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|  | Standard Operating Procedure DMS User Group Management |
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| Scope | This SOP describes the procedural steps of creation, maintenance, and deactivation of user groups in the Authority’s Document Management System (DMS) |
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| Special Requirements | This procedure is a controlled document maintained by Quality Management. It may not be deleted without comparable controls. |
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| Responsibilities | <p>Document Management Officer (DMO)</p> <ul style="list-style-type: none"> • Business Administrator for the DMS. • Is responsible to standardize as much as possible the user group typologies by assigning naming conventions, assigning ownership and maintaining the implementing rules for each typology up to date. • Is responsible for instigating the review of user groups that are no longer in use / no longer needed • Is not responsible for approval of any single request but only for the provision of advice to the DMCs and Service Desk on the user group life cycle management. <p>Document Management Correspondent (DMC)</p> <ul style="list-style-type: none"> • This role, acting on behalf of the respective Head of Unit or Team Leader, is responsible for managing user groups owned by their unit as described in the procedure below. • For all groups owned by the unit, DMCs shall liaise with Service Desk for group creation and deletion. • DMCs maintain (i.e. have “Edit Permission” access) the External user groups owned by their unit, as detailed in Annex 1, which gives to them the responsibility to update membership of those groups directly in the DMS. • If the Head of Unit deems it necessary, the management of <i>specific</i> user groups can be delegated to other members of the Owner Unit as long as the delegation is explicit, the nominated DMCs are informed and this procedure is followed. <p>Service Desk</p> <ul style="list-style-type: none"> • Administrator for the DMS. • Has the operational responsibility for the creation and deletion (under the DMO supervision) of all DMS user groups. |
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| | <ul style="list-style-type: none"> • Supports resp. DMCs for the maintenance of the user groups. • Supports the DMO by providing the means to run the review of user groups that are no longer in use / no longer needed. |
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Abbreviations and definitions

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| DMO | Document Management Officer |
| DMC | Document Management Correspondent |
| DMS | Document Management System |
| Owner Unit | As described in Annex 1, is responsible for the direct maintenance in the system of its user groups with the support of Service Desk. That task is generally performed by the DMC but can be delegated to other staff by the Head of Unit in specific cases. |

Procedure

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| Step 1 <i>Owner Unit (1.1-1.2)</i> <i>DMO (1.1)</i> <i>Service Desk (1.3)</i> | 1. User group creation |
| | <p>1.1 The Owner Unit of the respective user group (see Responsibilities section above and Annexes 1 & 2) shall request to Service Desk with the DMO in copy to create the user group following the appropriate naming convention:</p> <p>1.2 If there is a need to create a group of users that do not fall in any of the categories listed in the Annex 1, the requesting Owner Unit shall ask prior authorization to the DMO. In that case, the DMO shall assess the need to create the group, shall assign an appropriate naming to it, and then shall forward the request to Service Desk. If applicable the DMO will update Annex 1.</p> |

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| | <p>1.3 Service Desk should:</p> <ul style="list-style-type: none"> • check if the group is already present in the system before creating any new group. • assign as Group Leader the respective DMC user group of the Owner Unit, as stated in Annex 1. • seek for DMO advice if in doubt with the typology or naming convention of the group with the requesting Owner Unit in copy. |
| Step 2 <i>Owner Unit (2.1-2.3)</i> | <p>2 User Group Maintenance</p> |
| | <p>2.1 The Owner Unit of the respective user groups - as defined in Annex 1 - is responsible to ensure that the groups that they own are up to date, according to respective EFSA Decisions, Policies or SOPs, and keeping appropriate records, directly in the system.</p> <p>2.2 There is a particular case of user groups owned by HUCAP.</p> <p>2.3 A proper maintenance of user groups is necessary for ensuring secured access to EFSA's DMS <i>via</i> proper assignment of users (<i>via</i> their group/s) to EFSA folders</p> |
| Step 3 <i>Owner Unit (3.1)</i> <i>Service Desk (3.2, 3.4)</i> <i>DMO (3.2-3.3)</i> | <p>3 Review and Disabling of DMS user groups</p> |
| | <p>3.1 The Owner Unit of the respective user group - as defined in Annex 1 - shall request Service Desk, with the DMO in copy, to disable DMS user groups no longer in use (Annex 2).</p> <p>3.2 Service Desk shall disable user groups no longer in use with DMO approval.</p> <p>3.3 The DMO will institute a review of all user groups in the system on a regular basis, with the support of Service Desk. As part of the regular review, the DMO will seek verification from the</p> |

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| | <p>identified owners that the user groups they own are still in use and the membership is up-to-date. Record 1 will be produced and maintained as part of this review.</p> <p>3.4 At the end of this review, Service Desk shall delete all user groups with no identified owner, after DMO approval.</p> |
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