

CIA Request Process

MAP for Review and Recommendation

Introduction

Access controls are a highly valued process for minimizing risk by documenting access to essential campus information resources. The Computerized Information Access Request (CIA Request) process is how the Campus Community gains access to indispensable information systems like PeopleSoft, Maxient, and Advance, and to technical systems like Vsphere. Often access controls create complexity especially when demand is high. A technological solution often sought to improve the process.

Details

In 2014 CSUSB purchased OnBase, document management system, to digitize and improve many paper processes. The CIA Request process manages access control requirements for 61 components by tying together MPP approval, Security Administrator authorizations, training requirements and implementation triggers. And that number is growing. In the 17 months since launching OnBase's CIA Request process over 1005 MPP approvals have occurred with 1082 unique requests fulfilled. In the past, efforts to facilitate a single access request took weeks whereas now requests are turned around in days. However, the current process has two Achilles heels: blank requests & forms with blank or incorrect MPPs. Other issues include unknowledgeable people tasked with asking for access with which they're unfamiliar. These issues break the digital process, waste people's time, and demand constant management to ensure a working process.

Challenges(s)

- Missing or inaccurate MPP information breaks the process and frustrates MPPs. (54% of documented issues). Maintenance of PeopleSoft data cannot keep up with personnel changes which feeds inaccurate information to OnBase.
- People filling out CIA Request don't know what they need, don't know the process (43% of phone calls) – either specifically or generally – provide minimal information on form causing Security Administrators to contact MPPs, Administrative Support and Requesters to accurately assess requester's need.
- Unintuitive form confuses requesters submit blank forms and break process. (37% of documented issues)
- Complex process. Multiple tasks should occur simultaneously: fill out CIA Request, fulfill training requirements and submission of additional paperwork such as new Signature Authorization and/or Master Pay Warrant Authorization forms for Payroll or ProCard application for Purchasing.

Alternatives

- Do nothing.
- Find a different solution.
- Change the way OnBase is currently manages the process.

Impact(s) if we do nothing

- MPPs waste time on incomplete or broken requests. (54% of issues)
- Users don't receive timely access often waiting until they're prompted on what to do next. Or they contact administrative support staff, Information Security Staff, ITS Training Services or Security Admins seeking guidance.
- Security Admins spend valuable time obtaining complete information from unknowledgeable requesters or their MPPs or administrative support staff.
- Increased workload of Information Security administrators who closely monitor and fix system issues, interact with requesters regarding CIA Request issues, assist MPPs with questions about broken forms (13% of phone calls), and answers questions about access requirements from requesters, MPPs and administrative support staff (43% of phone calls).

Recommendation

Move to delegated submission process where a select group creates CIA Requests and become the point of contact for those requests. This group would be either ASCs or AAS because as operational subject matter experts for they are the most familiar with position access needs, additional paperwork training requirements, accompanying the CIA Request process.

Budget Considerations

None

Assessment

ASCs and AAS are operational subject matter experts for unit(s) familiar with PeopleSoft and other access components as well as understand requirements for training and additional paperwork.

KPIs

Provide a minimum of two (2) key performance indicators (KPI) will best indicate project success:

- Decline in blank requests. 69 blank forms from Oct. - Feb. 2017.
- Decline in inaccurate or incomplete MPP information. 100 MPP issues from Oct. – Feb. 2017.
- Shorter time to complete a CIA Request.

Estimated Timeline

Start Date: Fall, 2017

Completion Date: ongoing

Departmental Resource Allocation

☐ ACBI ☐ ATI ☐ DOTS ☐ ECS ☒ ISET ☐ TNS ☐ PMO ☐ Web

Approval

☐ This project will require IT Governance review during the _____ monthly meeting.

Submitting MPP

Submittal Date

Approving MPP

Approval Date