

TalentRadar

user management

scope

On the client instances of TalentRadar (hosted on Domo), both client and randstad users will be added, updated and removed following the randstad user management processes for TalentRadar.

This process is owned and managed by the data access control manager, part of the data governance function at randstad enterprise.

accountability

- The **client stakeholder** provides the needs for client users to the account leader, who will request these on behalf of the client.
- The **randstad account leader** for the client program, is responsible for the active users, both client and randstad.
- The **randstad account leader** will be provided with a daily updated list of users with access and their activity profile on TalentRadar. On this dashboard there is a direct link to randstads ticketing service, where all requests for new users, update to user profiles and removal of users, are managed.
- These tickets will trigger the respective process, executed by the TalentRadar administrators on randstad's **data access control team**.

user audit

The randstad account leader has 24/7 access to the current users dashboard on the client instance, where an overview of all users, their role and function and activity profile are provided. The randstad account leader is responsible for a regular review of the current users dashboard and details, at minimum once a month, and taking the necessary actions. The data is updated daily.

Next to this randstad's data governance function does unannounced checks for inactivity and irregularities.

request history

All requests are saved in the randstad ticketing system and can be consulted by the data governance and information security functions.

activity logs

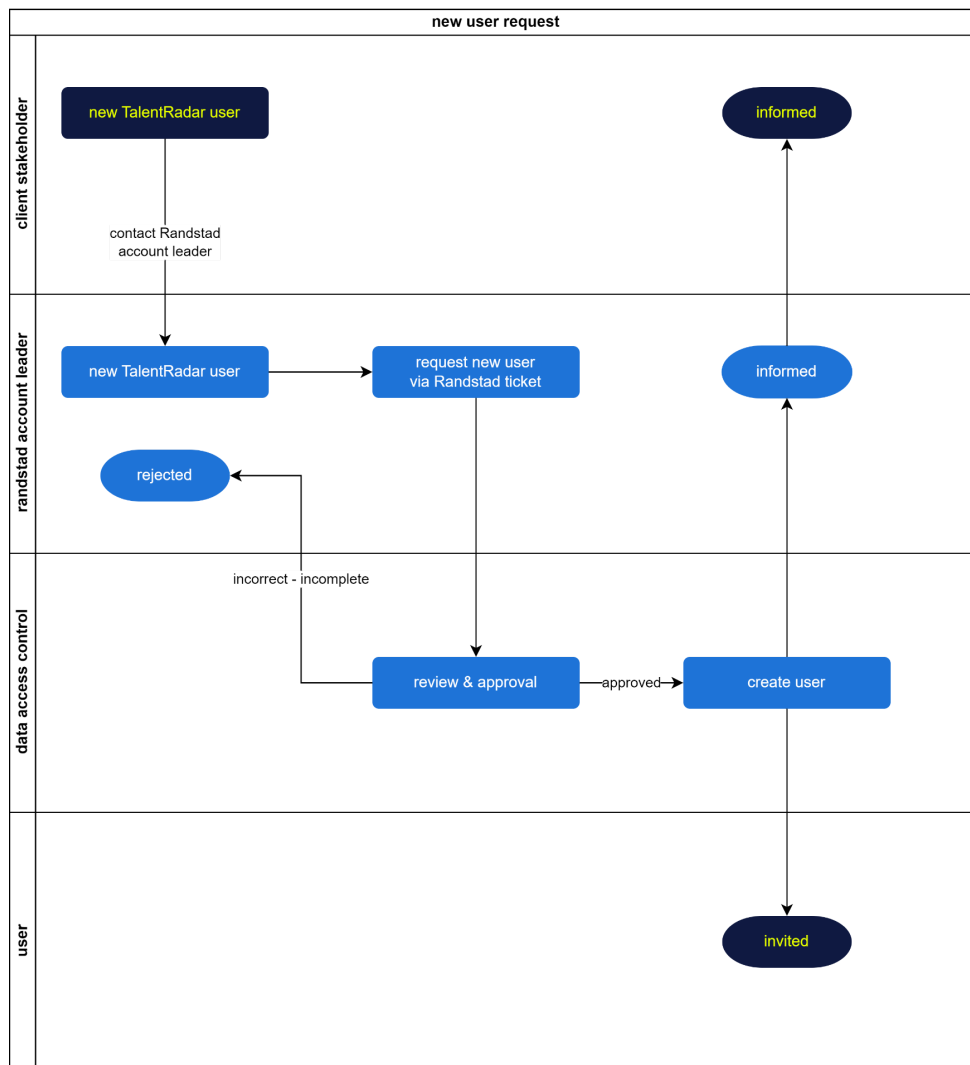
All activity on the TalentRadar solution is registered (100% logging) and these logs are available for the data governance and information security functions as read-only.

request: new user

A new user is requested by the randstad account leader for the client program, via the Randstad ticketing system, and the request is reviewed and approved by the randstad data access control manager.

Once a request has been approved the TalentRadar administrator will set up the user with the correct profile information. Both the user and the randstad account leader are informed of the new user setup.

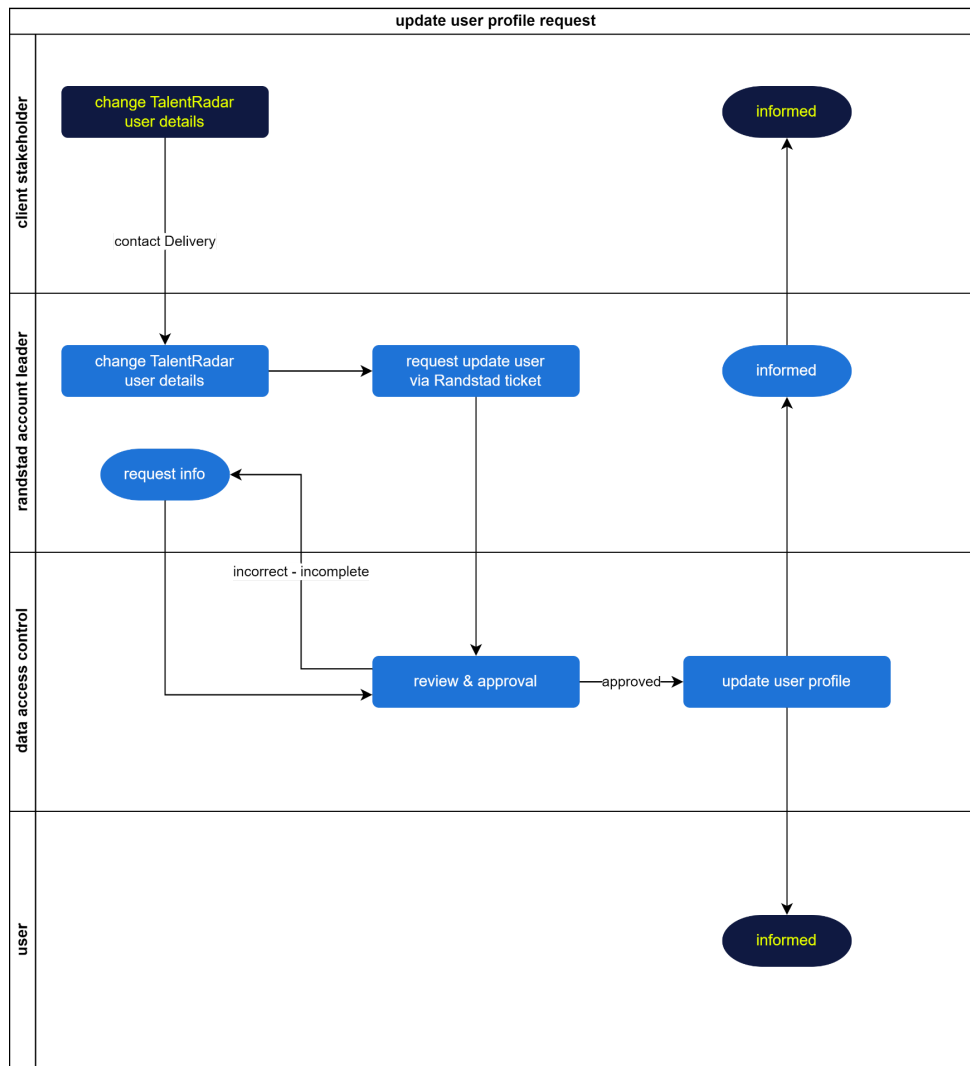
Should the new user request be incomplete, inaccurate or submitted by the wrong person, it will be rejected by the data access control manager and the account leader and requestor will be informed.



request: update user profile

The randstad account leader can request to update any of the existing users on the client’s dedicated instance, in case someone change’s role or any relevant update on their profile. To do so the account leader creates an “update user profile” ticket via the Randstad ticketing system.

The request is reviewed by the TalentRadar user administrator, who will set up the user with the correct profile information. Both the user and the account leader are informed of the update. Should the new user request be incomplete, inaccurate or submitted by the wrong person, it will be rejected and the requestor and account leader will be informed.



request: remove user

Users are removed from the TalentRadar platform via 2 paths,

- The Randstad HR system provides a list of employees leaving the company
- The Randstad account owner can request a user to be removed for various reasons.

As a security measure, access to TalentRadar is provided via randstad's SSO platform, so when a randstad employee's account is deactivated, they can not login to TalentRadar at all.

The Randstad account leader submits a ticket to remove a user, this ticket is reviewed by the TalentRadar user admin and the user is removed. The account leader is informed of the removal after completion.

