Online Access Request System (OARs)

November 11, 2015
Agenda

1. Introductions
2. OARs project update - Larry Chaffee
3. OARs Demo - Liz Salley
4. Questions
5. Next Steps
OARs Project

OARs Migration Benefits

1. Security
2. Usability
3. Performance

What to expect

1. Improvements in
   a. performance,
   b. look and feel,
   c. search,
   d. simplified requests and approvals
2. Improved security
   a. modern hardware and software,
   b. two factor authentication
3. Incremental enhancements
OARs Project Update

Timeline

1. Releases
   a. First release: December 7, 2015
   b. Incremental fixes and enhancements

2. Ongoing Support
   a. Stay Informed - look for communications for ITS
   b. Contact ITS Service Center with questions/comments/issues
OARs Demo
OARs Functionality Summary

Will be available in the first release
- The process for
  - submitting requests
  - approving requests
- Simple searches and views
- Secondary Security
- RDA and SFTP Basic Request

Will not be fully available in the first release
- RDA and SFTP details
- Setup departmental authorizers

Contact the Service Center for the requests/issues/suggestions in the interim.

Contact Us
- Chat with a Service Center Representative
- Submit a Service Request Online (login required)
- HELP@umich.edu
- 734-764-HELP (764-4357)
OARs Functionality Summary

Changes

- Changed/simplified interface
- We will be simplifying the choices for email delivery
  - We encourage users to set up
    - Filters for Google Mail or
    - Rules for Outlook email
- Addition of two factor authentication
  - Obtaining, Activating, and Using an MToken
Questions
Next Steps

How do you prepare

- two factor - make sure requesters in your unit know they must activate/obtain an MToken
  - [http://www.itcs.umich.edu/itcsdocs/s4394/](http://www.itcs.umich.edu/itcsdocs/s4394/)
- look for communications from ITS and disseminate information to others
- complete requests and approvals by 5 PM on Friday, December 4
- submit a support ticket if you encounter issues