HELL’s Software Tools

Overview: System required for software authorization. Users request software access to software and get permission from authorizer. User sends request to software analysts, who then grant the permission.

To Note:

* Need to keep in mind licence limits?

Issues (Kaizen Bursts)

* Improper submission
  + Similar acronyms
  + Not enough information
* Multiple ways to submit request
* Multiple ways to get permission from authorizer
  + Signature, digital signature, email
  + Often user does not know who the authorizer is
* Employees with authorization for apps split between two different lists in two different formats
  + Managed between two different groups
  + Need to check both documents since some names are either duplicated or omitted
* Sometimes users need to re-submit (wrong approver or not enough information)
* Assign wrong permission

Steps:

Customer gets authorization from authorizer

Multiple ways to get permission from authorizer

Customer submits request with permission from authorizer

Multiple ways to submit a request

Request doesn’t have the proper signature

Formatting issues

Request needs to be more specific to the company

Analyst validates the request

Wrong information/formating prevents validation

Search two differently formatted ‘databases’

Need to communicate need for re-submit

Analyst assigns proper permissions

Wrong permission assigned

User is notified of new permissions