



Role-based access matrix — 6 roles, 20 people

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Maintained as staff move · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **A right is withdrawn on a word and it is withdrawn within the minute, across every use at once, and the withdrawal is itself logged.** Many systems can grant access quickly; few can prove the date and time at which they took it back.

The time the access review shifts

Measure	Before	With the agent	Over the year
Share of the operating effort	35 %	4 %	–31 pts
Hours per half-year	62 h	7 h	110 h across 2 reviews
People involved	2	1 reading	The review is written, it is left to sign

The six roles

Role	What it opens	What stays closed
Medical adviser	Complete file, health data included	Nothing within his remit — every opening is logged
Compliance controller	File timeline, administrative documents, log	The 12 health fields
Claims handler	Policy, cover, statements, payment history	Files from other portfolios
Member-company handler	Group schemes, amendments, onboarding documents	Individual claim files
Security officer	Architecture, roles, log	Member data
Lawyer	Policies, precedents, challenges	The 12 health fields

What this year's review brought up

Finding	Volume	What is prepared
Accounts carrying a right unused for 9 months	23	23 withdrawals written, one per line, with the date of last use alongside
Dominant cause	17 out of 23	Change of department without the old right falling away
Time to execute the withdrawal after approval	One minute	Across every use at once

What ages a matrix is staff movement, never the matrix itself. It is therefore fed from the corporate directory: an arrival, a departure or a change of department is reflected the same day.

The rule proposed for next year

Rule	Effect measured on the past year	Decision
Any right left unused for 120 days is flagged, withdrawal already drafted	The 23 accounts would have been taken out three months earlier	The period is set by the insurer

For the insurer to settle

Period after which an unused right is flagged: _____ days

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