



Region Syddanmark





KLA
Controlled Supplier Access.



KLA – Controlled Supplier Access.

To secure access to Region Syddanmark systems, it has been decided to implement 'Controlled Supplier Access' for systems in Region Syddanmark that are hosted internally and externally.

This means to you , that going forward your user account will only be active and usable, when an approved active change exist or when an time limited access has been ordered.

In the following slides you will be able to understand how the solution work and how to get access to the systems.

Changeportal :

<https://regionsyd.service-now.com/login.do>

The Change portal will be the single point of ask for enabling access to the internal network and access to systems within Region Syddanmark. Only when access has be ordered through this portal your account to the internal network will be activated.

Your account will be active 2 hours before planned change and 2 hours after planned end of the change.

The change portal can be accessed without VPN access.

Link to homepage: <https://regionsyd.service-now.com/login.do>



You have to use your username and password on the change portal.
Username will be the same as you use for VPN for Region Syddanmark.

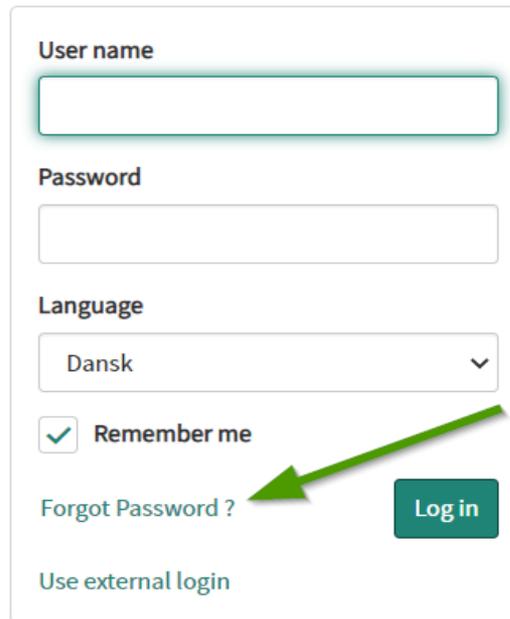
Password is a password you decide and only you may know and can change your self.

This password is only for the Change portal and does not work or change your password for your VPN access

1 login af entering solution.

By first login you need to reset password as the first task. You can do this by:
Goto the Change Portal by activating the link : <https://regionsyd.service-now.com/login.do>

Click on "Forgot Password"



The image shows a login form with the following fields and options:

- User name**: A text input field.
- Password**: A text input field.
- Language**: A dropdown menu currently set to "Dansk".
- Remember me**: A checked checkbox.
- Forgot Password ?**: A link with a green arrow pointing to it.
- Log in**: A green button.
- Use external login**: A text link at the bottom.

Write the same username as used for VPN
- which mean. fx ext-company-user

* Username

Næste

Type in the mail address which is documented on your username.
If you do not know please contact your local contact in Region
Syddanmark.

Personal Data Verification

* Email

Næste

An email will be send to the mailaddress on your user account.

Hello Thomas,

A password reset was requested for your user account on the Region of Southdenmark's ServiceNow instance

[Click here to reset your password.](#)

Click the link in the mail and provide a new password.

You have to follow the beneath password rules as shown below.

You will be able to see how strong your new password is.

Reset Password
Account is not locked

* New password

Strength

- At least 8 characters
- At most 40 characters
- At least 1 uppercase letter(s)
- At least 1 lowercase letter(s)
- At least 1 digit(s)

* Retype password

Show passwords

Reset Password

Reset Password
Account is not locked

* New password

Great

- At least 8 characters
- At most 40 characters
- At least 1 uppercase letter(s)
- At least 1 lowercase letter(s)
- At least 1 digit(s)

* Retype password

Passwords must match

Show passwords

Reset Password



After creation of the new password, you can now log into the Change portal.
Here you will be able to order the following.



Create Standard Change

"Create Standard Change"

Can be used if you have an approved standard change.

This type of change, will automatically be approved and can fix. Be used for access to test and demo systems.

For production systems, it can be used for simple repeated implementations, which does not cause down time.



Create Normal Change

"Create Normal Change"

This has to be used for planned changes.

These changes demand approvals.



Create Emergency Change

"Create Emergency Change"

This type is used to create a change retrospective.

Which means if you have corrections to ensure stable operation.
Remember this is only to create record and not to activate your user.

To Activate your user account for "Emergency Changes"
you need to use  as described below.



Request access for emergency or monitoring use - only for internally hosted systems by RSD.

You can also just order read access or emergency change access. This kind of access activates your VPN access for 2 hours.

If Emergency Change are used you have to register this as earlier described under the point "Create Emergency Change"

10



Change

When you have an approved change your account (ext-company-user) will be activated 2 hours before planned change start.

This means that you can access Region Syddanmark via vpn, using your username and password

If you has forgotten your password to VPN, you can contact Regional IT and get a new password by mail.

When you change is done you have to go to the change portal again <https://regionsyd.service-now.com/login.do> using the password choosen for this page. Here you have to close your change.

Your VPN account will automatically be de-activated 2 hours after planned end of change.

If the Change is prolonged

If your change is prolonged after planned end you need to go to the Change Portal and ask for an emergency change, which will give you 2 hours more to finish your change.

Change password for VPN access

Your password for vpn access still need to be changed every 3 month.

This means that your account need to be active, and therefore access need to be drawn from the change portal.

Here you need to click the  icon and ask for 2 hours read access.

This activates your user account, and you can then login via VPN and change your password.

If your password for your vpn account has expired, you contact Regional IT, and ask for help

If you experience any issues around the above procedure you can contact

Regional IT around the clock by +45 7663 1010