04/12 Financials Focus Group Discussion Executive Summary

On April 12, 2024 Information Technology Solutions (ITS) initiated a focus group discussion with colleagues involved with financial systems at UCR to discuss their current experience with access management.

During the focus group discussion, ITS asked the participants a series of questions to uncover their thoughts about the current access management process. For your reference, some of the valuable insights ITS received regarding the access management user experience included:

- Users emphasized that the current access provisioning process is cumbersome. Provisioning access to employees who serve multiple departments or systems required provisioners to access each department or system individually.
- Deprovisioning appears fragmented as there are cases where deprovisioned users still have access to certain data from previous organizational units.
- There is a lack of consistency with role provisioning as you have to contact different departments and SAAs to gain approvals.
- Users expressed a desire to see role descriptions.
- Participants suggested using automatic role provisioning for certain roles.
- Since Concur and Oracle read workflows differently, such as routing approval, there are concerns if these workflows will be interpreted in the new system.
- Users suggested more comprehensive training on granting of roles, view access, and edit access so there is a common basic understanding of each process.

ITS would like to extend our gratitude to the participants of the focus group discussion. Your feedback will be carefully considered when processing improvements underway for UCR's access management.

04/26 SAA Focus Group Discussion Executive Summary

On April 26, 2024 Information Technology Solutions (ITS) initiated a focus group discussion with colleagues who are System Access Administrators (SAAs) at UCR to discuss their current experience with access management.

During the focus group discussion, ITS asked the participants a series of questions to uncover their thoughts about the current access management process. For your reference, some of the valuable insights ITS received regarding the SAA access management user experience included:

- SAAs expressed that the provisioning access is complicated. Granting access to employees who serve multiple departments or systems requires SAAs to access each department or system individually.
- There have been difficulties reconciling NetIDs to Employee IDs via names due to the introduction of Lived Name. Users would like the option to search by both NetIDs and Employee IDs in the new system.
- The current process to request new roles in EACS requires SAAs to utilize UCPath Governance, consult with Business Owners, and open an EACS ticket to incorporate the role in EACS. This process can be quite lengthy depending on the response time and resource availability.
- Participants suggested providing users who have PROD access in EACS to have TEST access in EACS as well. Some users lack this access and have to submit a ticket.
- Concerns with the current relationship between Identity Management and Banner. Banner is currently a Source of Authority for Identity Management but it needs to also be able to receive non-student identities from Identity Management.
- SAAs suggested being issued an Inquiry role to view roles in the PROD environment as some participants do not have SAA access in the PROD environment.

ITS would like to extend our gratitude to the participants of the focus group discussion. Your feedback will be carefully considered when processing improvements underway for UCR's access management.