

Back Office Fulfills Request for IMS Public Interface Access SOP# 109

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that the Back Office uses to validate a request from a Customer (e.g. Amusement Device Owner) to use the IMS Public Interface. Customers use the Public Interface as a primary means of communicating and working with the bureau. When a Customer applies to use the interface, the Back Office validates that the request is correct and valid before giving them access. Upon validation, Back Office assigns log-in information to the requestor. This procedure has the goal of ensuring that all outside entities who receive authorization to use the IMS Public Interface are valid customers of the bureau.

1.2. Scope

This procedure includes all of the steps required to verify the validity of anyone who requests to use the IMS Public Interface.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

- 1.3.1. Amusement Device Safety Act
- 1.3.2. Passenger Tramway Safety Act

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
Back Office	<ul style="list-style-type: none">• Contact each applicant;• Verify the validity of request content;• Verify that the applicant has a legitimate business reason to have IMS access.
Customer	<ul style="list-style-type: none">• Enter valid information into the request;• Answer interview questions honestly and correctly.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered when Back Office staff receives notice that a Customer has submitted an request for use of the IMS Public Interface

4.2. Primary Procedure – Request is accepted

- 4.2.1. Back Office staff logs into elevator mail to view request, or takes request over phone
- 4.2.2. Back Office verifies the authority of the applicant
- 4.2.3. Back Office verifies information in the requester (e.g. User Type, Role)
- 4.2.4. Back Office updates or adds information in the request as needed
- 4.2.5. User indicates completion of data entry
- 4.2.6. When the request is accepted:
 - 4.2.6.1. Back Office assigns and emails an id and password to the requestor
 - 4.2.6.2. System saves the record
- 4.2.7. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Customer	<ul style="list-style-type: none">• Back Office responds to the request in a timely manner;• Log-in information work properly.

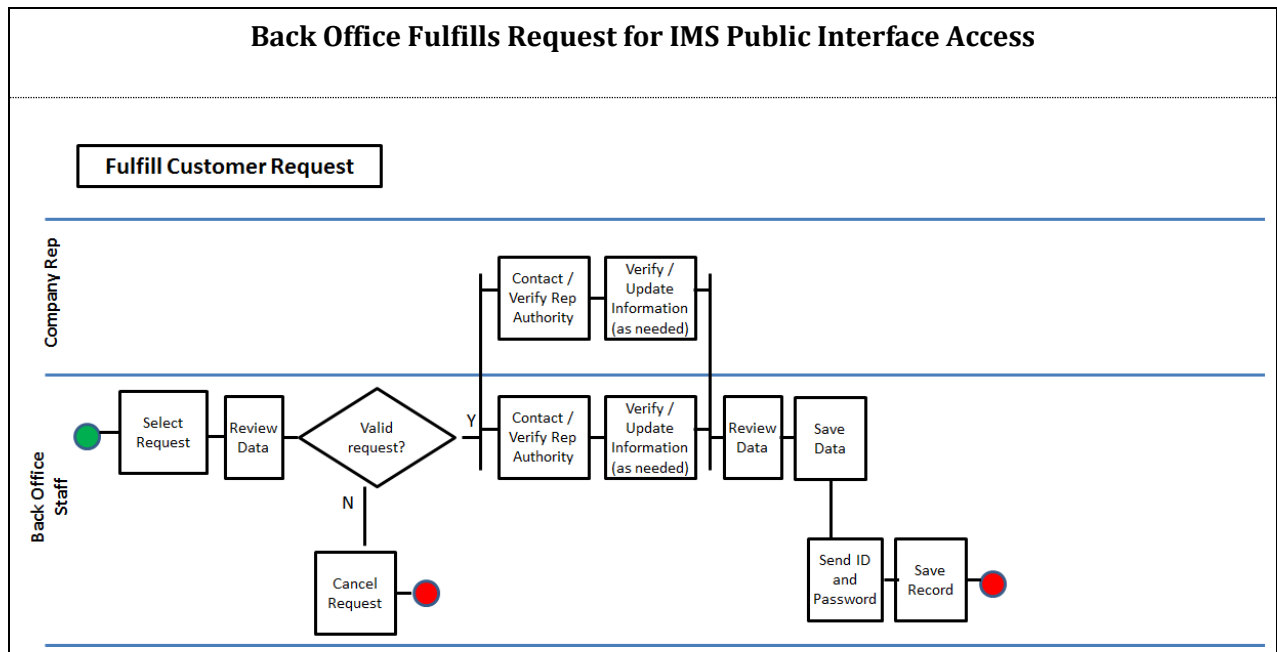
6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. Data is maintained in the IMS



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.