

CONTROLLED SUPPLIER ACCESS (CSA/KLA)

Access to Region Syddanmark for external users

CONTROLLED SUPPLIER ACCESS (CSA / KLA)

(Note: KLA is the abbreviation of "Kontrolleret Leverandøradgang", and is the Danish term for Controlled Supplier Access. Just to note that a Servicedesk supporter can refer to Controlled Supplier Access as "KLA")

To tighten security, and to secure access to Region Syddanmarks systems, it has been decided to implement "Controller Supplier Access (CSA)" for systems and servers that are internally hosted in Region Syddanmark.

This means, that from now on, your user account will only be active and usable when an approved change exists, or when a time limited access has been requested and approved.

The following slides will explain how Controller Supplier Access works, and how to get access to the systems.

NEW CHANGE PORTAL FOR CSA

You can find the new CSA Change Portal here: <https://regionsyd.service-now.com/login.do>

To keep things simple, this new change portal will be called the "CSA Portal" in the rest of this document. Keep in mind that it can still be referred to as "KLA" if you call our Servicedesk.

The CSA Portal can be accessed from outside Region Syddanmark, and it does not require a VPN login.

The CSA Portal will be your single point of entry for enabling access to the internal network, systems and servers in Region Syddanmark. When you have requested a change through this portal, your user account will be enabled, and you will be granted access to the internal network through a VPN connection as normal.

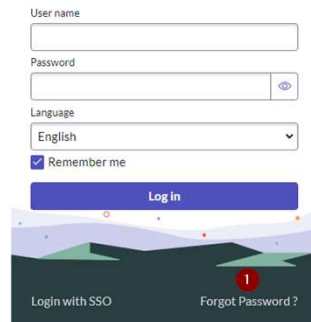
Your user account will be enabled 2 hours before your planned change starts, and will automatically be disabled 2 hours after your planned change ends. If you created a change to start right away, you could experience a 10 minute delay before your user account becomes active.

FIRST TIME LOGIN TO THE CSA PORTAL

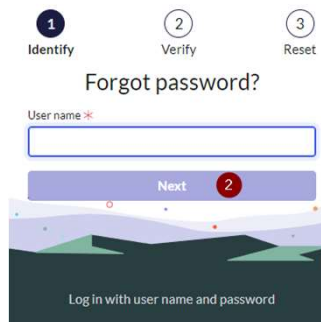
On your first login to the CSA Portal, you need to create your own personal password. This password, as usual, cannot be shared with anyone, and only you are able to change it. **It is important to note that the password you create on the CSA Portal is separate from the password you need for your VPN login.**

The CSA Portal can be accessed here: <https://regionsyd.service-now.com/login.do>

Click on "Forgot Password" on the first login screen (1). On the next screen, enter your username and press "Next" (2). It's important that you enter your username exactly as you received it, e.g. "ext-company-xyz". You don't need to use "\\Regionsyd" "Regionsyd\" or anything else in front of your username.



This screenshot shows the initial login interface. It includes input fields for 'User name' and 'Password', a 'Language' dropdown menu set to 'English', and a checked 'Remember me' checkbox. A blue 'Log in' button is positioned below these fields. At the bottom, there are two options: 'Login with SSO' and 'Forgot Password?'. A red circle with the number '1' is placed over the 'Forgot Password?' link.



This screenshot shows the 'Forgot password?' screen. At the top, there are three steps: '1 Identify', '2 Verify', and '3 Reset'. The 'Identify' step is active. Below the steps, the text 'Forgot password?' is displayed. There is an input field for 'User name *' and a blue 'Next' button. A red circle with the number '2' is placed over the 'Next' button. At the bottom, the text 'Log in with user name and password' is visible.



FIRST TIME LOGIN TO THE CSA PORTAL

When you have pressed "Next", you will be asked to enter your email address. It's important that you enter the email address you supplied when your user account was created. If you are unsure of which email address was used, please ask your contact person in Region Syddanmark. Please note that Servicedesk will not be able to change your data (e.g. phone number or email address) without a ServiceNow ticket from your contact person.



Personal Data Verification

* Email

Next

When you have entered your email address and pressed "Next", an email will be sent to you with a password reset link.

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

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

FIRST TIME LOGIN TO THE CSA PORTAL

Click on the password reset link in the email you received, and create a new password. This password needs to meet certain criteria as shown on the page. The system will show you how safe your password is, and if you meet the criteria as you go.

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

REQUESTING A CHANGE ON THE CSA PORTAL

After creating a new password, you will be able to login to the CSA Portal and create different types of changes:



"Create Standard Change"

Use this if you need to create a pre-approved standard change. This type of change will be approved automatically and can be used to access test and demo systems. For production systems, it can be used for simple repeated implementations which does not cause downtime.



"Create Normal Change"

This change is used for planned changes. These planned changes requires approval.



"Create Emergency Change"

This change type is used to create a change retrospectively after the change ended. This is meant for immediate corrections to ensure stable operations. Note, that this is only for creating a record of the change, and will not enable your user account.

To enable your user account for "Emergency Changes", please use  as described on the next slide.

REQUESTING A CHANGE ON THE CSA PORTAL

As a new feature, you can now request "read access" or "Emergency Change access". This will enable your user account for 2 hours. Please note that a 10 minute delay can occur from the time you request the change, to the time your user account is enabled.



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

If the "Emergency Change" is used, you have to register this after the fact as described on the previous slide

IMPLEMENTING THE CHANGE

When you have created your change, you will receive email notifications that your change was created, approved, and your user account has been enabled.

Your user account will be enabled 2 hours before your change is scheduled to start. At this point, you can access Region Syddanmarks systems through your VPN connection as usual. **Remember that your VPN password is separate from the password you created on the CSA Change Portal.**


If you have forgotten your VPN password, you can contact Servicedesk at +45 76 63 10 10 and have them reset your password. This requires that the information on your account is valid, and that your account has not expired. If Servicedesk notices that your user account has expired, or will expire soon, you will be asked to have your contact person at Region Syddanmark open a ServiceNow ticket to extend the end date on your account.

At the end of your change, you need to logon to <https://regionsyd.service-now.com/login.do> again to complete your change.

Your account will be deactivated automatically 2 hours after your change planned end.




IMPLEMENTING THE CHANGE

If your change runs out before you can complete it - even after the 2 extra hours, and fallback is not an option, you will need to go to the CSA Portal and request an "Emergency Change" by clicking 

This will give you 2 more hours to complete your change.

CHANGING YOUR VPN PASSWORD

The password required for your VPN access will still need to be changed periodically. Currently, the password reset length has been increased to 215 days. However, if you haven't changed your VPN password before this was implemented, the 215 days will only apply on your next VPN password reset.

To change your VPN password, your user account need to be enabled. To enable your user account, login to the CSA Portal here: <https://regionsyd.service-now.com/login.do> and click on  to request 2 hours of read access.

This will enable your user account, and enable you to change your VPN password.

If you are not able to change your VPN password, you can contact Servicedesk at +45 76 63 10 10.

If you experience any problems with your login or have any questions regarding anything in this guide, please also contact Servicedesk at the same number. The phones are open 24/7.