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Efficient, Auditable User Provisioning:
Prevent Security Creep with Proactive Segregation of Duties Checks

User Admin Manager (UAM) uses a configurable workflow to automate the process of requesting, approving and provisioning Roles, reducing the workload and paperwork involved.

It can prevent SoD violations by checking for conflicts before Roles are assigned, and it also keeps a full audit trail as evidence for your auditors.

UAM also includes productivity tools which:

- Make routine user and Role administration and clean-up tasks much quicker and easier
- Provide a much faster way of setting up large numbers of users and assigning Roles during implementation or acquisition projects.

Automated User Provisioning

How it works:
Using a grid-style form in JD Edwards, users can submit requests for one or more Roles to be granted to themselves or to other users.

If required, UAM will run an SoD check to ascertain whether granting these Roles will cause a violation, then notify the designated approver of the request via email.

The notification message includes full information about the request, including the results of the SoD check (Pass or Fail).

It also includes links which the approver can use to accept or reject the request.

If accepted, UAM can then assign the Role automatically. Whatever the decision, the requestor receives notification via email.

UAM also enables you to provision a user very quickly by requesting all the Roles that are assigned to a different user.

Users can also request for Roles to be removed or expired.

Watch a short demo of User Admin Manager
here

Benefits

- Reduce the turnaround time for Role requests
- Eliminate paperwork
- Enable the Business to take ownership of User Provisioning:
  - They decide/approve Roles for their users
  - They control the timing
  - Stops the blame game if things go wrong
- Less work for technical IT staff
  - No need to be involved in Role requests
  - User set-up, maintenance and clean-up tasks take less effort and/or can be delegated
- Avoid unintended SoD conflicts
  - Less remediation work needed when your next audit approaches
  - Reduce the risk of fraud
- Easier to satisfy your auditors
  - Fully audited process in place
  - Provide proof that all provisioning activity is authorized
- Empowering the Business leads to a better relationship with IT.

Features

		From Status	Description	To Status	Description	Approve	Reject	Cancel	Assign (F95921)	SoD Check Required	Ticket Number Required	Comment Required
☐		1	Provisional	2	Pending Approval					Y		
☐		2	Pending Approval	3	Approved	Y				Y		
☐		2	Pending Approval	4	Assigned				Y			
☐		2	Pending Approval	9	Rejected		Y					
☐		3	Approved	4	Assigned				Y			
☐		7	Failed SoD Check	3	Approved	Y						
☐		7	Failed SoD Check	4	Assigned				Y			
☐		7	Failed SoD Check	9	Rejected		Y					
☐		R	Requested	2	Pending Approval					Y		Y
☐												

Records 1 - 10

Role Request Type REQUEST *New Role Relationship Request*

Configurable workflow

The User Provisioning workflow can be tailored to suit your company's processes and hierarchy. Using the screen above, you decide which steps to include in your User Provisioning workflow, as well as what happens at each stage.

Approvers

Role requests can be automatically routed to designated approvers. Approvers can be assigned to approve requests for specific users, for specific Roles, or for all Roles/users. For example, in companies where there are multiple accounts offices, requests for the AP Clerk Role can be routed to a different person depending on the requestor's location.

Proactive SoD checks

These are optional, and you can decide at which stage in the process they should be run. The check will test for SoD violations that would be caused by assigning the requested Roles in addition to the user's existing Roles.

You also specify what happens if the SoD check fails; i.e. the request can be automatically denied, or you may allow the approver to allow the request anyway.

You can manually request an SoD check at any stage. For example, if there is a delay between requesting the Role and approving it, you can re-run the SoD check in case the user has been granted any additional Roles in the meantime.

Email notifications

Notifications are automatically sent to approvers as soon as the Roles are requested, with full information, including the result of the SoD check (where used).

These messages also include links that the approvers can use to approve or reject the requests.

Requestors also receive email notifications to inform them of the request status.

Automatic Role Assignment (optional)

Once Roles have been approved, UAM can automatically assign them to the user, if you wish.

UAM can also be configured to automatically assign Role requests which pass an SoD check, without requiring approval.

Audit trail

All provisioning activity is logged with a date and time stamp, so you can see exactly who requested, approved and assigned what and when.

This provides evidence for internal enquiries or escalations in the event that incorrect Roles are assigned, or if people perceive that undue delays have occurred. It also provides evidence for auditors who are testing that Role assignments are authorized appropriately.

UAM can also keep an audit trail of all changes to SoD rules.

Attach notes

You can attach notes to Role requests, e.g. if you need to record external documentation associated with the request.

Ticket Numbers

If required, ticket numbers can be recorded on the Role requests. As part of configuring your process, you can specify that ticket numbers are mandatory at certain stages.

User/Role Administration Productivity Tools

UAM also provides utilities and reports which make administration tasks much easier, including:

- Create a new user from a single screen
- Reset password
- Enable/disable logins
- Grid update of user details
- Import users/Roles from a spreadsheet
- Terminate employees who have left
- Bulk Expire Roles
- And many other common clean-up tasks.

This saves your CNCs/system administrators a lot of time during projects such as implementations and acquisitions, as well as on routine housekeeping tasks.

To find out more or request a demo, email sales@qsoftware.com or visit www.qsoftware.com