

## S.O.A.F.

Security Online Access Form

*Conseco's Enterprise Security Team is responsible for the centralized administration of all security throughout Conseco. This team is responsible for the design and implementation of policies, standards, procedures and guidelines that protect the information assets of conseco. As part of regulatory requirements to streamline the security administration within Conseco, a new system called Security Online Access Form (SOAF) had to be developed and implemented to grant and control access rights to all of Conseco's systems and applications. Conseco India played a vital role in designing and developing the SOAF system at Conseco.*

Conseco, through its IT division, has successfully leveraged the services of its wholly owned subsidiary - Conseco India - to manage costs and ensure high quality deliverables.

### Conseco India Profile

- A wholly owned subsidiary of Conseco
- SEI-CMM Level 5 & ISO-9001: 2000 Company
- State-of-the-art IT, communication, Training & infrastructure facilities
- Qualified resources with PhD's, Masters in Engineering, Masters in Computer Applications, MBA's, Bachelors in Engineering, etc.
- Resource pool with insurance domain expertise
- PMI, CSQA and SOA certified resources
- Expertise and experience in legacy , core and new platforms, technologies and tools
- Proven track record
- Excellent internal customer retention history

### Service Offerings

- Software design, development and maintenance
- Software Re-Engineering
- Production Support
- Database Administration
- Software Migration and Conversion
- Analysis and Support for Insurance Products

### Challenge

Information and the supporting processes, systems and applications are vital corporate assets. Conseco's ability to conduct business effectively, efficiently and profitably would be jeopardized if corporate information is destroyed, damaged, manipulated inappropriately, unavailable when needed, or used for improper purposes.

Conseco has to be in compliance with federal and state regulatory requirements (GLB, HIPAA, SOX, etc) as they apply to information security and access. At Conseco the Enterprise Information Security(EIS) administers the access rights to the systems and applications that Conseco's associates need to conduct business.

Conseco has over 600 applications systems across disparate platforms (Mainframe, A/S 400 and Open Systems). It has been a big challenge for the EIS to manually administer security across the entire organization. This process involved receiving access requests, verification of proper approvals, provisioning of access rights to authenticated individuals, etc. The process became more complex, cumbersome and time consuming with the increase in the number of systems, applications and approval processes. In addition, there was no process to track the access rights of individuals across various systems and applications.

The EIS leadership determined that the automation of the existing process was critical to improve the process turn around time, to improve the ability to audit the transactions and track the status of any request.

### Solution

Conseco India resources were engaged by EIS to design, develop and implement the Security Online Application Form (SOAF) application to automate the manual process. The application automated and standardized the processes of

- Identifying access information from the requestor
- Routing the request to the designated approval manager
- Routing the approved requests to the EIS

At each stage of the routing process, an e-mail is sent to the appropriate user .

The SOAF application also provides reporting and archiving capabilities. Reports are used to analyze turnaround times as well as extensive audit trails of transactions and resulting outcomes..

Conseco India has also been entrusted with providing ongoing production support and enhancements for the SOAF system.

### Benefits

With the introduction of the SOAF system,

- The cycle time for granting access was reduced from 1 week to 1-2 days.
- Tracking and reporting on the status of access privileges for each system and application are now available.
- Reporting is now available for archived security data
- EIS can swiftly revoke access rights that are not needed
- Improved control on the entire process
- Regulatory compliance with GLB, HIPAA and SOX requirements

Since the initial implementation of SOAF , Conseco India's resources have been entrusted with the ongoing support, maintenance and enhancement of the SOAF system.