📋 KAINOS SMART CASE STUDY

Safeguarding Your Workday Security With Kainos Smart

Client Requirements

Protect security controls as administrators grow

Prevent exposure of personal information

Respond quickly to security-related changes

Average Client Results

1,300
average tests/pack

28
individual security checks/min

6,193
security tests run/update

34,312
security tests run/year

> "Kainos Smart has really given us the confidence and peace of mind to scale our operations. Our security testing packs alert us if suddenly users can see or do anything they shouldn't be able to. With Smart, we quickly know what the impacts of changes are.

Esther Farr—Manager of Security and Reporting at Sun Life Financial

The Paradox of Access Versus Control

Moving from a legacy system to Workday heightens demands for system security. Enormous growth in system data, user base, and administrative access means you can't take a set-it-and-forget-it approach to your Workday security configuration.

- Your legacy system likely served a single business area; Workday supports multiple departments.

- Due to its age and complexity, your legacy system may have been editable only by a very select number of IT specialists or trained back-office administrators; Workday's user-friendly self-service model is designed to reduce bottlenecks and enable fast-response configuration changes and corrections by non-technical staff, meaning a much wider pool of staff has change privileges.

- Your legacy system held specific data for a single business area that was accessible by just a handful of end-users; Workday is your hub of almost all employee data and is used around the clock by your entire workforce.

Every change to your configuration risks impacting your security controls—be it business-as-usual changes, Workday releases, or implementation of new modules. Yet security testing of Workday is the most neglected area of Workday testing by internal test teams. Manually checking dozens of fields and actions per worker proves too time-consuming. And for those teams who do attempt it, relying on manual testing introduces its own hazards, as Sara Phillips, Director of HR Technology at Sun Life Financial explains.

"Workday security is complex," she says. "Couple that with the natural human error that comes with manual testing, and there's a high risk of something getting missed or not being tested as thoroughly as it should be. Being a financial and benefits company, security is extremely important to us. We need a lot of rigour around internal controls and audits. I wanted more evidence that our security settings weren't being impacted whenever something in our system was changed."

Smart
innovation by kainos®

The Impact of Kainos Smart

Kainos Smart's Security module gives clients the confidence and evidence they need to widen administrative access to Workday and accelerate operational activity. It keeps them abreast of negative impacts in their tenant, enables them to respond quickly to new security functionality entering their tenant, and lets them monitor the integrity of their security configuration week in and week out with ease.

"Smart helps us to maintain control and ensure accuracy across the system," says Lawrence Berra, Senior Manager of HR Systems at Magellan Health. "Without it, we'd never have the resources to manually check everything that staff can see and do."

"Smart gives me the confidence to know that things are working as they should," adds Pamela Sherman, Senior Database Support Analyst at Bentley University, "especially for our Workday security, where it seems like we're always tweaking settings week to week and unintended consequences sometimes appear."

Delivering ROI within days of onboarding

Smart's Security testing empowers customers to carefully monitor the impacts of configuration changes—catching critical issues before they reach production and cause problems for end-users, contaminate financials, or violate compliance. Like many clients, Bentley University began experiencing value right after onboarding.

"Early in our use of Smart, our security test pack flagged that our Academic Partner role had been given more access to personal information than it should have—which is a data protection issue," says Pamela. "So we made a change in sandbox to the security role to fix the problem. When I ran the security regression pack on the Monday, tests began failing because Academic Partners could suddenly no longer perform actions on Adjuncts. Smart caught both issues in our configuration before we did, allowing me to contact HR, explain the repercussions of the change and work together on a fix before it reached our production tenant."
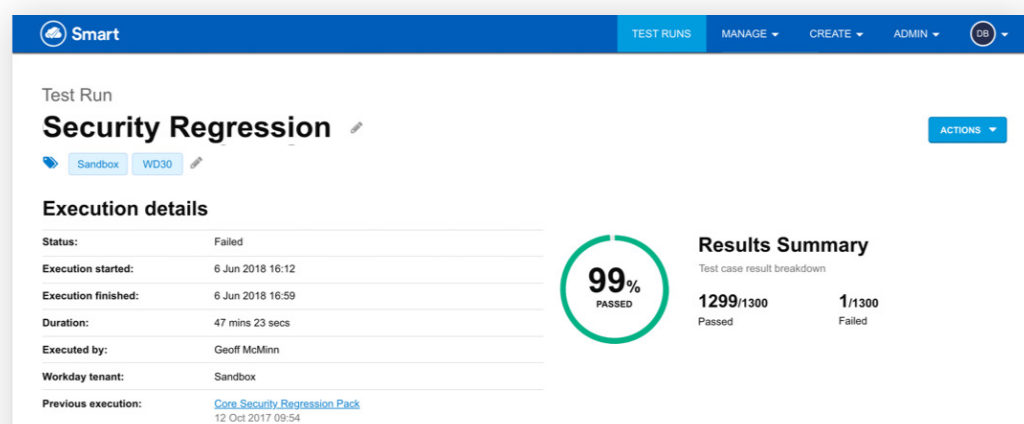
Soon after, Bentley was using their Smart security pack to monitor their implementation tenant during a major deployment. "When we first went live with Smart security, we were also in the middle of deploying Workday Finance to production," she explains. "New security groups were being added by the finance team and domains were changing. Our security test pack immediately flagged differences between our sandbox tenant with our current configuration and our implementation tenant. The finance and HR teams were wowed when I contacted them saying 'I've just spotted these five changes to our previous security settings. Were these all intentional?'"

Scaling operations while maintaining control

When Sun Life Financial adopted Smart Security, its system was growing to support more business areas and their HR team needed to respond to regular legislative and program changes. So Sun Life's primary goal was to take greater advantage of Workday's self-service model while still maintaining a responsible level of control. As Esther Farr, their Manager of Security and Reporting, explains, Smart proved essential in helping them prevent backlogs in delivery while balancing greater access with due diligence.

"We'd committed to expanding security permissions for our analysts and specialists," says Esther. "In the past, if you wanted to implement some small functionality, you had to wait for a security person to be able to turn on that domain. We wanted to be able to get things done sooner and empower teams to make the changes that they felt were necessary. But to do that we needed additional controls, because the more people with permissions to make system changes, the higher the risk.

"Kainos Smart has really given us the confidence and peace of mind to scale our operations," she continues. "Our security testing packs alert us if suddenly users can see or do anything they shouldn't be able to. With Smart, we quickly know what the impacts of changes are."

Quick notification of new actions

Workday's pace of change is brisk, with new releases rolling out weekly in addition to its major bi-annual updates. Security changes and enhancements are often included. With so much coming down the pipeline, it's challenging to keep on top of every single new item that could appear in your tenant. With Smart, though, clients are never caught off guard by new security items.

Susan Mason, Advisor of HR Systems at Cardinal Health, explains. "Not only does our Smart security test pack compare current available actions and field-level permissions against our baseline settings and fail any that don't align, but it also alerts us when new actions have been introduced by Workday," she says. "When our packs encounter a never-before-seen action, it's automatically flagged as a failure.

"This feature is invaluable because it allows us to review any changes to access immediately—before it can possibly impact anything in our production environment—decide how the new action needs to be configured, and ensure access is in line with our security policy without taking a lot of time or manual effort on our part."

"Smart gives me the confidence to know that things are working as they should, especially for our Workday security, where it seems like we're always tweaking settings.

Pamela Sherman—Senior Database Support Analyst at Bentley University

🔒 Smart Security Testing

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Catching critical issues pre-production with weekly test cycles

For many clients, the sheer velocity of Smart's security testing makes it possible, for the very first time since deploying Workday, to carry out weekly security testing on their tenants. At Service Corporation International (SCI), this has proved instrumental to supporting their ongoing Workday enhancements.

"A while back we were about to roll out a very impactful payroll report to assist our field operations," explains Greg Holliday, Director of HRIS. "Just before it was due to hit production, Smart identified that a security domain had changed from constrained to unconstrained. Had it gone live as expected, people from different departments would have had visibility into another department's payroll.

"Each field location has its own operating P&L," Greg continues, "so this would have been a huge privacy breach. Smart's ability to pinpoint this issue allowed us time to pause for a sigh of relief, re-engineer the reports with the new security structure and push to production at a later date."

Superior security through automation

However, even those few clients who have previously attempted manual security testing attest to the superiority of Kainos Smart. Cornell is one such client, whose manual security testing proved difficult to perform regularly, at scale, and at a level of detail that gave the team true confidence in their security settings. With Smart, Cornell now carries out an average of 1,500 security checks every month. "This was an area of risk where Kainos Smart really helped us," says Seth Brahler, Cornell's Senior Director of HRIS. "We can now confirm that security changes that we are making don't inadvertently open something deep in the system—something that you couldn't possibly test manually. It has really helped us to keep the integrity of our security intact."

"If you want to increase your testing footprint without increasing resources, Kainos Smart is a good way of doing it," says Sara. Pamela agrees. "I just love the product and the company. I wouldn't even consider looking anywhere else for Workday test automation."