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Case: 034882

Product Selection

Case Record Type	Operational Deviation	Case Number	034882 [View Hierarchy]
Risk Management Option	Non-user Service Account Password Settings	Record Related To	Password Reset - Annual Reset
Parent Case			
RMSUpdated	☐		

Record Details

Subject	Non-user Service Account Password Settings - Pwd Reset -	Case Owner	Yolanda Harris
Status	Open	Stakeholder Status	No Action
Stakeholder Action Sent		Stakeholder Action Due	
Closed/Cancelled by		Closed/Cancelled Rationale	
Coordinator Comments	Approved.	Disable RMS Emails	☐

Data Gathering

Vendor Name	Vendor Solution
Atlas App ID	Atlas Application Name
Atlas ID	Opening Rationale/Reason
Atlas Application Status	Description
	KPSOM Simulation Center needs 3 additional generic non-human NUID accounts
	background – Sim Center runs 8 OSCEs scenario cases every month. (OSCE = high stakes exams). We have been dedicating one of our 5 generic accounts to each case and doubling up. 4 cases run on day one and 4 case on day 2. All communication needed/related to that case, goes into each account i.e, chat between SPs, case information, questions, etc. Problem – Because we use 4 accounts on day one for 4 different cases, and again the same 4 accounts for another 4 different cases, there is a lot of confusion on the second day because sometimes we need to do a make of the exam from day 1 or grading questions arise from day 1 as we grade and review videos. And since, we are reutilizing the same generic accounts, SP, staff and fac get confused on which info is being communicated through the

accounts.

Solution –
Request 3 additional generic Sim account to dedicate each OSCE case to a different generic account to avoid confusion and miscommunication. Each individual OSCE case would have their own individual account on that day for all needs. Keep in mind that the 8 OSCE cases in Feb are completely different than the 8 case in April and different than the 8 cases in May and so on.

Currently, the KPSOM Sim Center has 5 non-human NUID accounts (SimCenter1, Simcenter2, Simcenter3, SimCenter4, SimCenter5). All accounts have O365 license attached. These three new accounts should be modeled on the existing accounts.

Finding Source	Self Identified	External Query Link	
TRO Assessment ID		Markets	SCAL (Southern California)
Accountable Org	CDTS School of Medicine	Hostname	
Service Account Type	Non-Human NUID	IP Address	
Service Account Password Rotation	Static (no rotation)	# of PHI/PCI/SOX Records	0
Standard or Regulatory Impact	None	# of Users with Application Access	10
Ping ID deviations		Have you consulted with the UNIX team	
Remediation Plan		Remediation Plan Completion Date	
Contact Name	Theresa Suskind	Contact Email	theresa.a.suskind@kp.org
Contact Comments		Point of Contact	Kalwin Wong
Point of Contact Comments		Proceed to Coordinator	☒

Review

Initial Risk	Low	Residual Risk	Low
Remediation Required		Expiration Date	7/23/2025
Renewal Option		# of Times Renewed	0
ISC Controls ID	IA-02	Effectiveness of Controls	
Executive Risk Description	KPSOM Simulation Center needs 3 additional generic non-human NUID accounts. All non-human NUIDs require an operational deviation to be filed.	Priority	Medium
Work Notes			

External Links

[Information Security Controls \(ISC\)](#)
[Atlas](#)

Stakeholders

Consultant		Consultant Status	
Consultant Comments		Consultant Response Date	
Secondary Consultant		Secondary Consultant Status	
Secondary Consultant Comments		Secondary Consultant Response Date	
Responsible Leader (RL)		Responsible Leader (RL) Status	
Responsible Leader (RL) Comments		Responsible Leader (RL) Response Date	
Accountable Executive (AE)	Christopher Cuttriss	Accountable Executive (AE) Status	Approve
Accountable Executive (AE) Comments	This is approved.	Accountable Executive (AE) Response Date	7/24/2024
Senior Vice President (SVP)		Business Application Owner (BAO)	
Application Manager		Application Technical Lead	
Additional Informed Stakeholder		Secondary Informed Stakeholder	

System Information

Date/Time Created	7/2/2024 4:08 PM	Date/Time Submitted	7/2/2024 4:08 PM
Date/Time Closed		Case Source	
Case Origin	Community	Origin	
Created By	Theresa Suskind, 7/2/2024 4:08 PM	Last Modified By	Yolanda Harris, 7/24/2024 5:18 PM
Portal Record Link	Click Here	WebLink	Click Here
		GUID	

Contact Information

Contact Owner	Vanessa Van Gieson	Account Name	
Name	Theresa Suskind	Phone	1-626-381-3518
NUID	K214238	Mobile	
Job Description	Sr IT Consultant	Email	theresa.a.suskind@kp.org
Cost Center Name	Core Recharges	KP Manager Name	Oscar Bolanos
Department	Core Recharges	KP Manager email	Oscar.G.Bolanos@kp.org
Org Unit ID	14673811	Cost Center	8025
GL String	01-30100-96-8025	Community User	Theresa Suskind
Inactive	☐	Org Chart	

Address Information

Mailing Address
City

State

System Information

Created By	Vanessa Van Gieson, 4/17/2017 9:29 AM	Last Modified By	BI Service Account, 9/30/2023 10:34 AM
Custom Links	Google Search Yahoo! Weather	Google Maps	Send Gmail

Case History

7/24/2024 5:18 PM

User **Yolanda Harris**
Action **Changed Stakeholder Status from Coordinator Action to No Action. Changed Status from In Progress to Open.**

7/23/2024 9:52 PM

User **TRM Service Tool Site Guest User**
Action **Changed Stakeholder Status from Accountable Executive Action to Coordinator Action. Changed Accountable Executive (AE) Comments. Changed Accountable Executive (AE) Response Date to 7/24/2024. Changed Accountable Executive (AE) Status to Approve.**

7/23/2024 4:53 PM

User **Yolanda Harris**
Action **Changed Stakeholder Status from Coordinator Action to Accountable Executive Action.**

7/23/2024 4:31 PM

User **Kalwin Wong**
Action **Changed Stakeholder Status from Point of Contact Action to Coordinator Action.**

7/23/2024 4:30 PM

User **Kalwin Wong**
Action **Changed Accountable Executive (AE) to Christopher Cuttriss.**

7/23/2024 3:04 PM

User **Yolanda Harris**
Action **Changed Stakeholder Status from Coordinator Action to Point of Contact Action.**

7/23/2024 3:02 PM

User **Yolanda Harris**
Action **Changed # of Times Renewed to 0. Changed Residual Risk to Low. Changed Initial Risk to Low. Changed Expiration Date to 7/23/2025.**

7/2/2024 4:08 PM

User **Theresa Suskind**
Action **Changed Stakeholder Status from Point of Contact Action to Coordinator Action. Changed Status from Initiated to In Progress.**

7/2/2024 4:08 PM

User **Theresa Suskind**
Action **Created.**

Activity History

No Action Open Status

Name

Task	
Due Date	7/24/2024 5:18 PM
Assigned To	Yolanda Harris
Last Modified Date/Time	7/24/2024 5:18 PM
Comments	Christopher Cuttriss Kalwin Wong Theresa Suskind

Accountable Executive Action

Name	
Task	
Due Date	7/23/2024 4:53 PM
Assigned To	Yolanda Harris
Last Modified Date/Time	7/23/2024 4:53 PM
Comments	Christopher Cuttriss

Point of Contact Action

Name	
Task	
Due Date	7/23/2024 3:04 PM
Assigned To	Yolanda Harris
Last Modified Date/Time	7/23/2024 3:04 PM
Comments	Kalwin Wong

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