

Security & Access Journey Map

User Roles

IT Staff	QualityNet Admin	Security Admin	Quality Specialist
<ul style="list-style-type: none"> • Manage access • Grant access • Create shared drives 	<ul style="list-style-type: none"> • Enter Data • Help hospitals understand reports • Help internal orgs strategize and democratize data 	<ul style="list-style-type: none"> • Audits • Report data • Grant access 	<ul style="list-style-type: none"> • Enter / report data • Grant access • Audits

CUSTOMER JOURNEY

	IT Staff	QualityNet Admin	Quality Specialist
ACTIONS	Facility's IT staff, QualityNet Admins, Quality Specialists, or Security Admins manage security access for specific departments and / or individuals.	Facility's IT staff, QualityNet Admins, Quality Specialists, or Security Admins grant security access to specific departments and / or individuals.	Departments and / or individuals with security access inputs data into system or requests data from hospitals to input into system.
USER GOALS	<ol style="list-style-type: none"> 1. Track facility access 2. Track access across other hospitals 	<ol style="list-style-type: none"> 1. Grant access 2. Remove access 	<ol style="list-style-type: none"> 1. Input data 2. Request data from other hospitals 3. Track data inputted from other hospitals
TOUCHPOINTS	<ol style="list-style-type: none"> 1. Facility IT Staff 2. QualityNet Admin 3. Security Admin 4. Quality Specialist 	<ol style="list-style-type: none"> 1. Hospital System / Shared Drive 2. IT Staff 3. QualityNet Admin 4. Security Admin 5. Quality Specialist 	<ol style="list-style-type: none"> 1. Meditech (EHR) 2. OneView 3. MIDAS 4. Kronos 5. MD Staff 6. DocuSign
PAIN POINTS	<ol style="list-style-type: none"> 1. No way to track access 2. Relying on other facility's to grant access 	<ol style="list-style-type: none"> 1. High turnover rates 2. Job changes 3. Can't control removing access 	<ol style="list-style-type: none"> 1. No way to track access across other hospitals 2. No way to track data inputted across other hospitals 3. System changes 4. Multiple systems 5. Knowledge transfers when SME no longer accessible
EMOTIONS	<p>PLEASSED (P)</p> <p>SATISFIED (S)</p> <p>UPSET (U)</p>	<p>PLEASSED (P)</p> <p>SATISFIED (S)</p> <p>UPSET (U)</p>	<p>PLEASSED (P)</p> <p>SATISFIED (S)</p> <p>UPSET (U)</p>
THOUGHTS	"Right now we have no way of knowing who has access. It's unknown to us." -Sr Dr. Quality Data	"Every time I have someone that I think I'm about to give access to, they change jobs." -PI Manager	"We have no way of knowing who else at their facility can login and input that data." -Sr Dr. Quality Data