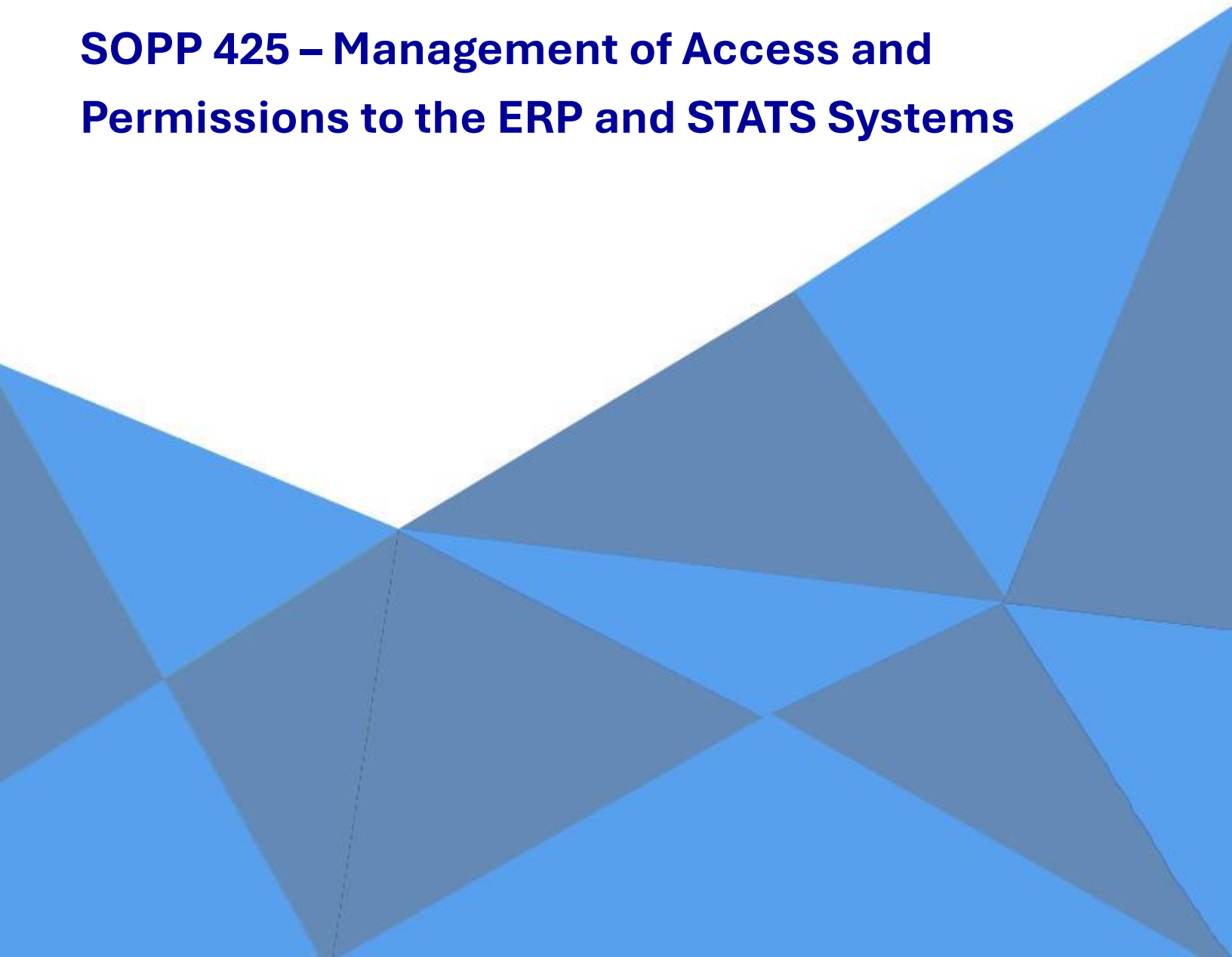


VI Department of Finance

Management Information System (MIS) Division

September 9, 2025

SOPP 425 – Management of Access and Permissions to the ERP and STATS Systems

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SOPP NO. / Title:
SOPP 425 – Management of Access and Permissions to the ERP and STATS Systems
Effective Date:
Effective 09/09/2025
Approved Date:
Approved 10/23/2025
Approved By:
Commissioner of Finance

Section 1. PURPOSE:

To provide a comprehensive, coordinated, timely, and secure policy for management and administration of access, and control of the Enterprise Resource Planning (ERP) system and Standard Automated Time and Attendance System (STATS); to ensure that there are no unauthorized access or changes, and that those resources are regulated through standard procedures. This SOPP shall be reviewed and revised, if necessary, at a minimum of every two years from its effective date to ensure its continued relevance and accuracy.

Section 2. SCOPE:

This policy applies to all departments and agencies key points of contact in the administration of system access and permissions and users of electronic networks and systems provided by the Virgin Islands DOF.

Section 3. ROLES AND RESPONSIBILITIES:

Department / Position	Role
Department of Finance (DOF) – Management Information Systems (MIS) Division	Manage system access and maintain supporting records.
Personnel Division (Personnel)	Manage system access and maintain supporting records.
IT Resources Administrators, KPCs and Users	Comply with MIS policies for system access and usage.

Section 4. DEFINITIONS / ABBREVIATIONS:

SOPP Acronyms	
D&A – Department and Agency	DOF – Department of Finance
STATS – Standard Automated Time and Attendance System	PA – Personnel Actions
PO – Purchase Order	T&A – Time & Attendance
KPC – Key Point of Contact	ERP – Enterprise Resource Planning
UDI – User Identification	Personnel – Division of Personnel

Section 5. REGULATIONS / REFERENCES:

None.



Section 6. POLICY:

6.1 IDENTIFY KEY POINT OF CONTACT

Each Department/Agency Head must identify a supervisory level Key Point of Contact (KPC) responsible for handling all ERP and STATS system access and permissions, including menus, functions, data permissions, and workflows/approval authorizations. The following information for each key point of contact must be submitted to the Commissioner of Finance, (Finance), for access to Financials and Payroll, or to the Director of Personnel, (Personnel), for access to the Human Resources (HR) Module:

Department/Agency, First, Last Name, Position Title, and Employee Identification Number, Phone, Fax, and Government email address.

KPC information must be submitted on form **DOF-ERP-SEC-100**, the **Key Point of Contact Information Form** (see Appendix A). The original form bearing authorizing signatures must be provided to Finance. The Department/ Agency must immediately appoint a replacement upon separation of the Key Point of Contact and submit updated form **DOF-ERP-SEC-100** to the Department of Finance. Each department/agency must maintain separate written procedures to ensure that employees channel their access or permission-related issues through their KPC to resolve issues, rather than directly contacting the MIS Divisions in Finance or Personnel, unless the KPC determines that direct contact is necessary. MIS Directors in Finance and Personnel must each appoint an employee responsible for managing the security duties within the department. Finance and Personnel have identified KPCs to resolve personnel or payroll-related access-and-permission issues for financial, payroll and/or HR as follows:

Department of Finance Key Point of Contact

- *MIS Director*
(340) 774-4750
DOF-MIS Helpdesk (ext. 2121);
dofhelpdesk@vi.gov

Division of Personnel Key Point of Contact

- *MIS Director*
(340) 774-8588
DOP-MIS Helpdesk – (340) 714-5049;
dophelpdesk@vi.gov

The KPC for each department/agency, including Finance and Personnel must:

- Maintain a listing of Department/Agency employees with access to modules within the ERP System.
- Communicate in writing to their employees, that: exchange of ERP or STATS user ID's and passwords are not allowed; security breaches of the ERP and STATS systems will not be acceptable and may result in immediate disciplinary actions or termination.



- Notify the MIS Director of Finance in the event the Department/Agency becomes aware of any breach in security related to the ERP or STATS systems. Also, the MIS Director in Personnel must be notified if the security breach is related to the ERP H/R Module.

6.2 ACCESS TO THE ERP/STATS SYSTEMS

All access to the ERP Systems must be requested by written correspondence to the Commissioner of Finance (Commissioner), through the department's KPC. All employees are entitled to access to the STATS system to monitor their electronic timecards. Requests for ERP and STATS access (for timekeeping maintenance and administration) must include the user's first name, middle initial (if available), and complete last name, the user's division, telephone number (and extension), position title and the name of the supervisor, and KPC. The request form must be signed by the employee, supervisor, KPC and department/agency head.

For access to the ERP human resources module, a copy of the written request must be forwarded to the Director of Personnel at the same time the request is being made to DOF.

Access for a new user of ERP (including any employee for ERP approvals who do not have a current ERP user ID), is granted via use of the **Request/Validation for Access/Permissions to the Vision ERP System form (DOF-ERP-SEC-105)**.

Form **DOF-STATS-SEC-300** (if agency in TimeForce) or **DOF-STATS-SEC-305** (if agency in T&A Live) is the standard form for new employees, terminated employees, transferred employees, and retiring employees. Enrollment and resignations on the STATS system will occur after the personnel action has been approved.

Access to STATS is available to all employees, to view and/or monitor their own electronic timecards. When an employee is being transferred, (within a division, a department/agency, or to a new department/agency), and the employee is being assigned a new supervisor and/or punch clock, the **STATS Request for Changes to Employee Data Form (DOF-STATS-SEC-300)** (if agency in TimeForce) or **DOF-STATS-SEC-305** (if agency in T&A Live) is required to update the employee's STATS record. The request must contain the employee's full name, title, destination division/department/location name and code, the supervisor's name, and all other required changes for the respective employee. Upon receipt of the written request all updates will be applied to the employee's STATS record within three (3) business days.

Access to STATS for supervisory purposes, time and attendance approvals, and time keeping administration is granted via the use of form **(DOF-STATS-SEC-300)** (if agency in TimeForce) or **DOF-STATS-SEC-305** (if agency in T&A Live).

Access for ERP Approval authorization is granted via use of the **ERP System Authorization for Approvals form (DOF-ERP-SEC-205)**.

Access and authorizations forms for ERP and STATS processing operations are summarized as follows.

Access Authorization	Form Description	Form Label
ERP Users ⁽¹⁾	Request/Validation for Access / Permissions to Vision the ERP System	DOF-ERP-SEC-105
ERP Approvers	ERP System Authorization for Approvals	DOF-ERP-SEC-205



Access Authorization	Form Description	Form Label
STATS Users ⁽²⁾	STATS Request for Changes to Employee Data	DOF-STATS-SEC-300
STATS Users	Time & Attendance (T&A) Change Request form	DOF-STATS-SEC-305

Legend:

1 New, existing, time-keeping managers and approvers

2 New, existing, time-keeping managers and approvers

Departments and agencies must inform the MIS Division of Finance if an employee with financial, personnel and/or payroll system access changes position or is terminated. Forms DOF-STATS-SEC-300 (if agency in TimeForce) must be attached once a Personnel Action (PA) transaction is initiated in the HR Module, indicating that the employee's position has changed, or the employee has been terminated. If agency is Live in T&A, once Personnel Action (PA) transaction is fully executed in ERP, changes will update in Time & Attendance (T&A) when scheduled integration job executes.

The Commissioner of Finance reserves the right to withhold, suspend or deny access to the ERP and STATS (for timekeeping administration and maintenance) systems to any user. The director of Personnel also reserves the right to suspend or deny access to any user of the Human Resource Module. Also, upon the recommendation of the MIS Directors (Finance and Personnel), a user's access may be denied or revoked, without notice, to these resources.

Users must log out immediately when departing their workstations for extended periods; unattended sessions may be accessed by others. Therefore, users should lock their workstations to avoid unauthorized use of their active login sessions.

Unacceptable use and regulations for DOF's information technology resources are outlined under SOPP#420, *Acceptable Use and Information Technology Resource Regulations*.

6.3 USER AUTHORIZATIONS AND PERMISSIONS

Each department/agency must indicate the type of access and permission(s) to the ERP and STATS for each Department/Agency employee requiring access.

Access/permission level for an ERP new user (including employees for ERP approvals who do not have a current ERP user ID), is granted via the use of the - form Request/Validation for Access/Permissions to the Vision ERP System (DOF-ERP-SEC-105).

Access for ERP approval authorization is granted via the use of the ERP System Authorization for Approvals form (DOF-ERP-SEC-205).

Access to STATS for supervisory purposes, time and attendance approvals, and time keeping administration is granted via the use of form STATS Request for Changes to Employee Data (DOFSTATS-SEC-300) (if agency in TimeForce) or DOF-STATS-SEC-305 (if agency in T&A Live).

Payroll/Human Resources access and permissions must be referenced by the Table of Human Resources/Payroll Access and Permissions USVI ERP System.

For current users whose access have not been modified for more than one year, each department/agency must validate employee's access status, via an updated copy of form



Request/Validation for Access/Permissions to the Vision ERP System (DOF-ERP-SEC-105), or by a substitute document confirming discussion(s) and review of employee's status signed by department/agency KPC and DOF's KPC, to ensure user access is up-to-date. Where H/R access is applicable, a copy of form DOF must be forwarded to Personnel at the same time the original form is being transmitted to Finance.

All Request/Validation for Access/Permissions to the ERP System forms must be for an individual employee; access and authorizations will not be approved for position titles.

All requests shall include a written statement (included on form DOF-ERP-SEC-105) to be signed by each employee, stating that the employee will maintain the security of their access code and will not share the code or password with any other employee and will not misuse his/her access to the system, as outlined in SOPP #420, Acceptable Use and Information Technology Resource Regulations.

All requests must be signed by the director of the division, the employee, the KPC and the department/agency head before submitting the form to the Department of Finance. When access requests include H/R module, a copy of said request forms must be sent to the Division of Personnel at the same time the original is being send to Finance.

All requests for consultants or auditors working with the system must be approved by the head of the Department/Agency and must be limited in time and scope to the requirements of the consulting/auditing contract. Such access shall be read-only.

In the event the MIS Director in Finance and/or Personnel has any concerns regarding a request, the MIS Director will contact the KPC at the Department/Agency to resolve the issues within five (5) business days of receiving the request.

In the event an employee's access to Payroll/HR module does not conform to the Government-wide protocol, (Table of HR/Payroll Access and Permissions- USVI ERP System), a justification letter must be submitted, with an explanation to the Commissioner of Finance and MIS Director-Finance (for Payroll), and Director of Personnel and MIS Director-Personnel (for HR) before special access is granted.

If a special request is granted, it will be processed within the same timeframe as a regular request.

MIS Director-Personnel will approve all Request/Validation for Access/Permissions for personnel-related records, and MIS Director-Finance will approve all financial- and payroll-related records before the request is keyed into the system(s).

If information on the form must be changed during the approval process, an email from the KPC will be sufficient documentation for a downgrade. If the information received results in an upgrade, a revised form must be issued, signed, and re-submitted. If there are no issues, the request will be approved and entered into the system(s) within five (5) business days.

When an approved request is submitted, the security person must enter the access and permissions into the system as designated on the approval form. MIS personnel are not permitted to change any access or permission without further written approval signed by the Head of the employee's Department/Agency.



Access and authorization forms and table of HR/Payroll access and permissions are available online at APPROVALS AND SIGNATURES OF AUTHORIZATION.

Electronic signature images are included on all purchase orders (POs) and personnel actions (PAs) that are printed directly from the ERP System.

Purchase orders are signed by the commissioner of Property and Procurement, and the department/agency head.

Personnel actions are signed by the Governor, the director of the Division of Personnel, the department/agency head and the certifying officer.

Authorized and current signatures for Department/Agency Heads and Certifying Officers must be affixed appropriately on the signature forms and must be submitted to the Department of Finance for further processing.

When there is a change of department/agency head or certifying officer, signature forms must be updated and sent to the Department of Finance promptly.

The required ERP signature forms – Tyler Forms Output Management Electronic Signature Sheets – are:

- Signature Sheet for USVI NOPA Forms
- Signature Sheet for USVI PURCHASE ORDER Forms

Signature forms are available at the Department of Finance, Commissioner's office and on-line, at dof.vi.gov.

Signature forms must be returned to the Department of Finance, MIS Division for processing; forms are processed within five (5) business days.

ERP transaction approvals are maintained within the system. Transactions that are input into the ERP system are approved electronically. The Department of Finance recommends that at least two (2) approvers are included at each level, to avoid delays in the approval process.

In addition to department/agency approval, each of the central services agencies (OMB, P&P, DOP and DOF) have internal processes that require one or more approvals before a transaction can be considered fully approved.

STATS electronic timecards are approved by a first level supervisor/manager, the director of the division and the department/agency head. The Department of Finance recommends that at least two (2) approvers are included at each level, to avoid delays in the processing of bi-weekly payrolls.

6.4 USER/LOGIN IDENTIFICATIONS (UID) AND PASSWORDS

Each user is issued a user identification (UID) and password. The UID will comprise of no less than six (6) characters. Passwords shall/are limited to no less than eight (8) characters, i.e., letters (uppercase and /or lowercase), digits, and symbols. General guide to secure passwords is as follows:

- Your UID and password should be kept confidential.
- Your password should be kept secret.



- Do not provide your password to anyone, for any reason; issuance of password to another employee is a violation of the Department of Finance's policy.
- For optimum security, you should not write down your password in a public or conspicuous location.
- If you elect to write down your login information, it is urged to do so in a safe and private place that is only known to the user. Do not post it on your computer or anywhere around your desk; do not include the name of the system or the UID associated with the password; any written note must be kept in a private place.
- You should not write down your password and user/login-id together on the same piece of paper.
- Passwords must be changed at least once, within every calendar quarter; passwords will expire at the end of a 13-week period.
- The use of strong passwords is encouraged; weak passwords are discouraged; the system will not authorize the use of weak passwords. (Weak passwords are in the form of a word, all-alpha string, a number, or all-digits). Strong passwords comprise the following:
 - a minimum of one (1) alpha;
 - a minimum one (1) other character; and
 - a minimum one (1) numeric.
- Recommendations for strong passwords are as follows:
 - Use at least two (2) numbers within the first six characters;
 - Use uppercase and lowercase letters;
 - Use at least one (1) special character/symbol; ex: @, &, *, etc.;
 - Choose long passwords, at least eight (8) characters in length;
 - Do not use common dictionary words, names, and birthdays, proper nouns, strings of numbers or letters or your User ID;
 - Favorite sayings, quotations or idioms can be used by skillfully stringing the letters, and including numbers and symbols as needed.
- After four (4) failed login attempts, your user account will be locked out.

Requests for STATS password resets must be submitted via email by the employee who requires the reset, using their GVI issued email address, to statsreset@dof.vi.gov. For an employee who does not have an GVI issued email address, their agency's KPC can submit the STATS password reset request on their behalf. All requests must include the employee's first name, last name and employee ID. The DOF MIS Help Desk will reply to the GVI issued email address with the temporary password.

If your username and/or password is compromised, contact Department of Finance's MIS Division Helpdesk.

REVIEW AND VALIDATION:

The MIS Director of Finance will conduct a quarterly review of access and permissions and will update all access and permission records as necessary. If MIS Division determines an



inconsistency is present, the MIS Director will notify the Department/Agency to determine the best means of resolution.

The MIS Directors in Personnel and Finance will make available to the Commissioner of Finance, Director of Personnel, as well as other authorized requesters all records related to access for the purpose of audit and review when requested.

Permission documents must be retained for a minimum of seven (7) years from the date of approval.

CONTACTING DEPARTMENT OF FINANCE

As custodians for the ERP system, the Department of Finance can be contacted as follows:

Department of Finance	Department of Finance
2314 Kronprindsens Gade	4008 Estate Diamond,
Charlotte Amalie	Christiansted
St. Thomas USVI 00802	St. Croix USVI 00802
Telephone: (340) 774-4750	Telephone: (340) 773-1105
Facsimile: (340) 774-4028	Facsimile: (340) 778-5002
https://dof.vi.gov/	

Department of Finance Helpdesk can be reached as follows:

Telephone: (340) 774-4750, ext. 2121;
Facsimile: (340) 714-9442;
E-mail: dofhelpdesk@vi.gov

Section 7. PROCEDURES:

MIS provides system access as authorized by D&As. Section 6, Policy, defines procedures to be followed by administrators and users of the electronic network and systems.

Section 8. COMPLIANCE AND ACCOUNTABILITY:

The MIS Director of Finance will conduct a quarterly review of access and permissions and will update records as necessary. If the MIS Division determines an inconsistency is present, the MIS Director will notify the Department/Agency to determine the best means of resolution and appropriate corrective actions.



Section 9. APPENDICES:

Appendix A: Key Point of Contact Information Form

Mailing Address:

2314 Kronprindsens Gade
Charlotte Amalie, VI 00802

GOVERNMENT OF THE UNITED
STATES VIRGIN ISLANDS



DEPARTMENT OF FINANCE

Key Point of Contact Information

Each Department/Agency or Government Instrumentality requiring access to the VISION ERP System at the Virgin Islands Department of Finance, must authorize a single Key Point of Contact person, who will serve as the security liaison between DOF and the user agency/department/instrumentality. The Key Point of Contact Person is primarily responsible for communicating all user security issues.

The Department of Finance Key Point of Contact for ERP Security Administration is:

MIS Division, Department of Finance
2314 Kronprindsens Gade
St. Thomas, USVI 00802

Telephone: (340) 774-4750, ext. 2121

E-mail: dofhelpdesk@vi.gov

(Below, fill in the information for your Key Point of Contact for your Agency/Department)

Key Point of Contact Name:

Key Point of Contact Position Title:

Key Point of Contact Dept/Agency:

Key Point of Contact Office Location:

Key Point of Contact Phone Number:

Key Point of Contact Fax Number:

Key Point of Contact E-Mail Address:

Key Point of Contact (Signature)

Date

Department/Agency Head

Date

DOF-ERP-SEC-100 Ver. 2.1 Rev May, 2023



Section 10. REVISION HISTORY:

Revision	Date Requested	Author (Name/Title)	Description of Changes	Approved By (Name & Title)	Signature	Date Approved
0	07/01/2007	Alvin Williams	Initial Draft	Valdemier Collens, Finance Commissioner	VC	04/01/2023
1	12/20/2021	Alicia Jackson-Woodley	Revisions	Bosedé Bruce, Finance Commissioner	BB	02/22/2022
2	07/20/2024	Kerry Henry	Edits and Revisions	Kevin McCurdy, Finance Commissioner	KM	09/10/2024
3	10/23/2025	Kerry Henry	Revisions Reviewed / Approved	Kevin McCurdy, Finance Commissioner	KM <i>Kevin McCurdy</i>	10/30/2025