

Surtel Technologies

- Case Study -

All Door Open to All Door Closed using
Q-Software SEC-QureE1Config



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Solution Summary

Surtel implemented the Q-Software's SEC-QureE1Config software for a leading global marketer and manufacturer of consumer branded products for commercial and institutional users. The implementation involved replacing the old cumbersome All Door Open security model with All Door Closed security model for North American countries consisting of 600 users. This Case Study documents challenges faced in converting from All Door Open to All Door Closed security model and how Surtel helped the client overcome those challenges and get them closer to their goal of achieving SOX compliance.

Solution Profile

All Door Open: In this security model all users by default have access to every application and user access is limited by limiting applications on their menu and explicitly restricting access by each application.

All Door Close: In this security model users by default doesn't have access to any application and each user has to explicitly provided access to all the application they need.

Following were the major challenges and problems faced by the client:

- A major audit issue for client in All Door Open model was that there was no easy way to find which user has access to what applications as lot of applications can be accessed using Row and Form Exits from application on the menus.
- Converting from All Door Open to All Door Closed is difficult as all applications that are used to perform a task like entering a Sales Order need to be identified and security need to be provided for all of them.
- Manually converting from All Door Open to All Door Closed doesn't seem easy. It was not a difficult decision that some security software is required to assist in the task and the next challenge was to evaluate and find the right software.
- When ever security changes were made it was required to have a proactive way of knowing if any segregation of duties has been violated. No such functionality exists in the standard JD Edwards software.
- Client was supported by an offshore consulting company and knowledge need to be transitioned so there is no disruption in security support after moving to new model and using new security software.

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Surtel helped the client overcome the challenges and provide support in this very critical audit project.

- Research was done on the existing JD Edwards security software that was available in the market and help was provided to client to understand various pros and cons of each of the software to make the first important decision of selecting the correct software. We also assisted client in negotiating the software cost which helped reduce the project cost.
- We used our breadth of knowledge of various functional modules and technical expertise to implement the new software. Design was done keeping in mind re-use and ability to easily identify Segregation of Duties (SoD) violation. Various features of the software were used to find all associated applications required for performing a transaction like Sales Order entry.
- Training was provided to client on how to use various reports available in the software to easily obtain the audit details required by auditors.
- Helped client build the SoD rules and use the software features to have a proactive notification if a security change results in violation of SoD rules.
- To ease the transition process to Production support team detailed documentation was provided of the thought process used to implement the software having detailed instructions on how to build security using the new software. The documentation included details like naming conventions, process used to build field level Address Book security and so on.

Distinguishing Feature

Surtel successfully implemented the new software and met all the requirements set by the client. The project not only helped the client create a tight and reliable security system but also reduced the operational cost by reducing the security building and maintenance time. The following cost savings & time-effort reductions were realized by the client:

- Analysis and preparation of SoD rules: 70% reduction
- Inputting security parameters: 90% reduction
- Correcting security before going live: 95% reduction
- Overall implementation in comparison to doing it manually: 80%
- Time taken to create a new group: 95% reduction
- Overall ongoing maintenance: 90%

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