

Bravura Security Fabric Implementation: Configure Escalation

Hitachi ID Bravura Security Fabric can automatically escalate requests to delegates, using the OrgChart and/or user classes.

Terminology

The following terms are introduced in this unit:

Delegate or **new authorizer** (n) The person to whom another person's responsibilities have been delegated or escalated.

(v) The act of manually transferring workflow responsibilities to someone else.

Primary or **old authorizer** The person who initially held a responsibility that is delegated or escalated to another person.

Delegation manager A person who can delegate other user's responsibilities.

Escalate The automated process that causes your responsibilities on a specific request to be transferred to someone else. This is caused through inaction on a given request.

Sub-delegation The act of further delegating an already delegated responsibility.

1 Requirement

In order for requests to be approved in a timely manner, they need to be escalated to the original authorizer's manager if the original authorizer cannot respond in time.

2 Solution

If an assigned authorizer does not respond to a request in time, *Hitachi ID Bravura Security Fabric* can escalate the request to other authorizers. An authorizer who initially holds a responsibility is known as the *primary*. An authorizer who acts on behalf of another is known as a *delegate*.

Bravura Security Fabric includes a built-in program, escorgchart.pss, that uses the authorizer's calculated level in the OrgChart to escalate a request to the next authorizer in the reporting chain. See Implementing Organization Chart Management for information about importing OrgChart data. You can also write a custom plugin to escalate requests using other sources. See Delegation and Escalation in the Bravura Security Fabric Reference Manual for details.

Bravura Security Fabric can also utilize user classes to determine how to escalate a request. You can configure user classes instead of, or in conjunction with, an escalation plugin. If both are used, the user class point runs first, and passes a short-list of delegates to the plugin, which determines the final delegates to return. See User classes in the Bravura Security Fabric Documentation for more information about configuring user classes.

Following is an example of how an escalation might proceed using the plugin, based on Figure 1:

- 1. Marc LeBlanc submits a request that requires authorization from Kathy Richardson.
- 2. Kathy is notified that she needs to review the request.
- 3. Kathy does not act within the set 3-day time period.
- 4. The escalation plugin escalates the request to Susanne Kober.
- 5. Susanne is notified that a request has been escalated to her.
- 6. Susanne does not act within the set 3-day time period.
- 7. The escalation plugin escalates the request to Doug Brost.
- 8. Doug is notified that a request has been escalated to him.
- 9. Doug logs into *Bravura Security Fabric*, and chooses to review the request originally assigned to Kathy.

Doug Brost, the *delegate*, is granted the same access rights as Kathy Richardson *for the relevant request*. For example, if Kathy is normally the authorizer for new account requests, the **Authorize requests** option appears on Doug's main menu until he has acted on the escalated request. In other words Doug reviews the request as if he *is* Kathy. When a delegate authorizer views a list of pending requests, a drop-down list appears at the top of the page so that they can choose who they want to act as.

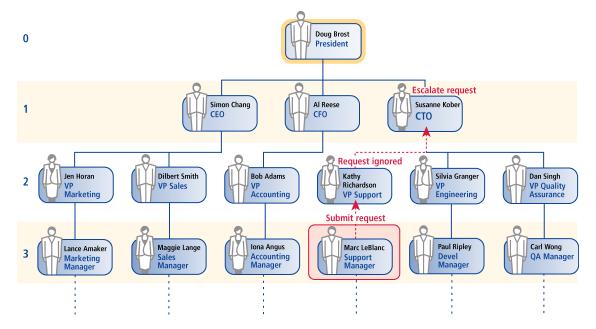


Figure 1: OrgChart escalation

If a delegate authorizer was already assigned to a delegated request, they must act on their own behalf as well as for a *primary* authorizer (the authorizer who initially did not act on time). For example, based on Figure 1:

- Marc LeBlanc submits a request that requires authorization from Kathy Richardson and Susanne Kober.
- 2. Kathy and Susanne are notified that they need to review the request.
- 3. Susanne logs into Bravura Security Fabric and approves the request.
- 4. Kathy does not act within the set 3-day time period.
- 5. The escalation plugin escalates the request to Susanne.
- 6. Susanne is notified that a request has been escalated to her.
- 7. Susanne logs into *Bravura Security Fabric*, and chooses to review the request originally assigned to Kathy.

Susanne can modify, or even deny the request (for a business reason for example) on Kathy's behalf, even though Susanne has already approved the request on her own behalf.

Note:

If a primary requests a delegation, and the potential delegate does not respond in time, the delegation request is escalated to the primary's superior. In effect the primary's manager becomes the delegate.

When a delegation is in place, and a delegate authorizer does not respond to a request on time, the workflow request is escalated to both the primary's manager and the delegate's manager.

Escalating requests immediately when authorizers are assigned

You can use a *first chance escalation* plugin to determine whether a request should be escalated at the time an authorizer is first assigned to a request. If, for example, the authorizer is away, *Hitachi ID Bravura Security Fabric* can then run the escalation plugin to determine to whom the request should be escalated. The most common way of determining that an authorizer is away is to check the out-of-office status of the mail account of the authorizer.

Bravura Security Fabric can also utilize user classes with this plugin point, so that if an authorizer is included in a defined user class, the request is automatically escalated.

The executable plugin-fce-exchange is a shipped first chance escalation plugin. For more information on this plugin, or to learn how write custom escalation plugins, see Escalation plugins in the Reference Manual.

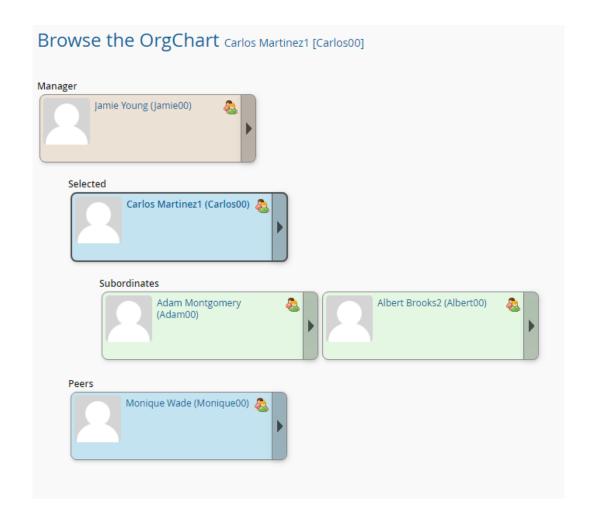
3 Use case: Escalation

This use case shows you how to configure escalation to occur 10 seconds after a request is issued if the original authorizer has not responded. The **escorgchart.pss** plugin will use the OrgChart to escalate to the original authorizer's direct manager. You will then submit a request to see the effect of the configuration.

Requirements

This use case assumes that:

- Hitachi ID Bravura Pattern: Workforce Edition is installed.
- There is an Active Directory target system set up as a source of profiles.
- The Active Directory target is configured to create the OrgChart based on the manager attribute.
- User Adam is the manager of the IT-DB-READWRITE group.
- The OrgChart looks something like the following:

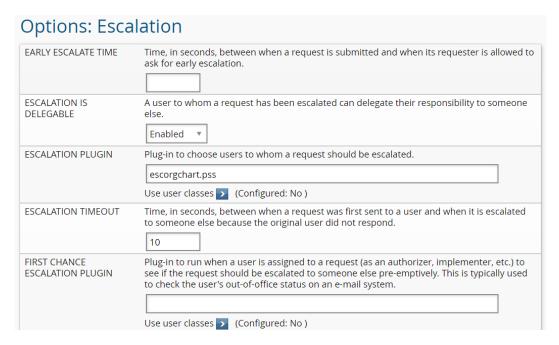


Configure escalation

To configure *Hitachi ID Bravura Security Fabric* to use escalation:

- 1. Log in to Bravura Security Fabric as superuser.
- 2. Click Manage the system \rightarrow Workflow \rightarrow Options \rightarrow Escalation.
- 3. Enter the following values:

ESCALATION PLUGIN escorgchart.pss **ESCALATION TIMEOUT** 10



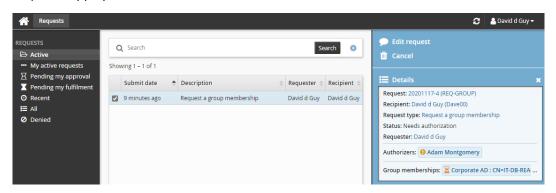
4. Click Update.

You have now configured escalation.

Issue a request

As an end user, issue a request to join the IT-DB-READWRITE group, which must be approved by the group's manager:

- 1. Log in to Bravura Security Fabric as David.
- 2. Click View and update profile in the My profile section.
- 3. Click **Change group membership** near the bottom of the page.
- 4. Search for and check the box for the IT-DB-READWRITE group.
- 5. Click Submit.
- Click the link: View request. The Requests app opens.

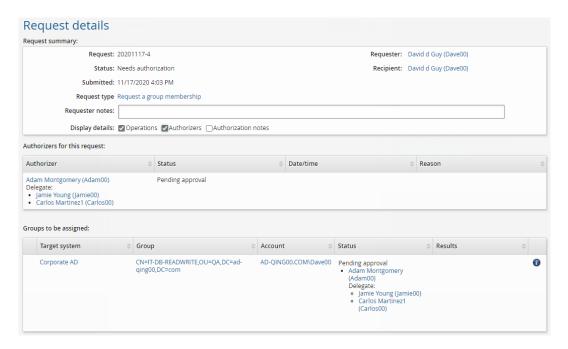


Hitachi ID Bravura Security Fabric has issued the request and is waiting on approval from Adam.

- 7. Wait 10 seconds.
- 8. Click on the request ID in the Actions panel to open the details of the request and review the authorizers.

Ensure the **Authorizers** checkbox is selected in the **Display details** section.

You should see that every 10 seconds Adam's authorization is delegated further and further up the management chain in the order Carlos, Jamie

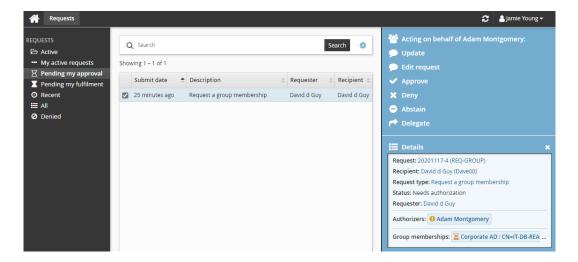


Open the Mail folder in the <Program Files path>\Hitachi ID\IDM Suite\Logs\<instance>\ directory.
 You should see email files containing messages sent to the end user and Adam when the request was issued, and messages sent to Carlos and Jamie when the request was escalated every ten seconds after.

Act as a delegate

Open a new tab and as Jamie, approve the request on behalf of the group's manager:

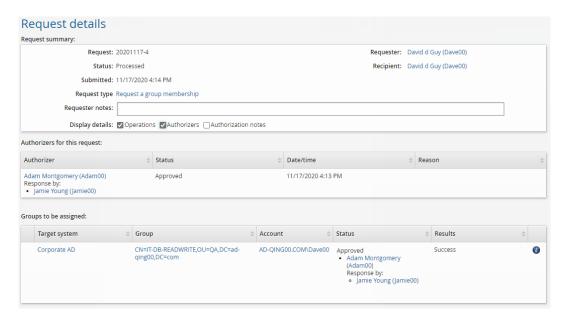
- 1. Log in to Bravura Security Fabric as Jamie.
- 2. Click the link: There are 1 request(s) awaiting your approval as a delegate.
- Select the checkbox for the request.



4. Click Approve.

Confirm the action by clicking **Approve** again.

- 5. Return to the browser tab where David is logged in.



Update escalation timeout

Now that you have seen how escalation works, set the escalation timeout to a more realistic value:

- 1. Log in to Bravura Security Fabric as superuser.
- 2. Click Manage the system \rightarrow Workflow \rightarrow Options \rightarrow Escalation.

Bravura Security Fabric 12.2.4 Implementation: Configure Escalation

- 3. Change the **ESCALATION TIMEOUT** to 3600.
- 4. Click Update.

See also:

• For more detail on setting up escalation and delegation, see the Bravura Security Fabric Documentation.