

Success Story

Department of Immigration and Citizenship (DIAC)

"Working with Plaut IT Australia has revolutionised the way DIAC does business. Implementation of the GRC Access Control 10 software was ground breaking. DIAC was one of the first organisations to install the product and with Plaut, the only ones who could provide the SAP GRC skill set required, the project was delivered on time and on budget – exceeding our expectations and our targets".

Alex El-Debel

Director Corporate Systems SAP

Background

The Department of Immigration and Citizenship is the third largest revenue raising Commonwealth Department in Australia, with an annual operating budget of \$1.4 billion approximately and 8,000 employees (including 1,000 locally engaged employees based at Australian diplomatic missions overseas).

The Problem

In 2008, DIAC purchased a SAP GRC Access Control licence¹. Implementation of SAP GRC Access Control into the DIAC environment commenced in January 2010 with Plaut IT Australia as partner. The goal was to implement an efficient and well controlled process for the management of SAP users and their access, establish accountability and governance over User and Access Management processes reduce the time taken to access systems and reduce the costs associated with the maintenance of the systems.

DIAC's Director, Corporate Systems SAP, Alex El-Debel explained the significance of the project: *"This project was strategically important for the Department to ensure that our employees have the access they require to perform their duties while at the same time balancing the risk of inappropriate access."*

The key achievements of the solution were far reaching. For the first

¹ SAP GRC Access Control is an enterprise software application which enables organisations to control access and prevent fraud across the enterprise, while minimizing the time and cost of compliance. The application streamlines compliance processes, including access risk analysis and remediation, business role management, access request management, super user maintenance, and periodic compliance certifications. It delivers immediate visibility of the current risk situation with real-time data.

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time, DIAC were able to address the inherent deficiencies in their SAP ERP environment and reduce their risk exposure.

The Solution

Plaut's implementation of GRC Access Controls enabled Managed Access of support users to the SAP production Enterprise Resource Planning (ERP) environment. Incorrect or inadequate access to information that had historically caused significant delays in decision making became a thing of the past. GRC Access Control enabled faster and more effective access to DIAC systems improving the decision making abilities of the Department's employees. A 90% reduction in the number of Segregation of Duties (SOD) issues, coupled with preventative SOD checking built into User and Role Management processes enabled DIAC to significantly reduce its risk profile.

In August 2011, with the foundations of a robust system in place, Plaut and DIAC embarked on a GRC 10 upgrade to unlock additional benefits delivered only in GRC 10. DIAC sought to eliminate paper based access forms, improve visibility and auditability of their access management process and further reduce the time taken to access information.

This Project was technically challenging as the GRC Access Control 10 software had only just been released in May 2011. Whilst the Department's end users were already utilising the product, technically, its implementation was ground breaking. A close relationship between DIAC, Plaut and SAP was required to enable a seamless implementation of the new software.

The GRC Access Control Implementation project delivered a solution that has significantly improved DIAC's control over its entire system. Access is now tightly managed with the shift from manual to automatic processes. Software licences have been rationalised by streamlining existing business processes, saving DIAC ~\$8 million in licencing fees. The GRC 10 platform has not only reduced DIAC's risk - it has also reduced its total spend.

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An automated process for users to apply for access is now a reality. Plaut's work with DIAC has seen the remediation of existing access risks from over 300 000 individual risks to virtually none. By removing paper forms, DIAC's management team can now approve and monitor access to the system and ensure minimum risk of fraud automatically - with the click of a button.

The online access enabled by the implementation of the GRC platform has been extended to include integration of the physical security access of DIAC's facilities affording far greater security for all employees.

Substantial improvements in the SAP user and access management have enabled DIAC to streamline its compliance processes, including access risk and remediation, business role management, super user maintenance and periodic compliance certifications. DIAC has immediate visibility of its risk situation with real-time data.

Today, DIAC have a GRC 10 platform that provides robust reporting, greater automation and auditability of SAP access management processes, and greater security across their entire business.

The GRC platform, in conjunction with the department's Identity Management system, will be used as a cornerstone of managing access and related risks to all Immigration systems both now and in the future.

By partnering with Plaut, DIAC has been able to realise its original goals to reduce risk, streamline its processes and improve its overall performance. DIAC is now able to efficiently and effectively manage its business today and in the future.

Together, DIAC and Plaut have revolutionised the way DIAC does business.

About the Department of Immigration & Citizenship

The purpose of the Department of Immigration and Citizenship (DIAC) is to 'enrich Australia through the well managed entry and

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settlement of people'.

The department's key objectives are to:

- manage the lawful and orderly entry and stay of people in Australia, including through effective border security
- promote a society which values Australian citizenship, appreciates cultural diversity and enables migrants to participate equitably

The Plaut Group

Plaut IT Australia is one of the largest locally-owned providers of speciality SAP consulting and technical services in Australia. Plaut's national team of more than 150 people delivers business solutions to organisations such as the Australian Nuclear Science and Technology Organisation, Air Services Australia, the Department of Immigration and Citizenship, BHP Billiton, BlueScope Steel, Johnson & Johnson and Murray Goulburn.

As a certified SAP Partner, Plaut provides end-to-end solutions through a highly qualified team of experts. This includes nationally recognised functional, information management and business specialists, as well as, a number of fully qualified CPAs, engineering & operations and HR professionals with extensive experience. This unique skill set ensures that our technical projects focus on business outcomes. We reduce the risk for performance issues and higher maintenance costs for customers in the future.

The Plaut IT Group includes Plaut IT Australia, People1st and CashTracker.

Visit www.plaut.com.au for more.

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