Standard Operating Procedure

Number: **028**

Name: **User management**

Title: Procedure for the management of users of the EU Pollinator Hub

Category: General

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1 Document history

1.1 Current Release

1.1.1 Drafted

Submitted on 2023-06-12 by Michael Rubinigg, quality manager.

1.1.2 Reviewed

Reviewed on 2023-06-30 by Noa Simòn Delso, general manager.

1.1.3 Approved

Approved on 2024-02-07 by Michael Rubinigg, quality manager.

1.2 Change history

n.a.

2 Abbreviations

EU	European Union
EUPH	EU Pollinator Hub
n.a.	not available
SOP	Standard Operating Procedure

3 Introduction

The current document contains the procedure for the management of accounts of user and EU Pollinator Hub employees, as defined by SOP-004, on the EU Pollinator Hub.

4 Validity

4.1 Area

The of validity of this document is limited to the management of accounts of users and EU Pollinator Hub employees, as defined by SOP-004, on the EU Pollinator Hub

4.2 Time

The period of validity of this SOP begins on 2024-02-07 and ends with its revocation.

4.3 Related Documents

Document type	Number	Name
SOP	001	SOP instructions
SOP	004	Organisation chart
SOP	010	Data governance
SOP	011	Data protection
WI	019	Access application
WI	020	Roles and tasks

4.4 Related Tasks

Persons who have been assigned one of the following tasks, as defined in SOP-004, assume a responsibility within this SOP:

- Management of the organisation
- Data protection
- Software development

5 Procedure

5.1 Accessing the restricted area of the EU Pollinator Hub

5.1.1 Responsibilities

- The person responsible for data protection at the EU Pollinator Hub, as defined by SOP-004, ensures that access to the EU Pollinator Hub by unauthorised persons is prevented by all available means.
- Any unauthorised access has to be processed according to SOP-011.

5.1.2 Accessing the application

5.1.2.1 Registration at the EU Pollinator Hub Application

- The process of registration of users at the EU Pollinator Hub Application is described in WI-019.

5.1.2.2 Signing up at the EU Pollinator Hub Application

- The process of signing up of users to the EU Pollinator Hub Application is described in WI-019.

5.1.2.3 Recovering a password

- The process of password recovery for users to the EU Pollinator Hub Application is described in WI-019.

5.2 Assignment of roles

5.2.1 Roles

5.2.1.1 Roles to be assigned to users of the EU Pollinator Hub

- Users may receive all roles defined in Table 1.

Table 1. Roles and tasks for users of the EU Polinator Hub as..

Role	content	dictionary	translation management	add dictionary content	peer review	other metadata	own metadata	registered features	API
Registered user								X	X
Translation manager			X						
Translator				X				X	
Dictionary Manager		X		X					
Data Provider							X	X	X
Peer Reviewer					X			X	X

5.2.1.2 Specific requirements for the assignment of user rights

- The role of Peer Revier can only be assigned to persons with whom a valid contractual relationship exists in the form of a Peer Reviewer Agreement, as defined in SOP-010.

5.2.1.3 Roles to be assigned to employees of the EU Pollinator Hub

- Employees of the EU Pollinator Hub may receive all roles defined in section 5.2.1.1 and all roles defined in Table 2.

Table 2. Roles and tasks for employees of the EU Polinator Hub.

Role	content	dictionary	translation management	add dictionary content	peer review	other metadata	own metadata	registered features	API
Content manager	X	X					X	X	
Platform manager	X	X			X	X	X	X	X
System Administrator	X	X			X	X	X	X	X

5.2.2 Assignment of roles

5.2.2.1 Assignment of roles to users

- The process of signing up of users to the EU Pollinator Hub Application is described in WI-020.
- The role assigned to a user may not exceed the tasks the user is supposed to perform.

5.2.2.2 Assignment of roles to employees of the EU Pollinator Hub

- The person responsible for the managing of the organisation, as defined by SOP-004, is responsible for the assignment of roles to employees of the EU Pollinator Hub.
- The task of carrying out certain parts of this process can be transferred to another person.
- The process of signing up of users to the EU Pollinator Hub Application is described in WI-020 .
- The role assigned to an employee may not exceed the tasks the user is supposed to perform.

5.3 Account deletion

5.3.1 Oral or written deletion requests by users

5.3.1.1 Notification of an arrival of a deletion request

- The person responsible for software development, as defined by SOP-004, or a person appointed by him/her for this purpose takes the appropriate measures to assure that the user who requested the deletion of an account receives an immediate written notification that the request has arrived.
- Any person employed by the EU Pollinator Hub according to SOP-004 who receives a written or oral deletion request confirms the arrival of the complaint to the user who requested the deletion as soon as possible.
- Any person employed by the EU Pollinator Hub according to SOP-004 who receives a written or oral deletion request notifies the responsible for the process described in this SOP of the request.

5.3.1.2 Deletion

- The person responsible for the process described in this SOP proceeds to the deletion of the account for which a deletion has been requested.

5.3.1.3 Notification of an arrival of a deletion request

- The person responsible for software development, as defined by SOP-004, or a person appointed by him/her for this purpose takes the appropriate measures to assure that the user who requested the deletion of an account receives an immediate written notification that deletion has occurred.

6 References

There are no sources in the current document.

7 Annexes

There are no annexes in the current document.