Business-Driven Risk Analysis for a Seamless Experience

End to End User Access Review High Risk Application

REDUCING THE RISK & COMPLEXITY

More effective and meaningful Review governance processes



Improve Risk Awareness

Use Cases

- Display High Risk items / Violations Upfront
- Highlight Privileged Access
- Previous Access Removed is Back



Reduce Volume of Decision

Making

- Common Access Across My Users
- Recently Approved Items (30d)
- Unchanged Access from Last N Reviews

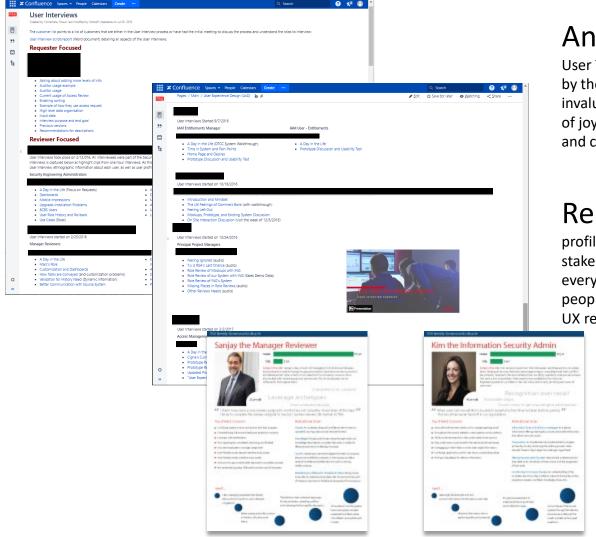


Outliers / Rogue Access

- Access that Others Don't Have
- Highlight Unauthorized Change
- Policy Violations

User Research Assets

Recordings from User Interview Sessions



Analysis: cutting User Interview and User Testing recordings into bite-sized chunks by theme for everyone to consume is invaluable. Finding recurring Issues and themes of joy and dissatisfaction is easier to convey and consume.

Reporting: A concise report of overall profiles leads to better understanding by stakeholders. Just like developing questions with everyone's input, easy to digest reporting puts people at ease and develops confidence in the UX recommendations and direction.



Process and What was Accomplished

3-pronged Ongoing Approach to UX engagement

- User Interviews/Usability Testing: 6 clients/companies
- Customer Experience Working Groups: Clients, internal Pre-Sales & Support
- RSA Link presence to create UX community interaction/engagement

Metrics: What was Learned from User Research

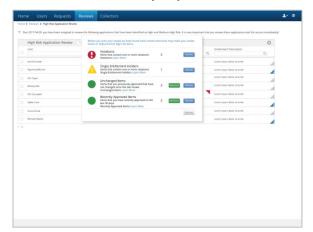
- Success through confidence
- Investigative Knowledge and Ability
- Reliable, clear system feedback

Metrics: What was learned from User Research

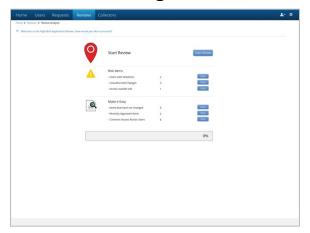
- Intuition is found through confident interaction.
- Revealing discrete elements of information while a task is pursued allows the achievement of goals (completion and moving on). The uber persona is a Sherlock Holmes type looking for clues, cues, and
 - > The removal of redundant elements
 - ➤ Elevating and combining detail in context
 - > A centralized call to action with refined context based on selection
 - ➤ Reliable feedback that can be built upon with analysis details and visualization rollups
 - > Enhancement to the experience and a scalable design

Analysis Possibilities Summary

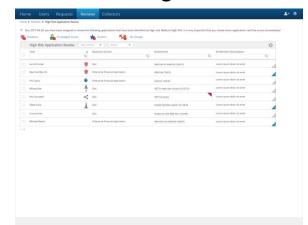
Popup



Page



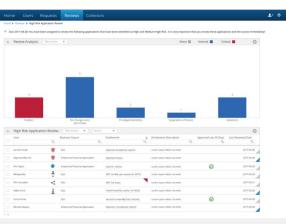
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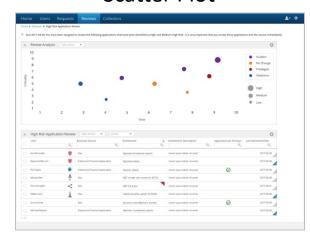
Bar (

- Which one do you like the most and why?
- Which one do you like the least and why?
- Are there alternatives or combinations of some or all of the five that you can think of?
- For the design you like the best, what about it resonates most with you? What was it you liked about it?

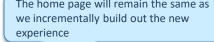
Bar Chart



Scatter Plot



The home page will remain the same as







♣ Users ▼



♣ Rules ▼

Reviews -











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First design focus is on User Access Reviews



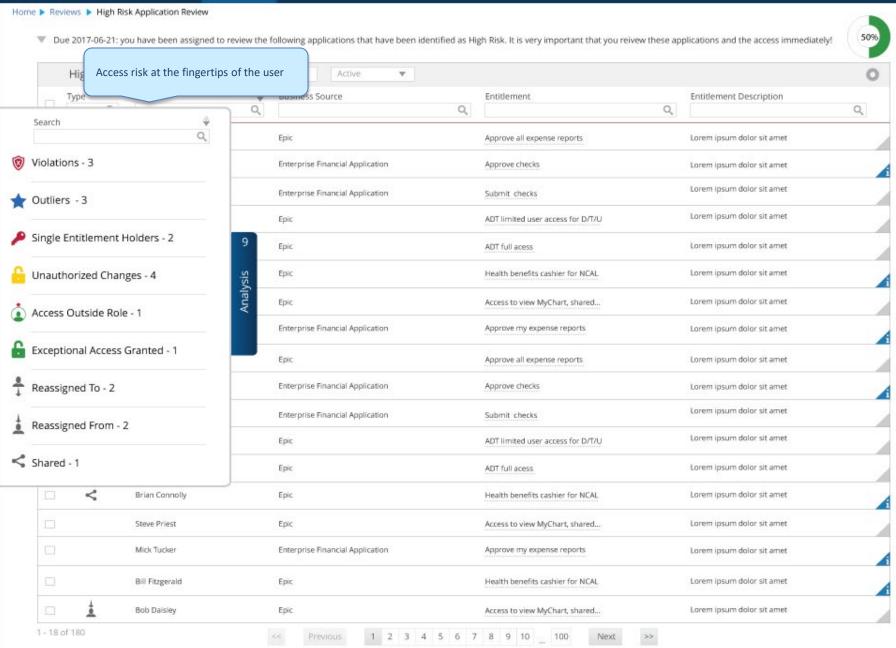
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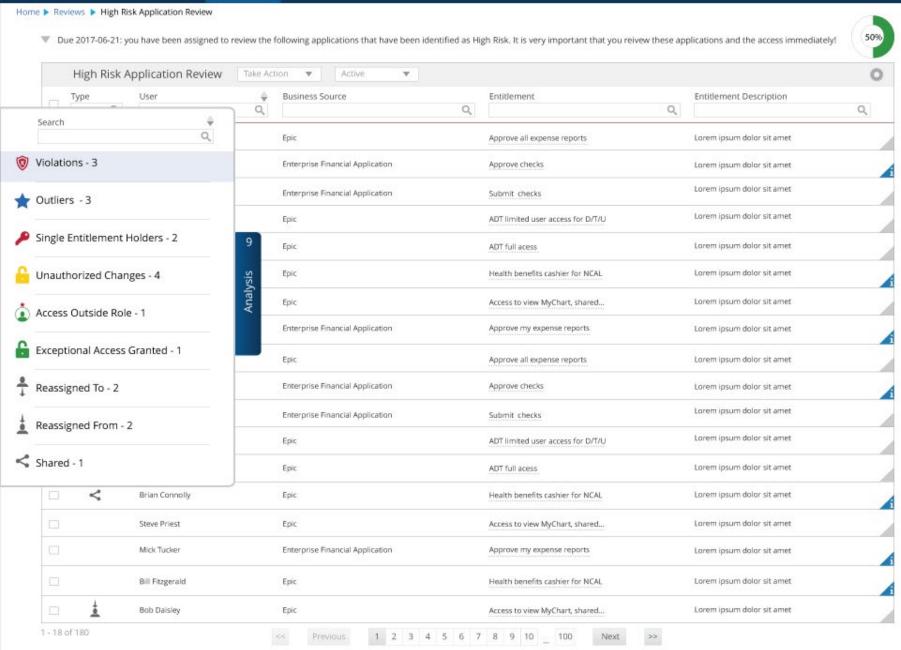
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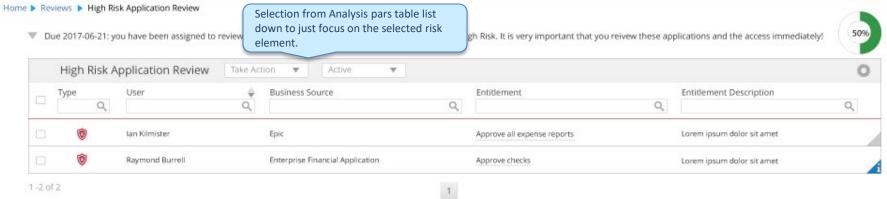


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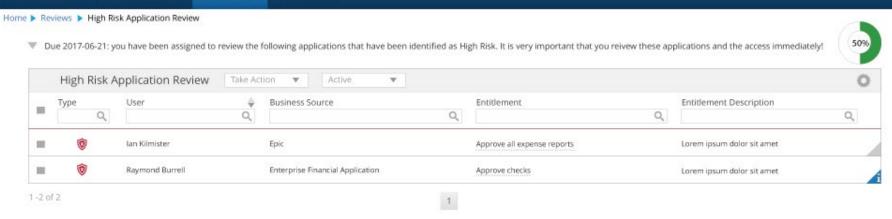




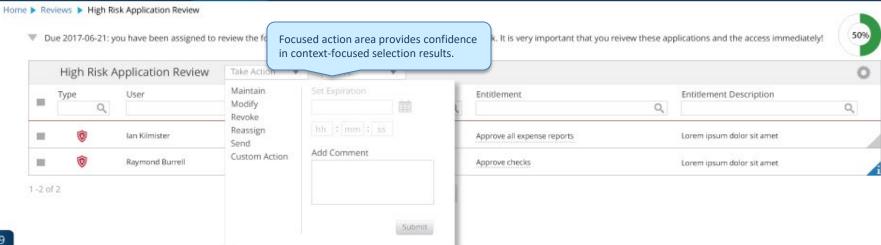


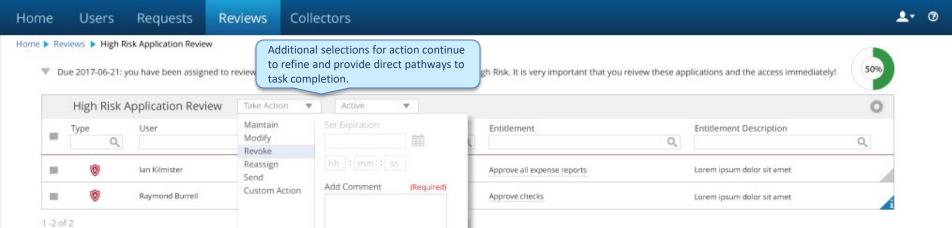






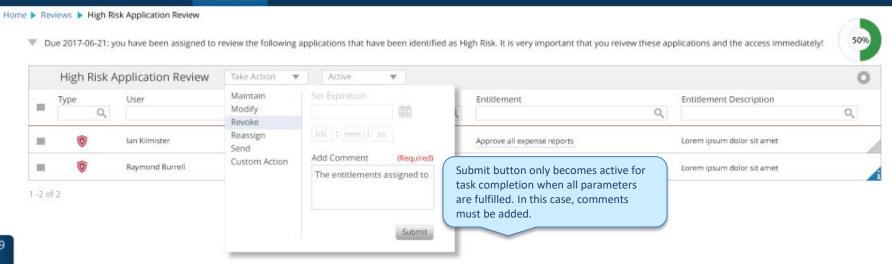






Submit





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Health benefits cashier for NCAL

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Analysis

Bill Fitzgerald

Bob Daisley

1 - 16 of 178

Epic

Epic

Previous

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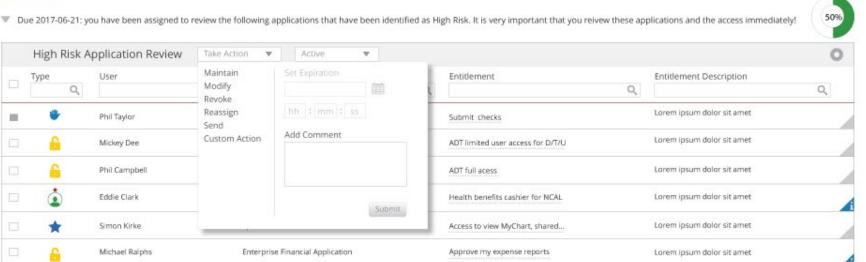
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Home ▶ Reviews ▶ High Risk Application Review



Epic Bill Bruford Approve all expense reports Lorem ipsum dolor sit amet Peter Banks Enterprise Financial Application Approve checks Lorem ipsum dolor sit amet

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Bill Fitzgerald Epic Health benefits cashier for NCAL Lorem ipsum dolor sit amet

Bob Daisley Epic Access to view MyChart, shared... Lorem ipsum dolor sit amet

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	High Risk A	pplication Review	Take Act	ion ▼ Active ▼				(
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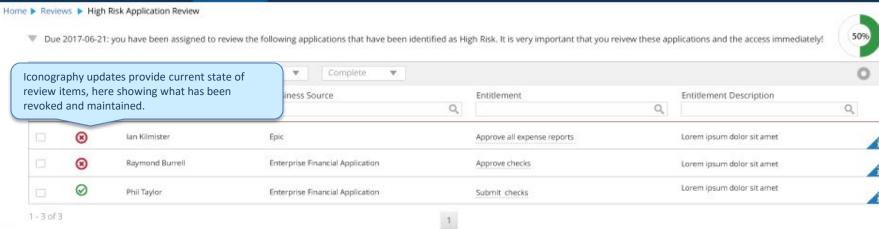
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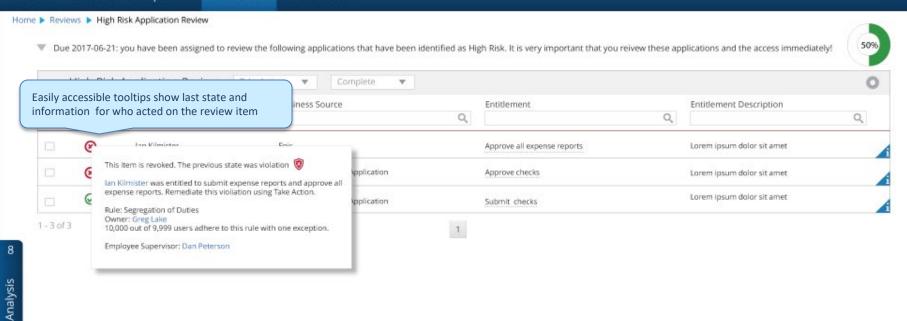
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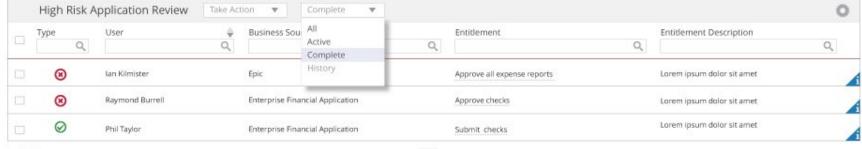
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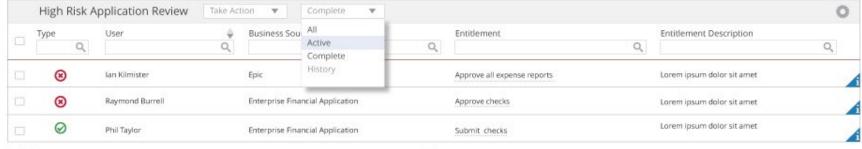
1-3 of 3

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Home ▶ Reviews ▶ High Risk Application Review

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1-3 of 3

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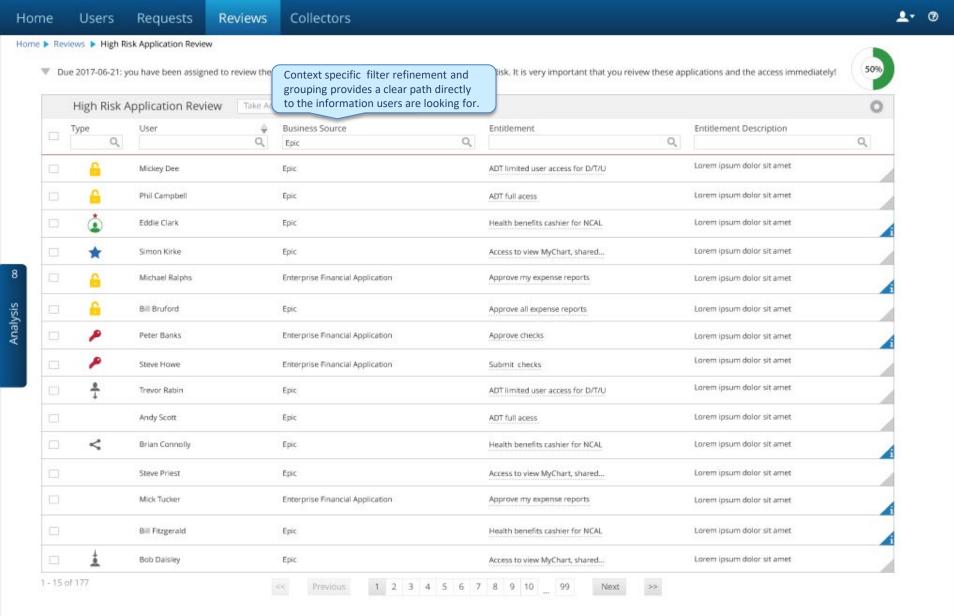
Collectors

Home ▶ Reviews ▶ High Risk Application Review

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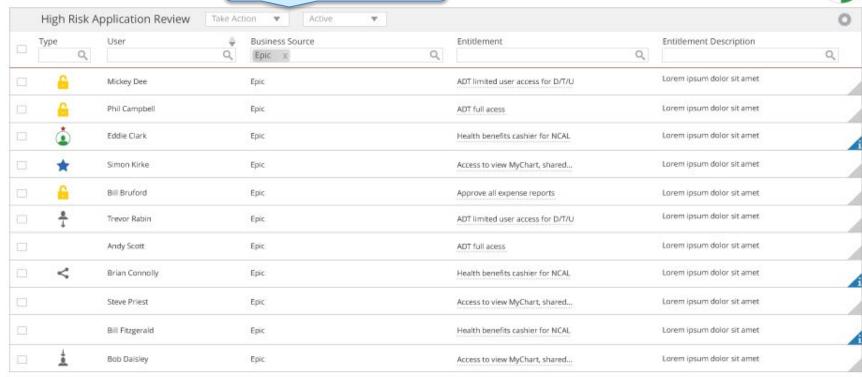


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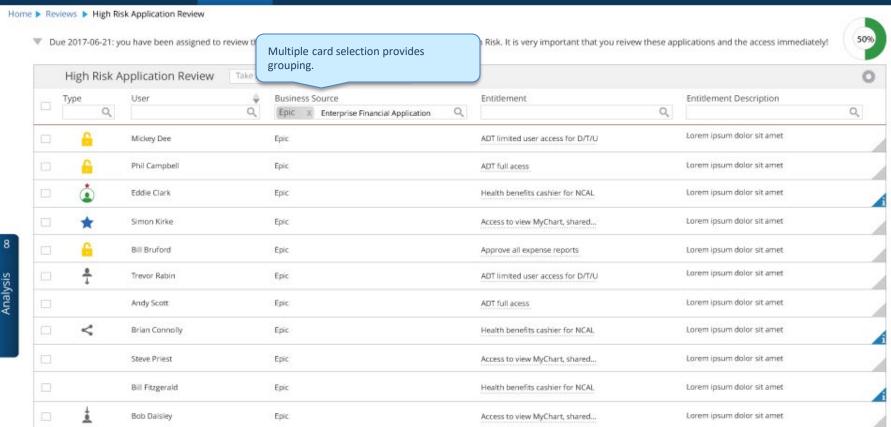
approach.

Due 2017-06-21: you have been assigned to review



Analysis

1-11 of 11



1-11 of 11

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	*	Bob Daisley		Epic	Access to view MyChart, shared	Lorem ipsum dolor sit amet
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		Mick Tucker		Enterprise Financial Application	Approve my expense reports	Lorem ipsum dolor sit amet

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50% d to so you the following applications that have been identified as High Risk. It is very important that you reivew these applications and the access immediately! Affecting other field filtering works in tandem with previous column filtering entries to refine investigation and ∇ expanded column grouping capability. Business Source Entitlement Entitlement Description Q Epic x Enterprise Financial Application x Q Q Q Q ntilers - 3 Lorem ipsum dolor sit amet Epic ADT limited user access for D/T/U Single Entitlement Holders - 2 Lorem ipsum dolor sit amet ADT full acess Epic Unauthorized Changes - 4 Access Outside Role - 1 Epic Health benefits cashier for NCAL Lorem ipsum dolor sit amet Exceptional Access Granted - 1 Access to view MyChart, shared... Lorem ipsum dolor sit amet Epic Reassigned To - 1 Epic Approve all expense reports Lorem ipsum dolor sit amet Reassigned From - 1 Lorem ipsum dolor sit amet Shared - 1 Epic ADT limited user access for D/T/U Andy Scott Lorem ipsum dolor sit amet Epic ADT full acess < Brian Connolly Health benefits cashier for NCAL Lorem ipsum dolor sit amet Epic Steve Priest Epic Access to view MyChart, shared... Lorem ipsum dolor sit amet Bill Fitzgerald Epic Health benefits cashier for NCAL Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Bob Daisley Epic Access to view MyChart, shared... Michael Ralphs Enterprise Financial Application Approve my expense reports Lorem ipsum dolor sit amet Peter Banks Enterprise Financial Application Approve checks Lorem ipsum dolor sit amet Lorem ipsum dolor sit amet Steve Howe Enterprise Financial Application Submit checks Mick Tucker Enterprise Financial Application Approve my expense reports Lorem ipsum dolor sit amet

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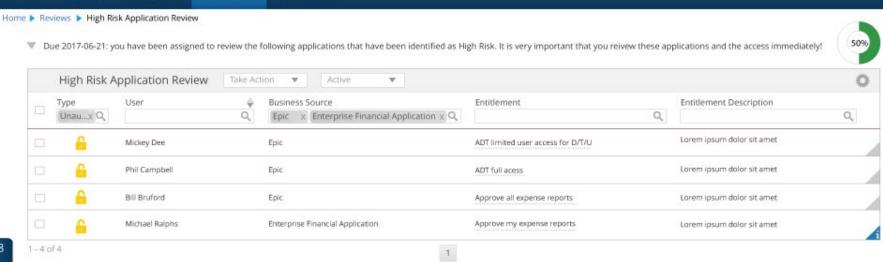
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Collectors

▼ Due 2017-06-21: you have been assigned to review the following applications that have been identified as High Risk, It is very important that you reivew these applications and the access immediately!



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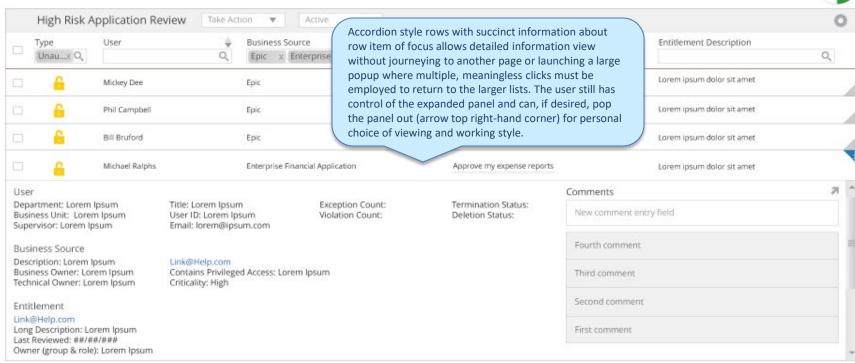
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Users

Due 2017-06-21: you have been assigned to review the following applications that have been identified as High Risk. It is very important that you reivew these applications and the access immediately!





Top takeaways from research sessions

- Better looking UI. Much more understandable. Fresher.
- Customers should be able to create their own analysis buckets.
- Customers should be able to refine their investigation in the UI and save sets.
- When are we going to see an actual UI?