During this 50 hours at my internship I was in charge of dispersing talent around the office to fix our electronic access control systems (EAC). During mid October and early November we tend to get plenty of EAC requests and these requests can range from simple access control of the users to going out physically to the door and having to rewire the electronic lock and/or coordinate with our facilities management team to replace any electronic lock. Since we are ITS we try our best to distinguish our jobs and not overstep into the realm of facilities management when we come out to troubleshoot the locks. Anything software based is our responsibility and any hardware fault is in the realm of facilities management. We are trained here at ITS to replace and rewire the locks in case we can not get a hold of facilities but we stay on the software side for the most part. In terms of access control, I had to go back and get my guides and other documentation to assist the students. We recently changed our workflow to start using an inhouse product that is still experimental called “Kuali”. Kuali is meant to automate our tasks by automatically giving access to individuals that request electronic access to a door from the correct approver. At ODU when keeping people accountable for the access assignments of doors we have a certain list of individuals from various departments that are known as door approvers and we have them on a list that we know when we see an electronic access ticket from them we can automatically approve them. Since we would get tickets from people adamantly getting their access granted automatically that are not approvers we would have to send an email to the appropriate approver to grant them access via email if the approver did not send in the request. This lapse in time would make our SLA time longer than usual and would ultimately make the patron wait longer to get access to their room. Kuali was made to automate that task by sending a request to us that is already approved. This works by the end user that needs the access making the request; they then have to select the appropriate approver from a drop down list of approvers based on their department. Then once the request is sent to the approver after the end user selects their name from the drop down menu the request is sent to the approver to be denied or approved then it comes to ITS for us to assign the access. (Normally I would show the application but sense it is still under a beta test for us it is still technically classified).