RBA)
Information Technology User	Access to data and reporting that originates or ties to business applications used by FAS Information Technology such as TIM or TOPS
Travel-Trans-Logistics User	Access to data and reporting that originates or ties to business applications used by FAS TTL such as FMS

Appendix B

Access to Specific Office Data Via Business Objects Commonly Chosen EARS Roles

For additional information regarding Specific Office roles please contact the Contact the Business Applications Service Desk at 866-450-6588 or businessapps@gsa.gov and ask that your ticket be routed to a Business Objects Resolver.

Role System = FMS Bus Ent Rpt Subsystem = Bus Ent Rpt	What The Role Provides
SmartPay Developer	Grants developer access in the development server and user access to all SmartPay Universes, Reports, Folders and QaaWS
SmartPay External Users	Grants View On Demand access to external users requiring access to SmartPay data.
SmartPay User	Grants View on Demand access to internal users requiring access to SmartPay data.
QaaWS Group Designer	Grants access to create/modify/run QaaWS Queries

Role System = FMS Bus Ent Rpt Subsystem = Bus Ent Rpt	What The Role Provides
GWAC Report Users	Grants access to universe structure containing Contract Payment Module data and reports within GWAC folders

Role System = FMS Bus Ent Rpt Subsystem = Bus Ent Rpt	What The Role Provides
Networx Government Wide User	Grants access to universe structure containing Networx data and reports within the Networx folders

Role System = FMS Bus Ent Rpt Subsystem = Bus Ent Rpt	What The Role Provides
ASAP IG Users	Grants access to Inspector General Staff requiring access to BOCATALOG and BOASAP universe and folder structure
ASAP User	Grants access to users requiring access to BOCATALOG and BOASAP universe and folder structure
Crystal Reports Editor	Grants access to Crystal Reports Editor