LTIMindtree

Optimizing User Access: 83% Efficiency Gains by Leading US Oil and Gas Major

Digital and Mobile-Enabled Solution Ensures Security and Audit Compliance

About the Client

The client is an American multinational energy corporation predominantly specializing in oil and gas that combines upstream, midstream, downstream together. Within oil and gas, the client is vertically integrated and is involved in hydrocarbon exploration, production, refining, marketing and transport, chemicals manufacturing and sales, and power generation.

Existing User Scenario
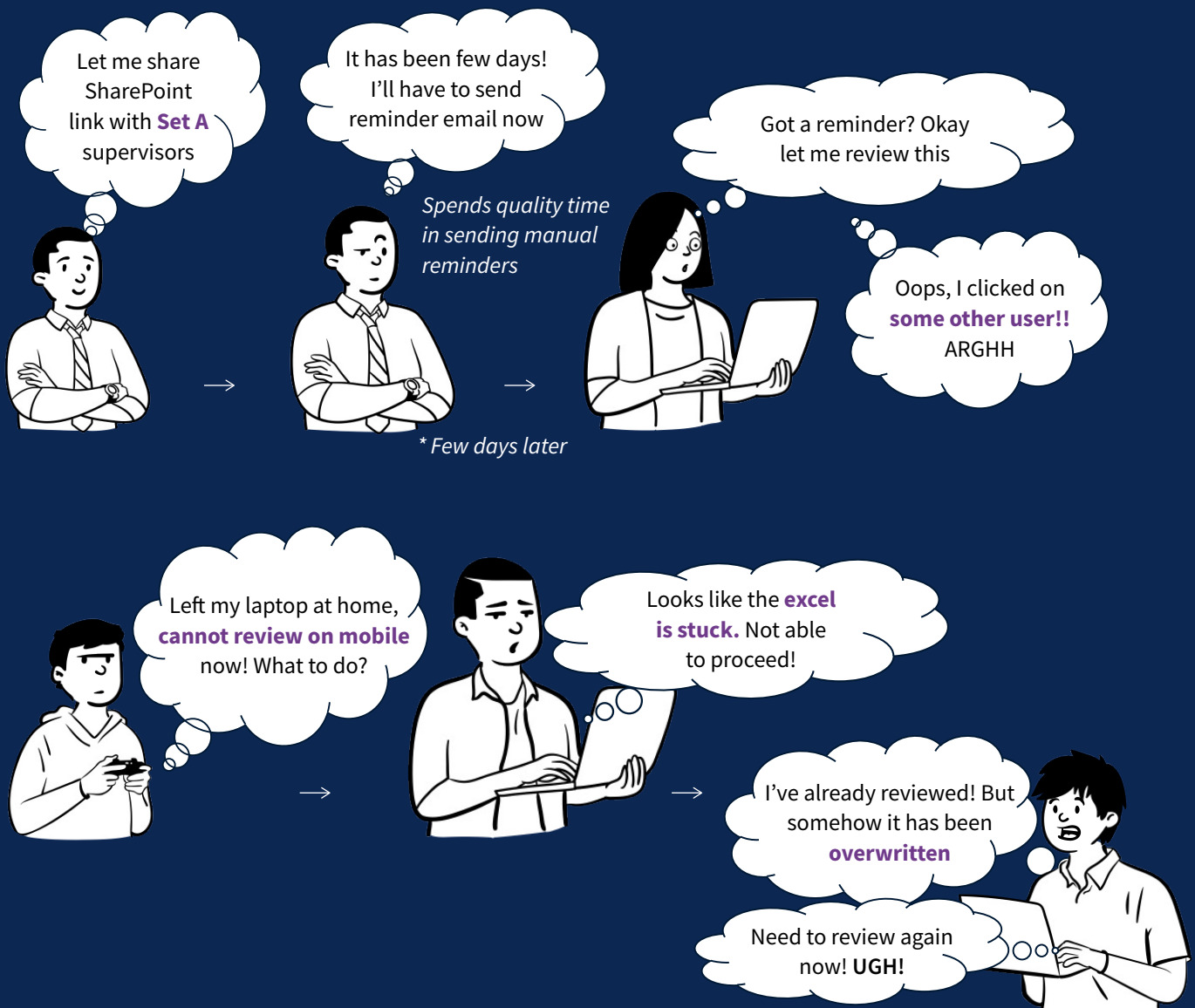
Challenges

- The existing review processes, being business critical, were siloed, and modernizing the features appeared complex.

- Identified the lack of key user groups in the journey: control performer, supervisor, and information steward.

- The existing manual approach was quite tedious, leading to efficiency and productivity loss.

- The current solution was not scalable to multiple platforms and was prone to data loss, which resulted in increased manual work and documentation using MS Excel and SharePoint.

- Lack of mobile compatibility led to poor user experiences.

The client wanted to move away from the manual, error-prone methods and automate these processes to enhance efficiency, availability, and scalability.
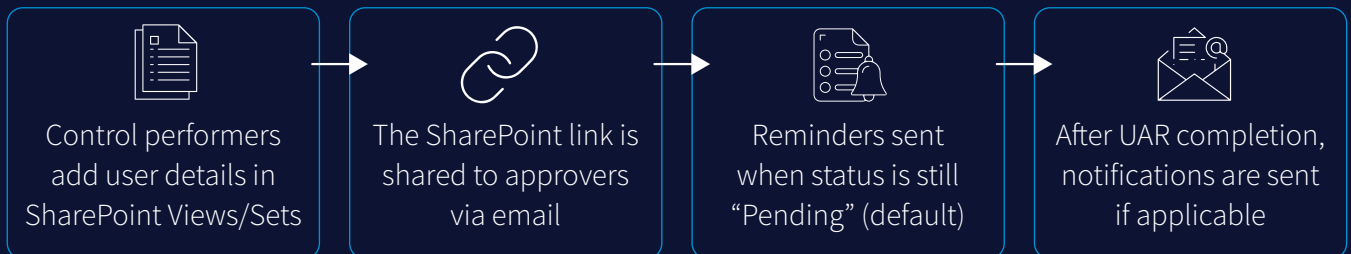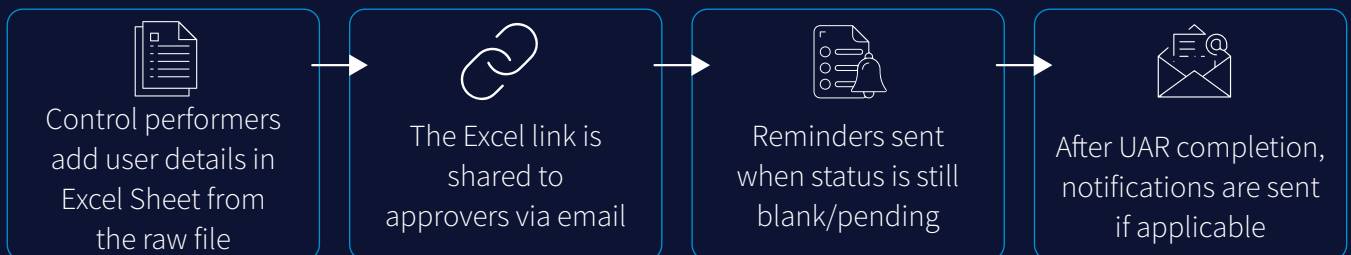
Customer Pain Points

Supports limited users

Manual email reminders

Prone to data loss

No mobile compatibility

Productivity and efficiency

No data integrity

Poor experience

SharePoint

The existing manual user review process, primarily handled through SharePoint and Excel spreadsheets –

Control performers add user details in SharePoint Views/Sets	→ The SharePoint link is shared to approvers via email	→ Reminders sent when status is still "Pending" (default)	→ After UAR completion, notifications are sent if applicable

MS Excel

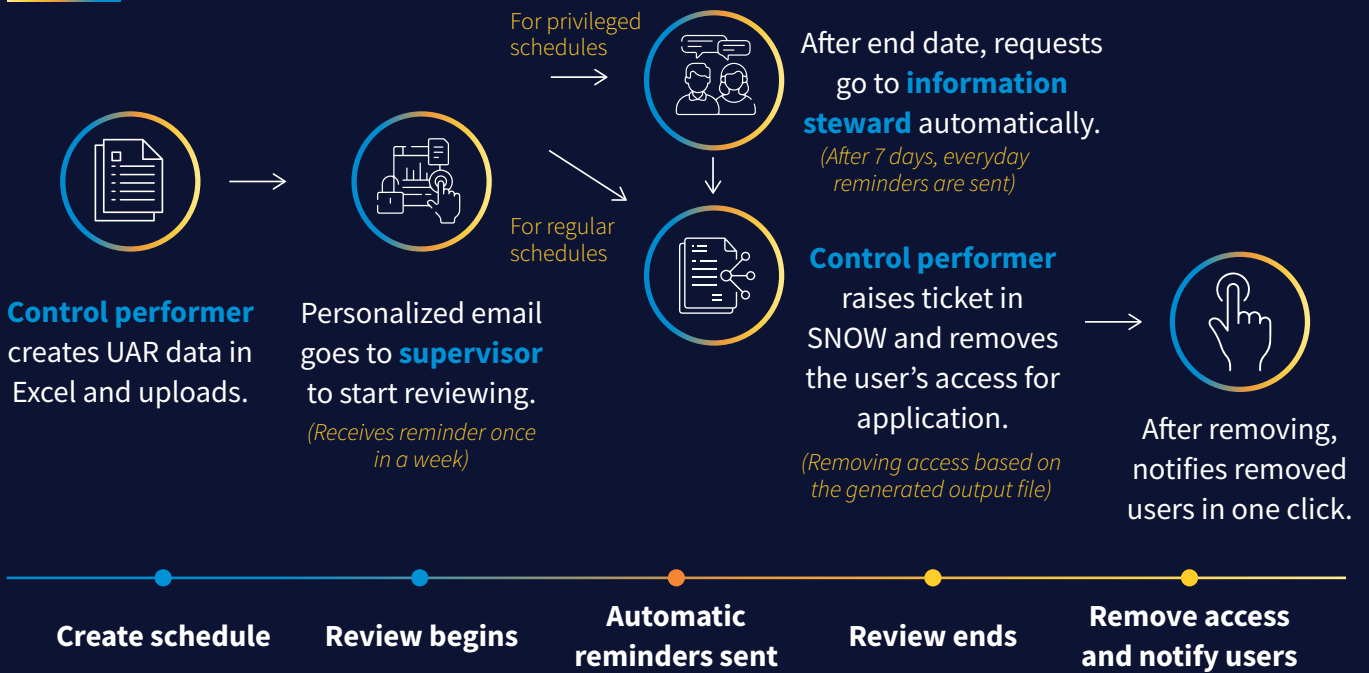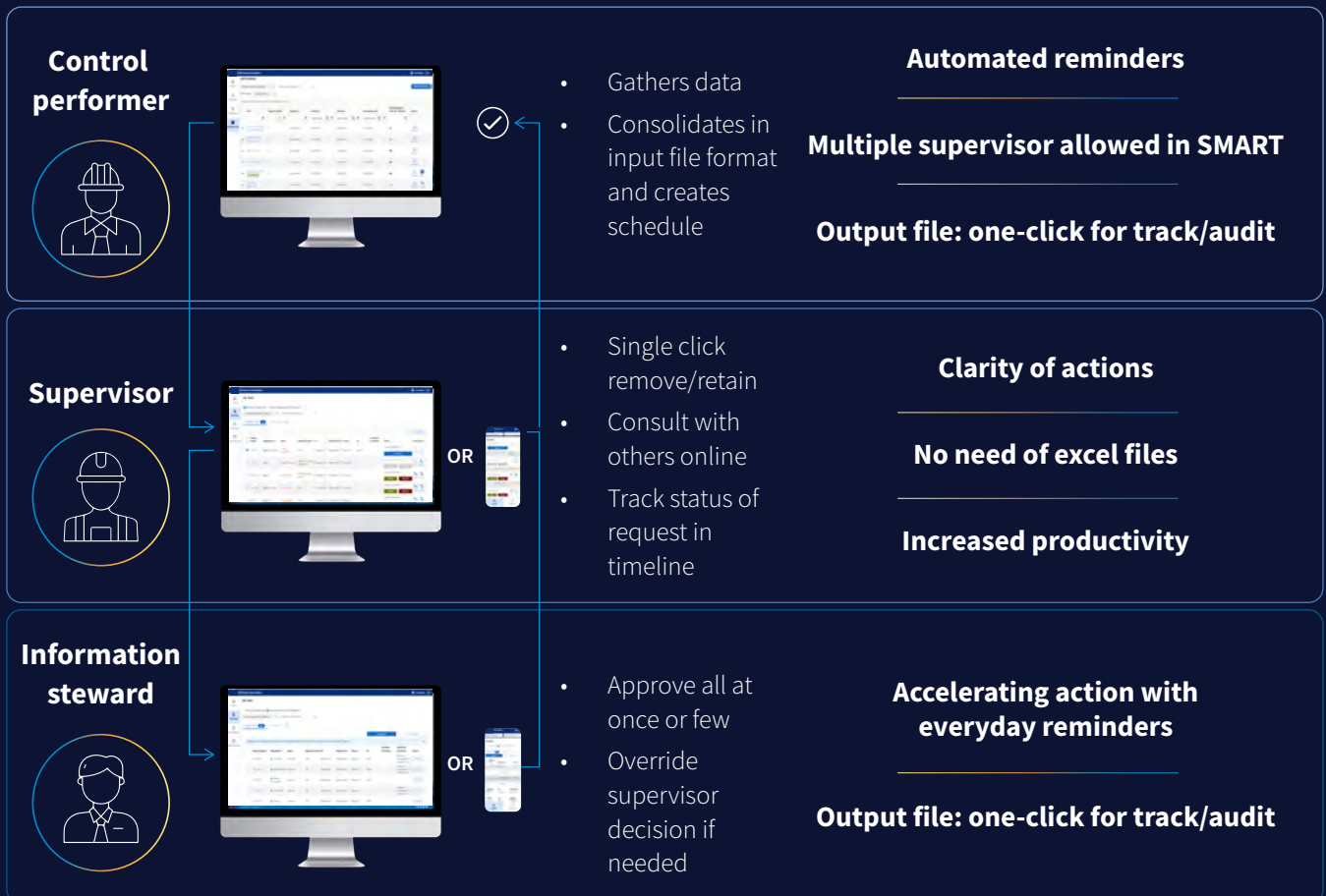|			
Control performers add user details in Excel Sheet from the raw file	→ The Excel link is shared to approvers via email	→ Reminders sent when status is still blank/pending	→ After UAR completion, notifications are sent if applicable

Solution Highlights

- Engaged as a consulting and engineering partner with the client.

- Introduced a digitalized User Access Review solution for regular and privileged users.

- **Solution development steps:**

  ◦ Conducted a discovery workshop to identify user journeys and pain points of key stakeholders.

  ◦ Created and hosted multiple Azure functions to improve backend efficiency and performance, including:

    ▪ Process schedule function

    ▪ Email functions for supervisors and InfoStewards

    ▪ Update user type function

    ▪ Retry failed emails function

    ▪ Weekly reminder emails function

    ▪ Schedule reports

  ◦ Modernized the platform with:

    ▪ Async workflow management

    ▪ Search filters with collapsed view

    ▪ Overlay pop-ups for specific actions

    ▪ Automation of complex tasks

- **Positive outcomes:**

  ◦ Received positive feedback from users and the product owner.

  ◦ Achieved a review completion rate of 98.74% (previously rate was 96%).

  ◦ Improved completion rate reduced access-related issues and work disruptions for users.

- Solution can be used as a plug and play across industries where IT/Audit application compliance requires access reviews to be tracked and monitored.

The information flow for the digitized user access review solution

Control performer creates UAR data in Excel and uploads.

Personalized email goes to **supervisor** to start reviewing.
(Receives reminder once in a week)

For privileged schedules

For regular schedules

After end date, requests go to **information steward** automatically.
(After 7 days, everyday reminders are sent)

Control performer raises ticket in SNOW and removes the user's access for application.
(Removing access based on the generated output file)

After removing, notifies removed users in one click.

Create schedule → **Review begins** → **Automatic reminders sent** → **Review ends** → **Remove access and notify users**

Bring the user journey before the information flow

Control performer
- Gathers data
- Consolidates in input file format and creates schedule

Automated reminders

Multiple supervisor allowed in SMART

Output file: one-click for track/audit

Supervisor
- Single click remove/retain
- Consult with others online
- Track status of request in timeline

OR

Clarity of actions

No need of excel files

Increased productivity

Information steward
- Approve all at once or few
- Override supervisor decision if needed

OR

Accelerating action with everyday reminders

Output file: one-click for track/audit

Business Benefits

Review completion rate of 99% (increase of 3%)

Efforts savings of 83% for each review/response action

Seamless audit compliance – 0 data loss, 0 integrity issues

6 minutes processing time for ~25K records

Enhanced user experience and mobile-enabled – moving from manual to digital process