Tools Security Roadmap

As of November 2017
### Access Control Feature

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<th>Access Control Feature</th>
<th>September 4, 2017</th>
<th>Preliminary Production Availability</th>
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<tr>
<td>Automated account clean up</td>
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<td>December 5th (midnight)</td>
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**Overview:**
We will start terminating accounts that have been locked for over 272 days (~9 months)

**Customer Action:**
We ask that CAMs review accounts locked for over 272 days and determine if they need to be activated

**Customer Impact:**
There will likely be a lot of emails sent depending on how many accounts are tied to the same email address
Account Manager Overview

- 141,000 total accounts
  - 81,000 unterminated
  - 60,000 terminated
    - 44,300 locked accounts
    - 36,700 unlocked accounts
    - 37,000 locked for over 9 months
    - 20,000 actively used accounts

- 46% of unterminated accounts have been locked for over 9 months
- Only 25% of effective accounts are in use
What we’re doing

Solution

• Implement an account clean up process

Stakeholder Benefits:

• Reduction in emails from PJM
• Reduces security risk
• Improved system performance for current users

PJM Benefits:

• Reduced security risk
• In line with best practices
Next Steps

PJM
- Implement user account cleanup policy
- Review current Company Account Manager (CAM) certification

Member CAMs
- Review locked accounts
- Terminate user accounts as needed
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Automated account clean up

Prod: Dec 5