

## **ONLINE SERVICES**

### **What is the Application Administrator?**

#### **Purpose**

- Allow each agency to control and administer their own user accounts
- Allow agencies to assign roles and access privileges as needed
- Assign accountability for user behaviour to one individual at each agency
- Provide a single point of contact for Children's Services to manage access control issues

#### **Privileges**

- Create and delete users
- Give and remove access privileges to users based on their roles
- Only person who can give and remove User Management privileges

#### **Responsibilities**

- Ensure the privacy and security obligations set out in Schedule 'Q' are met
- Responsible for all accounts and privileges granted under their name including accounts created by another user who is delegated User Management privileges
- Responsible to the agency for ensuring that all accounts are kept current – delete accounts on employee termination, maternity leave etc.
- Responsible for ensuring that users receive appropriate training for each role or module

#### **Key Qualifications**

- Familiarity with computers and the internet
- Comfortable with internet accounts and passwords
- Able to understand the link between business roles and access to application modules
- Conscientious, detail-oriented
- Trusted to keep the access privileges as tight as your agency deems necessary

#### **Constraints**

- Application Administrator must be an individual – City policy does not permit creation of generic accounts

#### **Difference from User Manager Role**

- large agencies may want to have more than one person who can create accounts and assign privileges
- the Application Administer can create users with User management privileges
- User Management role includes ability to create and delete accounts and assign privileges
- User management role cannot create additional User Managers or modify the Application
- Administrator – only the Application Administrator can grant these privileges