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|  | | **21303 – Production Support (PBM/Specialty) – Access Management Walkthrough**  **Date: 06/28/2021**  **Physical Location: WebEx** | | | |
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| **Attendees** | | | | | |
| **Customer** | | | **Internal Audit Department** | | |
| Srinivas Bandapalli, Director, PBM IT Client Implementation & Development  Michael O’Neill, Director, IT Systems, Adjudication  Biven Patel, Senior Analytics Consultant, Data Analytics Operations  Ganesh Gouthamchand, Director IT Systems, PBM IT Client  Mark Logo, Advisor, IT Systems, CMS Service Delivery  Konrad Wisniewski, Data Analytics Consultant | | | Ronald Roy, Director, IT Internal Audit  Sol Vazquez, Manager, IT Internal Audit  Eric Mata, Advisor, IT Internal Audit  Nicolas Lombardo, Senior Consultant, IT Internal Audit  Daniel Rodrigues, Senior Consultant, IT Internal Audit  Seun Mafi, Senior Consultant, IT Internal Audit  Daniel Benner, Senior Consultant, IT Internal Audit  Anurag Rajagopal, Intern Associate, IT Internal Audit | | |
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| **Business Unit** | PBM/Specialty Production Support | | | | |
| **Process** | Access Management | | | | |
| **Process Owner(s)** | Srinivas Bandapalli, Director, PBM IT | | | | |
| **Policies and Procedures** | -- | | | | |

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| **Purpose of the process walkthroughs** |
| The purpose of this walkthrough is to get a complete understanding of the User Access Management process completed by the PBM/Specialty Production Support team as well as identify all systems used, reports used / generated. We will also determine the roles and responsibilities of Cognizant within this process |

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| **Roles & Responsibilities of the Personnel involved in the process** | |
| **Role** | **Responsibilities** |
| Srinivas Bandapalli, IT Director | Oversees the PBM/Specialty Production Support Team and manages the Cognizant Relationship |

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| **Supporting Systems** | |
| **System Name** | **System Description** |
| SNOW | The tool used by Business users to submit access ticket request. |
| ServiceNow | Ticketing Application used for production support requests. |
| Citrix | The tool used by offshore personnel to tie into the CVS platform |

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| **Process Walkthrough** |
| **Process for New Cognizant Employee Gaining Access**  New Cognizant User go through MyIT. An ID gets created for the individual. There are several different ways this process gets fulfilled which include using Team Track or form based. For Form based request, IT001 form word document is sent to manager for approval and manager then sends to the IAM (Identity Access Management) to provision access. MyIT, system automatically routes requests to go through manager or the system’s appropriate provisioning team where resources will be supporting application. There are two levels of approval for each user access request submitted. The Access management team which consist of the IT provisioning team handle the requests, then the request is pushed unto the Steward standpoint for a second approval. The application access request approval goes to Srinivas’s team for Cognizant employees, and the steward approval goes to the application owner. If any clarification is needed from Steward, they will reach out to IAM team. Rarely do further clarification go back to the resource manager. The request will indicate if the resource is contractor or not or if they are onshore or offshore. Every 6 months, per enterprise policy, a Periodic Access Review (PAR) is carried out by the Enterprise team. There are about 8 individuals who manage real approvals. Roughly about 25 offshore individuals do automation scripting and they only work in lower level environment and do not have access to the production environment.  The enterprise team has access to the SNOW system (tool used by business users to submit access ticket request) given it is application specific. A ticketing module is implemented whereby business users can submit ticket in snow. The PBM/Specialty team provide resource access to SNOW. Application contain corresponding SNOW groups within SNOW system and the resource would need to acknowledge ticket within established SLAs. It was noted that there is no distinction between user access for Tier 1,2 and 3; however, how far an individual can go into the application to figure out what is going on usually depends on the tier ticket.  **Deprovisioning Process**  Deactivation process is very similar to provisioning process where a MyIT request is submitted. Any resource changes automatically trigger and resource changes automatically trigger this. Resource changes are discussed in the change management council. Cognizant gets notified immediately when an employee is either retiring, moving or terminating a role. The Periodic Access Review (PAR) also occurs to make sure individual’s level of access corresponds with their job role and responsibility. There is a change council maintained within Prod Support Team. When an individual’s access is terminated, they are requested to submit CVS owned Laptop, phones, badges and other devices used while they functioned in the role. MyIT has a 3 day deprovisioning process for terminated user access. There are no SLAs on deprovisioning. There may be some language in the Master Service Agreement specific to deprovisioning. Offshore personnel ties into CVS platform through Citrix. |