

UNO IT Academy Organizational Change Management

Scenario B – Drop Dropbox and Start using the corporate version of Box

Summary: Trustworthy bank is a mid-sized bank with a security and privacy problem. The IT auditors have determined that loan officers and loan underwriters have been using personal versions of the popular cloud storage tool Dropbox to share closing document pdf's with real estate agents. This is a security and privacy violation. The company has contracted with Box, an online cloud storage company similar to Dropbox but with better corporate controls in place. Now it time to roll this out and have block the usage of Dropbox. No exceptions!

Actors: loan officers, loan underwriters, real estate agents, security analyst, project manager and it support team

Scenario:

This scenario involves the adoption of a corporate standard tool large file transfer tool for exchange of documents between 3rd parties such as real estate agents and loan officers. Years ago, this document exchange was done by faxing documents around. However, most companies now employ an imaging system which and easily ingest pdfs created by multifunction printer/scanners that are so popular now. Once they have a pdf they like to email the file into the company. This is not the most secure method and often the size limitation is a barrier. Many of the real estate agents have begun to use tools like Dropbox to store and share these documents with lenders such as Trustworthy. During a recent audit of the retail loan business process it was determined that security ha been repeatedly been asked to change a firewall rule to allow a Loan Officer to receive these files. Internal audit created a formal audit point and a solution to this had to be found. The security team and the IT support team reviewed a number of cloud based products that were easy to use and easy to administer and selected Box as an alternative solution. This would be the product that all loan officers will have accounts along with loan underwriters at Trustworthy.

We must overcome resistance in a number of areas:

- Convince the loan officers and loan underwriters this is the right thing to do for the company so they then convince the real estate agents to use Box.
- Convince the many different real estate agents to use Box.
- Identify others that maybe using tools other than Box to adopt this and move away from their favorite tool.
- Make it easy for IT security and IT support to set up and mange new accounts in the corporate version of Box. Neither IT security or IT support have never managed cloud accounts before.