



Case Study 04 – Using PeopleSoft Directory Interface to tighten SOX security controls

About Pier 1 Imports

Pier 1 Imports is North America's largest specialty retailer of unique fashion-forward, decorative home furnishings, gifts and related items directly imported from over 50 countries around the world - displayed in over 1,000 Pier 1 Imports stores in a visually appealing setting. The Company has international operations in Canada, Mexico, Puerto Rico, and the United Kingdom.

Pier 1 Imports has been a PeopleSoft HCM customer since 1996. They utilize the North American Payroll, Base Benefits, HR, Compensation and Time & Labor modules. They currently process Payroll for more than 20,000 employees during peak time periods.

Business Case

Pier 1 needed a process to create employee user id's. These id's would be used to allow the employees and managers access to the newly released self-service modules. During this time period Pier 1 also determined that they needed to tighten their overall security controls around user access.

Pier 1 and Woodson Services performed a joint software selection process and determined that the PeopleSoft Directory Interface module would be ideal for creating and suspending Network level access as well as application level access on a real-time basis.

The only concern was that the Directory Interface module had not been widely used. There was almost no real world company level experience with the product at that time.

Problem Solved

Pier 1 and Woodson Services determined that the integration of Directory Interface would take longer than the self-service project timeline would allow. With that in mind we devised a plan to create a short term solution that would allow employees and managers access directly to the PeopleSoft self-service functionality. The long-term plan would incorporate the id creation process built within the short-term timeline and then add in the specific Directory Interface items when they were completed.

Woodson Services recommended that the internal Pier 1 PeopleSoft team take the lead position on the Directory Interface effort since this would be the long term direction. Woodson Services designed, coded and tested the initial userid creation process.

Woodson Services assisted the Pier 1 team in designing, coding and implementing the Directory Interface solution in a period of 4 months. This new solution creates network id's as well as PeopleSoft self-service id's as soon as the employee is hired. It also immediately suspends all system access when an employee is terminated. These changes allowed the network and system security teams to streamline their processes and re-assign critical resources to other projects.