CHC Outage (TO-1174)

↳ **[TO-1267] Offboarding Automation Task for Tech Ops Vendors** Created: 26/Apr/24 Updated: 07/May/24

Status:	TICKET RESOLVED
Project:	Technology Operations Board
Components:	None
Fix versions:	None
Parent:	CHC Outage

Type:	Sub-task	**Priority:**	Low
Reporter:	Jasmine Sekhon	**Assignee:**	Solounge Bowen
Resolution:	Unresolved	**Votes:**	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Issue links:	**Blocks**			
	blocks	TO-508	SOP- Offboarding Users from Applications	TICKET RESOLVED
	is blocked by	TO-1407	Offboarding Access Check for TEST TES...	TICKET RESOLVED
Vendor / Issue Type:	Audit, Maintenance			
Key Performance Indicator:	Completion and accuracy of records			

Description

Background:

- The recent CHC outage and the provided user list highlighted a significant issue: many users are not being properly offboarded for Tech Ops third-party vendors.
- Rather than relying on end-of-year audits, there's a critical need to tighten the offboarding process and remove users in real-time to enhance security and compliance.
- Additionally, follow-up discussions with Amanda McKeen are necessary to document which applications are being offboarded in Lumos and explore integration possibilities for our apps into Lumos for streamlined offboarding.
- The immediate focus is on implementing an automation task to assign offboarding responsibilities to Jainea whenever a TSD offboarding task is created.

Next Steps:

1. **Analysis and Planning:** Evaluate current offboarding procedures and identify gaps in the process.
2. **Automation Development:** Develop a mechanism to automatically assign offboarding tasks to Jainea whenever a TSD offboarding task is initiated.
3. **Integration Exploration:** Collaborate with Amanda McKeen to document offboarding procedures in Lumos and explore integration options for our applications.
4. **Testing and Validation:** Thoroughly test the automation mechanism to ensure reliability and effectiveness.
5. **Implementation:** Roll out the automation task and initiate discussions with Amanda regarding Lumos integration.
6. **Documentation and Training:** Document the offboarding automation process and provide necessary training to team members involved. Work with Jainea Williams and create documentation if there already isn't one offboarding our vendors specifically with the following application:

    1. Change Healthcare
    2. Trellis
    3. Tricefy
    4. Azalea

7. **Monitoring and Optimization:** Continuously monitor the offboarding process, gather feedback, and make necessary adjustments for improved efficiency.

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