

OMMO Analytics

SOP - User Access Management

Standard operating procedure for OMMO Analytics delivery, support, and managed client operations.

Owner	OMMO Group Company
Product	OMMO Analytics
Version	1.0
Status	Active operating draft

Purpose

Control who can access a tenant workspace and what they can do.

Scope

Applies to client admins, viewer users, and internal admin users.

Roles

- Client admin: requests users.
- OMMO admin: creates/updates users.
- Security owner: reviews unusual access.

Required inputs

- First name and last name.
- Company email.
- Phone number.
- Role.
- Tenant.
- User limit.

Procedure

- Verify the request is from an authorized client admin.
- Create or update the user.
- Assign viewer or client admin role as approved.

- Keep within plan user limit unless approved.
- Send invite/reset email when email service is available.
- Disable or delete users when requested by authorized parties.

Quality checks

- No shared accounts.
- Only company/verified emails where policy requires it.
- Viewer users cannot edit tenant settings.
- OTP or password reset rules are enforced.

Records to maintain

- User list.
- Role changes.
- Access requests.
- Deletion/disable confirmation.