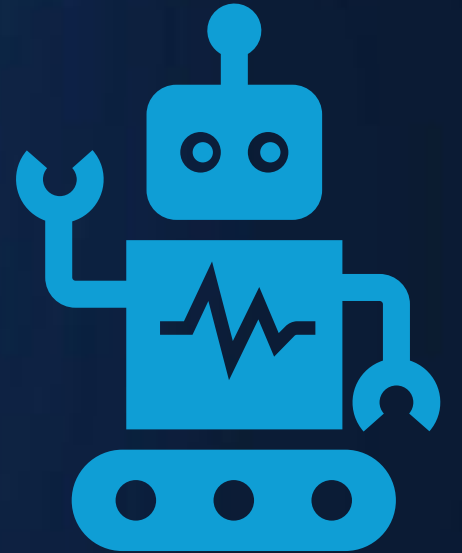


# Zero-Touch Provisioning

**Oracle Fusion ERP roles provisioning**

Enhancing security through automated access management solutions

**Initiative Leader:** Ramesh Murugesan, IT Governance Manager



# Executive summary

## 1. Strategic Importance

- This initiative directly supports Maaden's IT Governance and Risk Management goals by enforcing least-privilege access and eliminating Segregation of Duties violations.
- It aligns with our broader digital transformation strategy, integrating Oracle Fusion ERP, Risk Management Cloud.

## 2. Innovation Highlights

- Developed a custom OCI-based iAccess App embedded in Oracle Fusion to automate role provisioning.
- Over 700 roles were analyzed, 350 deep-dived, and 50 new roles created to minimize SoD conflicts.
- The system dynamically assigns roles based on business unit logic and persona mapping—zero-touch, real-time, and audit-ready.

## 3. Business Impact

- Reduced onboarding delays, eliminated manual provisioning, and saved over 50 hours/month in access management tasks.
- The automation has significantly lowered compliance costs and improved audit response times.
- No super-user access is granted to business users—ensuring security without compromising agility.

## 4. Security & Compliance

- Preventive SoD checks are embedded in the workflow, with elevated access restricted to IT and consultants only.
- Audit trails are logged in Oracle RMC, enabling continuous self-audit and compliance monitoring.

## 5. Stakeholder Engagement

- We conducted workshops with AMS, Procurement, and ICT teams to validate and clean up roles.
- Business stakeholders signed off on redesigned roles with no impact on onboarding activities.

## 6. Scalability & Sustainability

- The automation logic is extendable to other platforms like SAP.
- We've established managed services and BAU support for ongoing governance and persona updates.

# Challenges



- **Manual Role Assignment Inefficiencies**
- **Audit and Compliance Risks**
- **Lack of Real-Time Monitoring**
- **Segregation of Duties (SoD) Violations**
- **Fragmented Governance and Ownership**
- **Technology Gaps**

## Scope

**Improves** governance, security, and operational efficiency in ERP systems.

**Integrates** Oracle Risk Management Cloud, iAccess App, and Oracle Fusion cloud ERP

**Redesign** 700+ roles with automated provisioning and segregation-of-duties checks.

**Strategic Impact:** Acts as a digital transformation enabler

# Strategic Actions Implemented -

Efficiency, Security, Governance, and Impact



## Operational Efficiency

Auto-provisioning based on personas saves over 50 hours monthly in management tasks.

## Enhanced Security

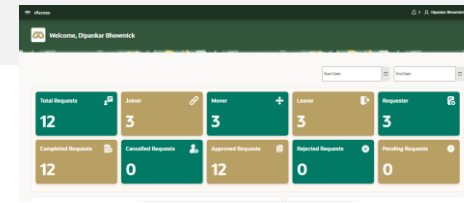
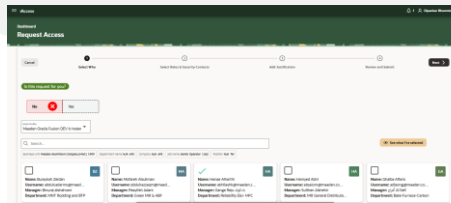
Preventive SoD checks and restricted elevated access strengthen compliance and security.

## Improved Governance

Multi-level approval workflows and real-time dashboards enhance governance and alerts. Elevate the confidence level of External Auditors and Board Audit Committee

## Business Impact and Scalability

Reduced errors, faster onboarding, and role scalability drive digital transformation.



| Dashboard Requests |            |                |           |                          |          |          |                  |                  |                  |
|--------------------|------------|----------------|-----------|--------------------------|----------|----------|------------------|------------------|------------------|
| Request ID         | Requester  | Request Type   | Status    | Reason                   | Approval | Comments | Created At       | Updated At       | Resolved At      |
| REQ-001            | John Doe   | Access Request | Pending   | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 |                  |
| REQ-002            | Jane Smith | Access Request | Completed | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 | 2023-10-26 10:00 |
| REQ-003            | John Doe   | Access Request | Pending   | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 |                  |
| REQ-004            | Jane Smith | Access Request | Completed | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 | 2023-10-26 10:00 |
| REQ-005            | John Doe   | Access Request | Pending   | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 |                  |
| REQ-006            | Jane Smith | Access Request | Completed | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 | 2023-10-26 10:00 |
| REQ-007            | John Doe   | Access Request | Pending   | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 |                  |
| REQ-008            | Jane Smith | Access Request | Completed | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 | 2023-10-26 10:00 |
| REQ-009            | John Doe   | Access Request | Pending   | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 |                  |
| REQ-010            | Jane Smith | Access Request | Completed | Need access to HR system | Approved |          | 2023-10-26 10:00 | 2023-10-26 10:00 | 2023-10-26 10:00 |

**21,000**   
**Saved** Manhours  
annually

**99.86%**   
**Cycle-time**  
reduction

**\$ 2M+**   
**Cost** saving from  
software license

**90%**   
**reduction**  
in SoD violations across  
Oracle Fusion ERP.

**0**   
**Super-user**  
**access** granted to  
business users

Dashboard

Requests

| Q v          | Go                             | Actions v        | <div> <div>+</div> <div>Create New Access Request</div> </div> |                                                        |          |                 |                   |                     |
|--------------|--------------------------------|------------------|----------------------------------------------------------------|--------------------------------------------------------|----------|-----------------|-------------------|---------------------|
| Ref No       | Requested For                  | Request Scenario | Requested Persona                                              | Justification                                          | Workflow | Approval Status | Simulation Status | Requested At        |
| SIM/LVR-3234 | philip casey.rhodes            | Leaver           | N/A                                                            | This automated validation of the employee <b>leave</b> |          | Approved        | ✓ Completed       | 29-OCT-2025 01:11PM |
| SIM/LVR-3233 | abldm@maaden.com.sa            | Leaver           | N/A                                                            | This automated validation of the employee <b>leave</b> |          | Approved        | ✓ Completed       | 29-OCT-2025 01:11PM |
| SIM/MVR-3232 | mutairimoh@maaden.com.sa       | Mover            | SRM Team                                                       | This automated validation of the employee <b>mover</b> |          | Approved        | ✓ Completed       | 29-OCT-2025 01:11PM |
| SIM/REQ-3231 | almutairiabdulla@maaden.com.sa | Requester        | N/A                                                            | this is for testing                                    |          | Approved        | ✓ Completed       | 28-OCT-2025 11:17AM |
| SIM/REQ-3230 | absaionr@maaden.com.sa         | Requester        | N/A                                                            | this is for testing                                    |          | Approved        | ✓ Completed       | 28-OCT-2025 10:23AM |
| SIM/LVR-3229 | santosv@maaden.com.sa          | Leaver           | N/A                                                            | This automated validation of the employee <b>leave</b> |          | Approved        | ✓ Completed       | 28-OCT-2025 10:18AM |
| SIM/JNR-3228 | johtny.rhodes                  | Joiner           | N/A                                                            | This automated validation of the employee <b>join</b>  |          | Approved        | ✓ Completed       | 28-OCT-2025 09:41AM |

## Governance and Compliance

Enforces least-privilege access and reduces segregation of duties violations for compliance.

## Efficiency through Automation

Automates role provisioning and reduces manual access reviews and onboarding delays.

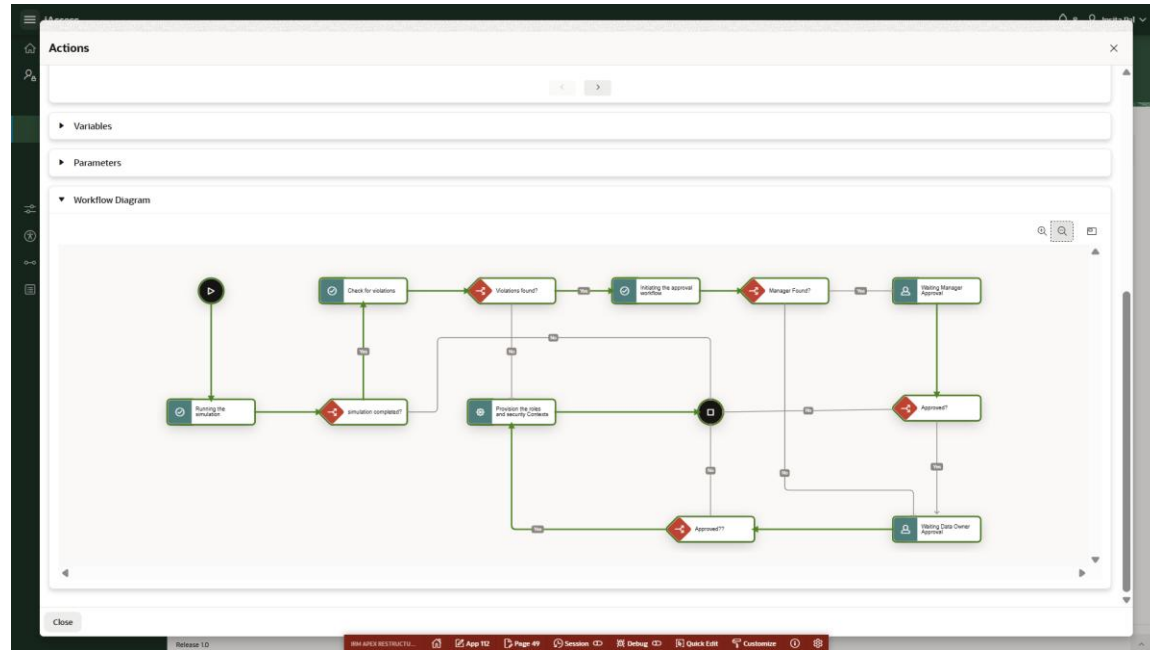
## Enhanced Security

Implements real-time risk detection and fraud prevention mechanisms for stronger security.

## Improved Audit Readiness

Enables faster response times and comprehensive traceability of access changes.

# Innovations Highlights - Technological and Process



## Automated Role Provisioning

The iAccess App enables automated role assignment with integrated segregation of duties checks.

## Persona-Based Role Mapping

Over 700 roles analyzed, creating 50 new roles to reduce SoD conflicts effectively.

## Dynamic Auto-Provisioning Logic

Includes SSO enablement and dynamic role assignment by business unit and department.

## Enhanced Governance Workflows

Formalized access matrices and multi-level approval workflows strengthen governance.

# Business Impact - Financial, Risk, and Efficiency Outcomes



**Financial Savings:** Annual savings were realized by reducing oracle Fusion license subscription cost, fraud risks and lowering compliance costs effectively.

**Risk Reduction:** Eliminated excessive access and prevented super-user privileges to reduce security risks.

**Improved Productivity:** Employees are onboarded faster and can access necessary systems without delay

**Reduced Errors & Incidents:** Automation minimizes human error and improves incident response times

**Efficiency Gains:** Improved onboarding speed, reduced helpdesk tickets, and minimized manual work.

**Enhanced Decision Velocity:** Real-time access provisioning supports faster decision-making and operational agility.

# Stakeholder Engagement - Workshops, UAT, and Feedback Loops

## Stakeholder Engagement

Active involvement of business stakeholders in UAT ensured role redesign validation without onboarding issues.

## Cross-Team Workshops

Workshops with AMS, Procurement, and IT teams reviewed role cleanup and provisioning logic.

## Continuous Feedback Loops

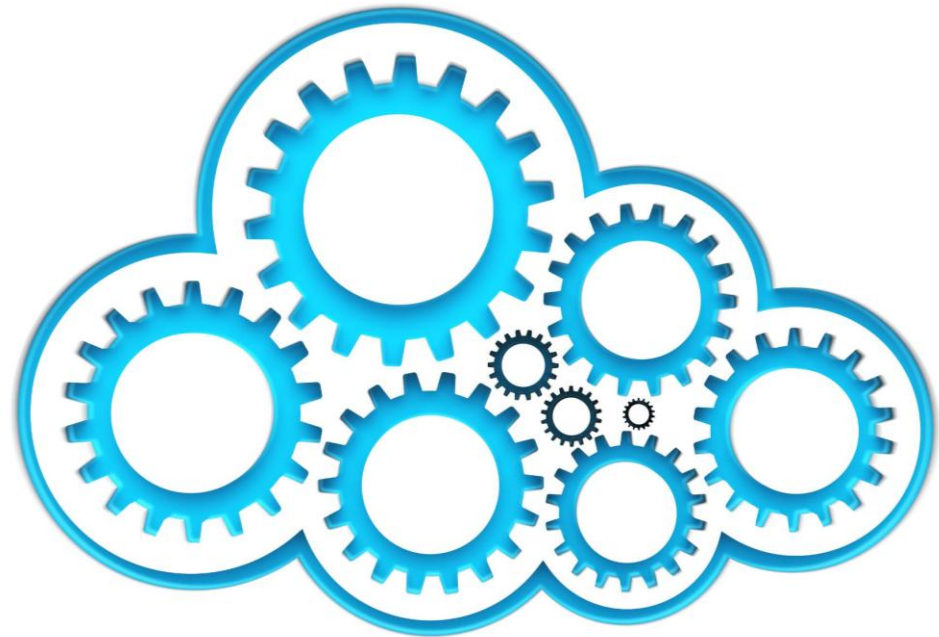
Regular feedback loops enabled continuous improvement and alignment with evolving business needs.

## Collaborative Adoption

Collaborative approach fostered ownership, facilitating smooth adoption of new access management framework.



# Sustainability & Scalability - Post-Go-Live Support and Future Expansion



## **Sustainable Project Design**

The project ensures long-term sustainability and scalability for access governance systems.

## **Continuous Operations and Persona Updates**

maintain operations and allow timely persona updates for security.

## **Adaptable Automation Logic**

Automation logic can be applied to other applications and Meta-style platforms for future growth.

THANK YOU