1. Request Submitted
2. Data steward signoff
3. Service account creation (IDM)
4. Setup Service account in ESB (ADI)
5. Producer grants access – Hosted or In house applications
Current State

User Submits SOA Request Form

ADI Receives Request

Is new service account required?

Yes

ADI Request New Service Account

IDM Creates Service Account

IDM/ADI reassigns to Service Producer

Service Provider grants access to service acct & test connectivity

ADI works w/ user to connect to service via ESB

End Process

No

Requestor is required to fill Security form

Data steward or owner reviews request

Approved

Notify Requestor

Denied

Security team creates id

Inhouse or Hosted Applications

Timing of security Form and creation of profile within Producers System

- Based on Analysing Tickets
- Feedback for SES and ADEA
- There are inconsistencies in current state
User Submits SOA Request Form

Foot Prints Ticket created and Assigned to I&A team

Is it PeopleSoft System

Yes: I&A Team will provide “Service Account Name” and assign to Peoplesoft Security team

No: I&A team assigns ticket to the appropriate team

Producer team gets Data Steward approval

Yes: Data Steward Approved

No: Notify Requestor

Is it PeopleSoft System

Yes: Producer team gets Data Steward Approval

No: Notify Requestor to contact I&A team for API Keys

PeopleSoft Team add service account to PS Tables(DEV/TEST(QA) and PROD)

I&A team applies Approval in Apigee

Notify Requestor to contact I&A team for API Keys

Non-PeopleSoft producer System can also request for Service Account, if needed.
**Bottle necks /Pain points**

A. Before the User Submits a Request form, Could the requestor discuss the requirements with the Producer? A sense check
   - Does the request make sense?
   - Are they requesting the right services?

B. Multiple request forms or could the requestor submit one ticket for all the requests(i.e. One form per request or one form per Producing System)? – The I&A Team will now split the Footprints ticket to multiple Footprints tickets which are all linked(for ex: Send one ticket to HRITS and one ticket to SES).

   SOA request form: Can this be added to the form – “Do you already have an account?”

C. Who is going to be Monitoring the service account ids? Do we have any report?(ex: Can I&A Team provide a report of all the service accounts and who is accessing, how many times the service has been called?)

   One Service account per application or one application should have more than one service account? – One Service account per application.

D. Could there be more than one custodian(i.e. either different custodian for each service or more than one custodian for each service)? – Its up to the point of contact for footprints ticket(i.e. Rich, Jeff, Tyriece).

   Some of the Data Stewards don't have access to FP or unfamiliar with FP- Producer team's point of contact is responsible to coordinate with data Steward and get approvals in Footprints).