



نموذج (13) وثائق
2019/11/21-17-3

Applying to manage a user account on the smart reporting system.

Responsible Department	Data Governance and Analytics office
Approval	

Guideline No: 69	All rights reserved to the Ministry of Finance
Version No: 2	
Number and Date Request: ID177240 – 27/8/2024	
Number of pages: (6)	

Table of contents

Introduction: -----	3
Purpose of creating the guide:-----	3
Scope: -----	3
The method of wor:-----	3

Introduction

This document summarizes the flow and description of the service request for creating or deleting a user and to cancel the authorization of viewing the Smart Reporting System. The proposed document details the functions involved in implementing the service for creating or deleting a user and to cancel the authorization of viewing the reports within the specified scope based on business requirements.

Purpose of creating the guide

The service is available on the Ministry of Finance website for use by federal entities, facilitating the process of requesting the creation or deletion of a user and revoking access to financial reports.

Scope

To assist the federal government employees to create or delete users to view Tableau reports and to request to grant or revoke access to view Tableau dashboards.

The method of work

The customer can access the service through the Ministry of Finance portal <https://www.mof.gov.ae>, by selecting the Government electronic services option as shown below.

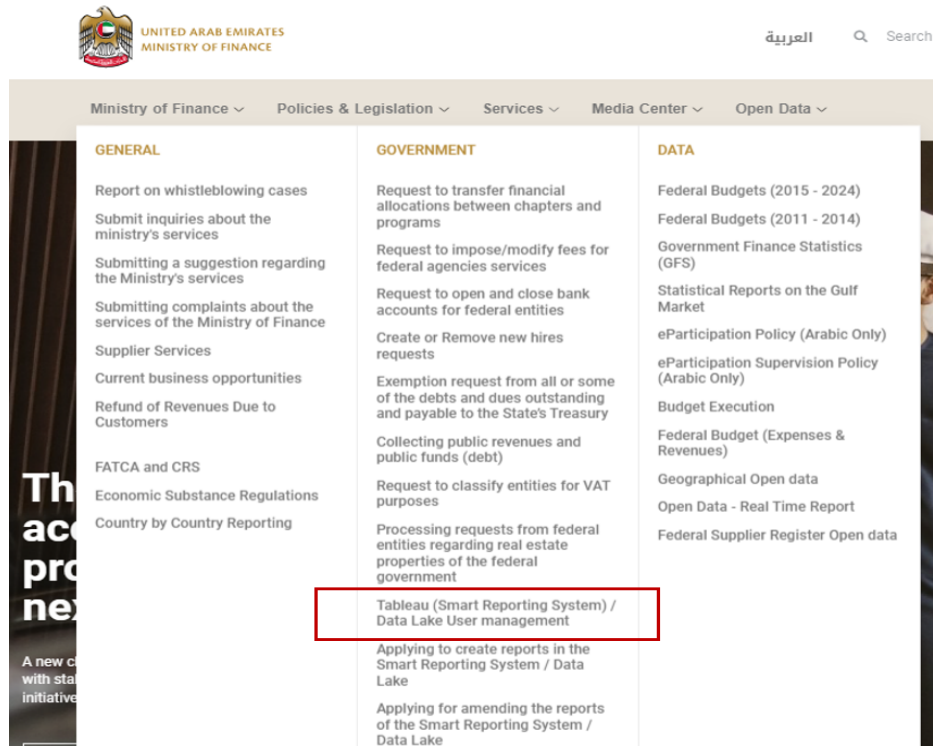


Figure 1: Select the service.

After selecting the service customer can view the service card as shown below.

Tableau (Smart Reporting System) / Data Lake User Management

Creating and deleting users in Tableau (Smart Reporting System) / Data Lake or granting & revoking user privileges on the Tableau (Smart Reporting System) / Data Lake

[Start Service](#)

Procedures

- **Creating or Deactivating a User:**
 1. Submit a request through the electronic system to create or deactivate a user on the Smart Reports System.
 2. The Data Governance and Analysis Office reviews the request and processes it according to the requester's instructions.
- **Revoking Access Permission:**
 1. Submit a service request through the electronic system to revoke access permission for the dashboards.
 2. The Data Governance and Analysis Office reviews the request and processes it according to the requester's instructions.
 3. Communicate with the users and send the details via email.

Required Documents

Not Required

[> Q&A](#)

Figure 2: Service card

At the start of the service, logging in with UAEPASS is required.

Sign in

[Sign in with UAE PASS](#)

A single trusted digital identity for all citizens, residents and visitors.

Or

Sign-up

[Sign up with UAE PASS](#)

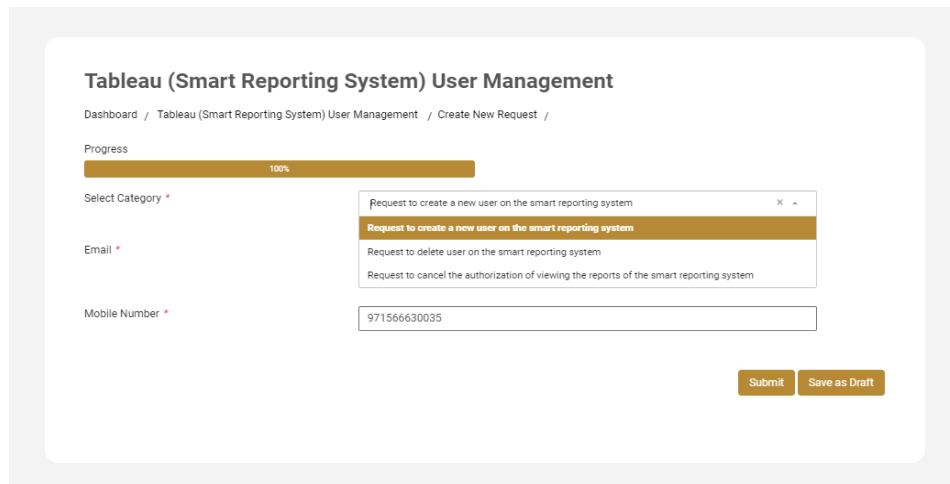
A single trusted digital identity for all citizens, residents and visitors.

Figure 3: Login

The user will be directed to the service page immediately after a successful login.

Upon reaching the User Account Management page, the user must choose one of the following three categories:

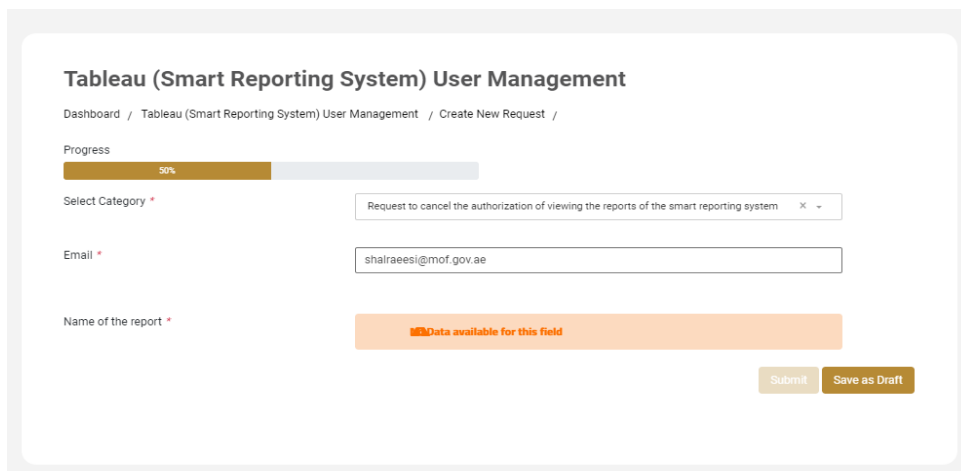
- Request to create a new user on the Smart Reporting System.
- Request to delete a user on the Smart Reporting System.
- Request to cancel the authorization of viewing the reports of the Smart Reporting System.



The screenshot shows a web page titled "Tableau (Smart Reporting System) User Management". The breadcrumb trail is "Dashboard / Tableau (Smart Reporting System) User Management / Create New Request /". A progress bar at the top indicates 100% completion. Below the progress bar, there is a "Select Category" dropdown menu with three options: "Request to create a new user on the smart reporting system", "Request to delete user on the smart reporting system", and "Request to cancel the authorization of viewing the reports of the smart reporting system". The "Request to create a new user on the smart reporting system" option is currently selected. Below the dropdown, there is an "Email" field and a "Mobile Number" field containing the value "971566630035". At the bottom right, there are two buttons: "Submit" and "Save as Draft".

Figure 4: Main page

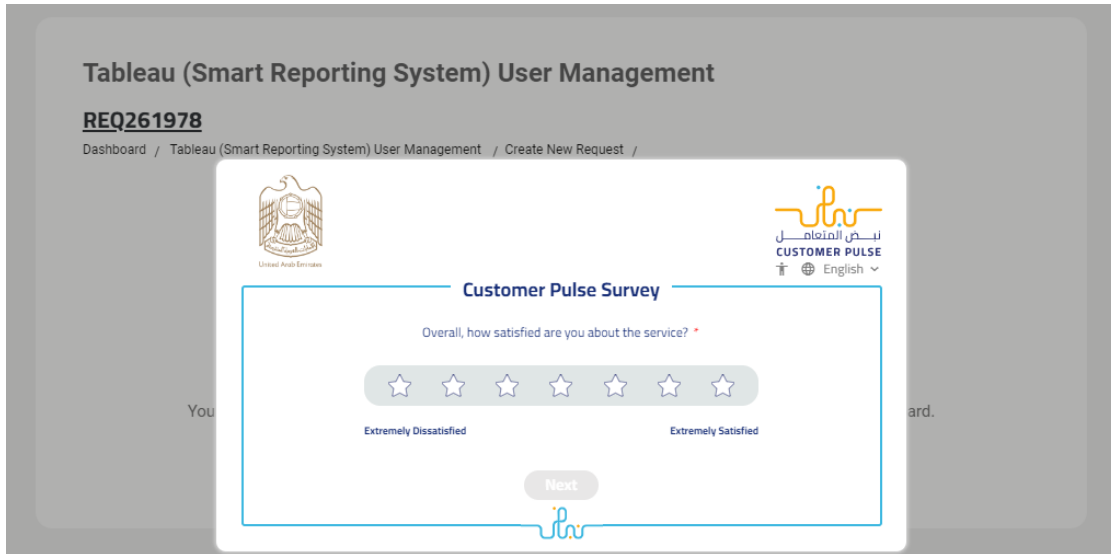
When selecting the request to cancel the authorization of viewing the reports of the Smart Reporting System, a list of reports you wish to revoke access to will be displayed.



The screenshot shows the same web page as Figure 4, but with a progress bar indicating 50% completion. The "Select Category" dropdown menu now only has one option: "Request to cancel the authorization of viewing the reports of the smart reporting system". The "Email" field now contains the value "shalraeesi@mof.gov.ae". The "Name of the report" field is currently empty and has a message "Data available for this field" displayed below it. The "Submit" and "Save as Draft" buttons are still present at the bottom right.

Figure 5: Page for Submitting a Request to cancel the authorization of viewing the reports of the Smart Reporting System

Upon completing of the application process, the user must rate their satisfaction with the service according to the form below:



The screenshot shows a web interface for a survey. At the top, it reads 'Tableau (Smart Reporting System) User Management' and 'REQ261978'. Below this is a breadcrumb trail: 'Dashboard / Tableau (Smart Reporting System) User Management / Create New Request /'. The main content area is a white box with a blue border. It features the United Arab Emirates logo on the left and the 'CUSTOMER PULSE' logo on the right, which includes a pulse line icon and a language dropdown set to 'English'. The survey title is 'Customer Pulse Survey'. The question is 'Overall, how satisfied are you about the service?'. Below the question is a row of seven stars. The first star is filled, and the others are empty. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered below the stars. The 'CUSTOMER PULSE' logo is at the bottom of the survey box.

Figure 6: Customer Pulse