

UAMS Academic Affairs Policy – 5.1.3



UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

Policy: University of Arkansas for Medical Sciences, Division of Academic Affairs

Subject: Workday Student Security Access Policy

Number: 5.1.3

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Next Review/Revision: June 10, 2028

PURPOSE

Student information security is a top priority for UAMS. This policy formalizes access for employees and the procedures for obtaining information access.

SECURITY OPERATIONS

The Workday Student Core Project Team will review, approve and/or deny new roles to be configured in Workday Student. Committee. IT/Academic Computing assigns responsibility for role security to its staff, who collaborates with functional/business leaders to design proper roles.

The philosophy of Workday Student is to empower end users with access to data, information and the functionality needed to support business of the university. At the same time, the need to protect personally identifiable information (PII) and to observe FERPA and European Union GDPR standards is paramount.

TRAINING REQUIREMENTS

All persons who are granted user access to the Workday Student information system will undergo a level of training consistent with his/her role and specific duties that require access to Workday Student, its data and functionality. The training material is available in Workday Learning.

A complete list of Workday Student users and roles can be generated through delivered functionality in Workday on an as needed basis. User access is reviewed and approved according to a formal process designed in ServiceNow (see details below).

Workday Student access may be revoked at any time due to user position responsibility changes

UAMS Academic Affairs Policy – 5.1.3

or system misuse.

In addition:

- All training sessions will be tracked in Workday Learning.
- Attendance of trainees will be required.
- Training materials and records will be archived for a 3-year period.

PROXY ACCESS

Some users will be granted access to proxy into Workday Student as a student user in order to help troubleshoot issues and for testing purposes.

Proxy access requires a UAMS supervisor's approval before the request can be sent to the University of Arkansas Systems Office's Workday Support Services (WSS) team. Request for Proxy Access must be entered into the UASYS JIRA ticketing system to be approved and assigned.

REQUEST AND APPROVAL ACCESS

All requests for access will undergo a multi-part review and approval process that has itself been approved by the Workday Student Core Project Team. The steps are:

- Requester submits request to ServiceNow via the Workday Security Role Request Form.
- Request routes to supervisor or college/division level approver via email generated to supervisor.
- Request is approved by supervisor directly in the email or by accessing the ticket in ServiceNow.
- Request routes to Functional Tech(s)(FT):
 - FT follows up with requester for additional information, confirms info if necessary.
 - FT identifies the appropriate role security that will be needed and documents in the system for later use by IT.
 - FT routes to Workday Student Functional Lead for final approval.
- Workday Student Functional Lead approves request; request is routed to IT Academic Computing.
- Academic Computing assigns role security.
- Email is generated to user that security has been granted.

AUDITS & PERFORMANCE IMPROVEMENT

Workday Student will be audited periodically--typically each year--for information risks by way of a self-assessment, and occasionally an external assessment will be conducted, to assure that access parameters and security procedures are adequate.

The Workday Student Functional Lead will coordinate an annual user audit in which supervisors must verify continued need for Workday Student access for supervisees. User access may be revoked at the request of the supervisor, and any user whose supervisor fails to verify continued access will be revoked at the request of the Workday Student Functional Lead.

UAMS Academic Affairs Policy – 5.1.3

The Workday Student audit process has been developed in conjunction with the IT Security Department's guidance regarding good security practices. Results of all audits will be reviewed by the Workday Student Core Project Team for recommendations needed to improve security policies, operations and/or outcomes.

Additionally, the Workday Student system will be part of the annually conducted institutional financial audit. As part of the financial audit, the following procedures must be provided to auditors upon request:

- User review and sign-off/approval procedures as outlined in this policy.
- Change control review (production system only) and sign-off/approval procedures as outlined in this policy.