

Fortune 100 Retail Client
Seattle, WA

Industry:

Retail

Oracle Products & Services:

Governance Risk & Control Project

User Management
Oracle Financials
Inventory
Order Management
Procurement

Company Challenges

- Granting User access request process was entirely manual. The volume of tickets requested increases each year, 2,860 requests in 2008 averaging a turnaround time of 2.5 days, which is a significant burden on Helpdesk and negatively impacts users' productivity
- Access not based on a formal set of segregation of duties (SoD) standards
- No reporting was available to identify those individuals with conflicting duties based on a set of standard SOD conflicts
- No tracking mechanism existed to audit the transactions performed by users with 'Super User' privileges
- Movement of employees could create legacy access that may no longer be appropriate or needed for new job function or role
- Difficult to demonstrate sufficient and consistent control over the granting, reviewing and approving of user access to financial information and transactions

The Solution & Result

- Automate the process for granting access to Oracle Financial Analyst based on default roles that are aligned to employee data/job function.
- Created a self-service user interface for requesting access "exceptions" which would go through an automated approval process.
- Systematically prevented "over granting" access by revoking when job role changes
- Reduced the # of users with 'Super User Access', disallowing manual posting, enabling an audit function for requesting Super User Report and increasing frequency of review
- Reduced reliance on helpdesk system, virtually eliminates turnaround time for default access, and increases productivity levels for users needing access.
- Systematically prevents SOX conflicts during role/responsibility assignment phase.
- Eliminated manual approvals of basic user access
- Reduced reliance on quarterly or annual review process for identifying and remediating SOX conflicts in a timely fashion.

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