



Full Role & Permission Matrix

IWDS 2.0 TECHNICAL REFERENCE DOCUMENTS



Purpose

This document explains, permission by permission, what each IWDS 2.0 role can and cannot do. It is the detailed companion to the official User Roles in IWDS 2.0 guide, which describes roles at a functional level.

Audience

This document is designed to guide IWDS Account Managers and system administrators in choosing and auditing access for system users.

How Access Works

Access in IWDS 2.0 is based on two things: where a user works (Location) and what they are allowed to do (Role). Most users need one role and one location. Users with multiple functions may layer roles (e.g., Career Planner + Provider Management). Location scope is Statewide, Local Area (LWIA), or Office — reflected below in each permission's Scope value.

Scope Legend

None	No location restriction beyond baseline system access.
LWIA	Restricted to the user's assigned Local Workforce Investment Area(s).
LWIAWithOfficeNarrowing	Restricted to the user's LWIA(s), further narrowed to specific office(s) where configured.
Owns	Restricted to records the user's own provider organization owns.
LWIA/ETPL	Restricted to the user's LWIA(s) and to ETPL-affiliated provider records.
Security Admin	Restricted to users holding a security administration function.
Security Role Assignment	Restricted to the specific role-assignment security function.

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Role Legend

Account Manager	Controls user access and role assignments across the system. Approves new user registrations, assigns and updates roles, and manages security settings. Often paired with Super User or Data Steward.
Auditor	Provides full read-only visibility across the system for monitoring and compliance purposes: customer, application, service, grant, and provider data, plus uploaded documents and logs. Cannot modify any records.
Career Planner	Full case management access. Creates and maintains customer profiles, applications, assessments, enrollments, case notes, career plans, services, and outcomes.
Data Steward	Maintains data integrity and quality across the system. Edits restricted or sensitive fields, corrects historical and post-exit data, and resolves data quality issues. Highest security level for maintaining and correcting case management data within a location.
Front Line Support	View/create users, basic customer information, intake, and information-only services. Cannot enroll customers or view confidential information, such as service details or confidential case notes.
Grant Administration	Full access to grant records, funding sources, and grant-level administrative functions. Does not include direct customer case management.
Provider Management	System steward for provider organization records, relationships, and ETPL information: provider profiles, certifications, and program affiliations. Does not include direct customer case management.
Reports Only	Read-only access to dashboards and high-level reporting data. No access to individual records; home page, dashboard, and report links only.
Super User	Broad operational access across functions and complex cases. Create, edit, run all reports, and access most tools. Has case management access and can assign customers.

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Access applications – grants access to IWDS 2.0 <i>application-access</i>	None	✓	✓	✓	✓	✓	✓	✓	✓	✓
Approve 5% enrollment window <i>application-5percent-approve</i>	LWIAWith OfficeNarrowing				✓					
List applications <i>application-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓	✓				✓
Certify application <i>application-certify</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
Close application <i>application-close</i>	None			✓	✓					✓
Create application <i>application-create</i>	None			✓	✓	✓				✓
Delete application <i>application-delete</i>	None				✓					
Application Intake	None			✓	✓	✓				✓

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Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>application-intake</i>										
Reopen application <i>application-reopen</i>	None			✓	✓	✓				✓
Unlock certified application <i>application-unlock-certified</i>	None				✓					✓
Update application <i>application-update</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
View assessment <i>assessment-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓					✓
Create assessment <i>assessment-create</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
Delete assessment <i>assessment-delete</i>	LWIAWith OfficeNarrowing				✓					✓
Update assessment <i>assessment-update</i>	LWIAWith OfficeNarrowing			✓	✓					✓
View TEA assessment <i>teaassessment-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓					✓
Create TEA assessment	LWIAWith OfficeNarrowing			✓	✓					✓

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Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>teaassessment-create</i>										
Update TEA assessment <i>teaassessment-update</i>	LWIAWith OfficeNarrowing			✓	✓					✓
Delete TEA assessment <i>teaassessment-delete</i>	LWIAWith OfficeNarrowing				✓					✓
View career plan <i>career-plan-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓	✓				✓
Create career plan <i>career-plan-create</i>	None			✓	✓					✓
Delete career plan <i>career-plan-delete</i>	None			✓	✓					✓
Update career plan <i>career-plan-update</i>	LWIAWith OfficeNarrowing			✓	✓					✓
Edit system-generated career plan items <i>career-plan-system-generated-edit</i>	None				✓					✓
Override ITA review status	None				✓					✓

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>career-plan-ita-review-override</i>										
Approve service <i>career-plan-service-approve</i>	None									
List case notes <i>case-notes-browse</i>	None		✓	✓	✓	✓				✓
View all case notes <i>case-notes-browse-confidential</i>	None		✓	✓	✓					✓
Create case note <i>case-notes-create</i>	None			✓	✓	✓				✓
Delete case note <i>case-notes-delete</i>	None			✓	✓					✓
Update case note <i>case-notes-update</i>	None			✓	✓					✓
View case note attachment <i>case-note-attachment-view</i>	None		✓	✓	✓					✓

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Download case note attachment <i>case-note-attachment-download</i>	None				✓					✓
Update case note attachment <i>case-note-attachment-update</i>	None				✓					✓
Delete case note attachment <i>case-note-attachment-delete</i>	None				✓					✓
List customers <i>customer-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓	✓				✓
Create customer <i>customer-create</i>	LWIA			✓	✓	✓				✓
Update customer <i>customer-update</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
Assign customer <i>customer-assign</i>	None				✓	✓				✓

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Update customer characteristics <i>customer-characteristic-update</i>	LWIAWith OfficeNarrowing			✓	✓					✓
List customer logs <i>customer-log-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓					✓
View customer SSN <i>customer-ssn-view</i>	None				✓					
List pre-record intakes <i>pre-record-intake-browse</i>	None		✓	✓	✓	✓				✓
List referrals <i>referral-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓					✓
Create referral <i>referral-create</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
Update referral <i>referral-update</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
List resumes <i>resume-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓	✓				✓
Upload resume <i>resume-create</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓

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Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
List self-services <i>self-service-browse</i>	None		✓	✓	✓	✓				✓
Create self-service <i>self-service-create</i>	None			✓	✓	✓				✓
Update self-service <i>self-service-update</i>	None				✓					✓
Delete self-service <i>self-service-delete</i>	None				✓					✓
Service collections tools <i>service-collection-browse</i>	None									
Create service <i>service-collection-create</i>	None			✓	✓					✓
Update service <i>service-collection-update</i>	None			✓	✓					✓
Service template explorer	None									

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>service-template-explorer-tools</i>										
List uploads <i>upload-browse</i>	LWIAWith OfficeNarrowing		✓	✓	✓	✓				✓
Upload file <i>upload-create</i>	LWIAWith OfficeNarrowing			✓	✓	✓				✓
View upload <i>upload-view</i>	LWIAWith OfficeNarrowing		✓	✓	✓					✓
Download upload <i>upload-download</i>	LWIAWith OfficeNarrowing				✓					✓
Update upload <i>upload-update</i>	LWIAWith OfficeNarrowing				✓					✓
Delete upload <i>upload-delete</i>	LWIAWith OfficeNarrowing				✓					✓
View goal <i>goal-read</i>	LWIA		✓		✓					✓
Update goal <i>goal-update</i>	LWIA			✓	✓					✓
Grant management tools	LWIA		✓		✓		✓			✓

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>grant-management-browse</i>										
Create grant <i>grant-management-create</i>	LWIA						✓			
Update grant <i>grant-management-update</i>	LWIA						✓			
Entity management tools <i>entity-management-browse</i>	LWIA		✓					✓		
Update provider <i>entity-management-update</i>	LWIA							✓		
ETPL admin tools <i>ETPL-browse</i>	None		✓		✓			✓		
ETPL review tools <i>ETPL-review</i>	None		✓		✓			✓		
Update ETPL application	Owns									

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
ETPL-application-update										
Manage provider relationships provider-relationship-browse	LWIA		✓		✓			✓		✓
Assign ITA training provider user provider-ita-user-assign	None							✓		
View provider document provider-document-view	LWIA, ETPL							✓		
Download provider document provider-document-download	LWIA, ETPL							✓		
Add provider document provider-document-create	LWIA, ETPL							✓		

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Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Update training program <i>training-program-update</i>	LWIA, ETPL							✓		
Find local help tools <i>find-local-help-browse</i>	None									
View reports <i>report-browse</i>	LWIA								✓	✓
Edit reports <i>report-update</i>	LWIA									✓
Email management tools <i>global-admin-browse</i>	None									
Create email template <i>global-admin-create</i>	None									
Update email template <i>global-admin-update</i>	None									
Delete email template <i>global-admin-delete</i>	None									
Manage registrants	None	✓								

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>registration-admin-manage-registrants</i>										
Create user <i>security-admin-user-create</i>	SecurityAdmin	✓								
View user <i>security-admin-user-read</i>	SecurityAdmin	✓	✓		✓					✓
Update user <i>security-admin-user-update</i>	SecurityAdmin	✓								
Delete user <i>security-admin-user-delete</i>	SecurityAdmin	✓								
View role <i>security-admin-role-read</i>	SecurityAdmin	✓	✓							
Create role <i>security-admin-role-create</i>	SecurityAdmin									
Update role	SecurityAdmin									

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
<i>security-admin-role-update</i>										
Delete role <i>security-admin-role-delete</i>	SecurityAdmin									
Assign users to role <i>security-admin-role-modify-assigned-users</i>	SecurityRoleAssignment	✓								
Assign permissions to role <i>security-admin-role-modify-assigned-permissions</i>	SecurityAdmin									
View permission <i>security-admin-permission-read</i>	SecurityAdmin		✓							
Create permission <i>security-admin-permission-create</i>	SecurityAdmin									
Update permission <i>security-admin-permission-update</i>	SecurityAdmin									

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Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Delete permission <i>security-admin-permission-delete</i>	SecurityAdmin									
View security audit log <i>security-admin-audit-read</i>	SecurityAdmin		✓							
Impersonate users <i>security-admin-impersonation</i>	SecurityAdmin	✓			✓					
Manage scope exemptions <i>security-admin-scope-exemption-manage</i>	SecurityAdmin									
Bypass permission checks <i>security-admin-sudo</i>	SecurityAdmin									
Security admin tools <i>security-management-tools</i>	None	✓								
IDES admin tools <i>it-support-browse</i>	None									

Permission	Scope	Account Manager	Auditor	Career Planner	Data Steward	Front Line Support	Grant Administration	Provider Management	Reports Only	Super User
Force-exit customers <i>force-exit-tools</i>	None									✓
Push data to WorkNet <i>worknet-push-data</i>	None									

The Illinois workNet Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration.