

Knowledge Transfer

Session 1

Core Access Assurance Suite Overview

The **Core Access Assurance Suite** is a centralized system for managing access security across various platforms. It includes the following components:

Suite Components

- **Profile and Password Courier**
 - **Direct!**
 - **Compliance Courier**
 - **Transparent Sync**
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1. Profile and Password Courier

This component is responsible for synchronizing passwords across multiple systems to ensure seamless access. The systems involved include:

- **LDAP**
 - **NETASPX (Lawson LDAP)**
 - Primarily used for finance-related access.
 - If password synchronization fails for NETASPX, users will be unable to log in to Lawson.
 - **AS400**
 - Mainframe system used by Dollar Tree.
 - Managed by HRS and manages merchandising, and finance data.
 - **Windows (Dollar Tree Active Directory)**
 - **FD_AD** – Family Dollar Active Directory
 - **FDS_AD** – Family Dollar Stores Active Directory
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2. Core UBT Setup

Once the user changed the password it will synchronize in all of the targets.

Using the **UID**, we can identify user roles:

- **DM** – District Managers
- **SM** – Store Managers

The **Core Setup** is used to verify whether users have the correct access targets. If not, targets can be added manually or via **AUP (Automatic User Provisioning)**.

3. Core Security Profile Setup

When handling access-related tickets, there are two main approaches:

Password Reset Scenarios

1. **Provide Self-Service Link**
 - Share the Microsoft password reset link with the contractor.
2. **Manual Ticket Assignment**
 - Change the configuration item to **Active Directory**.
 - Set:
 - **Category:** Access
 - **Subcategory:** Password Reset
 - The ticket will then be assigned to **Access Control FD**.

4. Troubleshooting User Profiles

If no profile appears when entering a user ID:

- The ticket should be routed to **Workday Support** via **ServiceNow**.
- The flow typically follows:
Workday (Base Support) → AS400 → Multiple Support Teams

Important Notes

- If Workday has no records or contains incorrect information, changes made in other systems will not be effective.
 - If both the **username** and **SSN** are incorrect, the issue must be escalated to **Workday Support**.
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