

# Texas Workforce Commission

## Computer System Access Request IT-11 (1015) Instructions

### PURPOSE

The Computer System Access Request form (IT-11) is designed to request access to TWC's computer systems.

This form is currently only for use by TWC staff and contractors directly employed by TWC.

TWC staff working at a Workforce Development Board (WDB) must use this process to request access to TWC resources, as well as the WDB's existing internal process for requesting access to WDB resources.

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### PROCEDURE

#### When to Prepare

Each user requesting access to or changing access on TWC's computer systems must complete the IT-11. This is done for the following account types:

- CHAPS Basic Access
- Windows / LAN / Active Directory
- RACF (Mainframe)
- UNIX (Servers)

#### How to Submit

The completed IT-11 may be submitted via the following methods:

- Email to [ntadministrator@twc.state.tx.us](mailto:ntadministrator@twc.state.tx.us);
- Fax to (512) 463-6394; or
- Interagency mail to NT Administrator, 101 E. 15<sup>th</sup>, Rm 0330, Austin TX 78778

If the IT-11 is being submitted for a new account, it must be accompanied by a signed P-41, Information Resources Usage Agreement form.

#### Form Retention

Each original IT-11 is retained locally until purpose served plus two years. File with the employee's P-41 form.

### INSTRUCTIONS for all:

The Supervisor ensures that the correct user's name and requested information (e.g., employee number, work phone, SSN, email address, Cost Center or Employer) appear on the top of the IT-11.

Check the box of the appropriate Request Type:

- New User Request
- Modify Existing User
- User Transfer
- In the "Details" block enter a description of any special attributes, folders, and/or distribution lists that are being requested for the user.

Standard user accounts are issued to all staff. Privileged access is only granted after review by system custodians and in consultation with system owners.

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### DISTRIBUTION

**TWC Staff:** (1) Original to departmental personnel file, (2) copy to designated local personnel file (if applicable), (3) copy to the user access request is being submitted for and (4) for TWC Staff working in WDB offices, regional Integrated Service Areas Manager (ISAM) will submit forms and retain copy.

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**EXCEPTION for DCS Contract Staff:** This form does not apply to staff and contractors under the Data Center Services (DCS) contract. These staff shall follow the practices and procedures outlined specifically for that contract rather than those detailed in this document.