Stakeholder notes (GRC intake, week of 10 Aug 2026)

Names below are Harborline staff in the sample company. These are interview notes, not findings. Spellings and contradictions are left as recorded.

Luis Ortega, People (HR)

We own the employee record. Terminations go in the same day when we know about them. Contractors are a mess. Some managers forget to tell us the contract ended, so the person still looks active in the HRIS.

Offboarding is supposed to be a ticket to IT. I do not close the HR record based on whether IT actually disabled anything. That is not our system.

Who owns the JML policy? I thought GRC did. The footer on the policy says IT.

Aisha Rahman, IT Manager

If HR opens a ticket, we disable Okta. If nobody opens a ticket, we find out when someone asks why a license is still billed.

Movers: we add the new groups when we are told. We do not always remove the old ones. People get stuck. We have been meaning to fix that.

Privileged Okta admin: I have it because I run IT. I am not sure there is a ticket. There was one years ago maybe.

Access reviews: GRC sends a spreadsheet. We check Okta groups. We do not have a good list of everything else.

Fatima Al-Sayed, GRC

I inherited a RACI that still lists a former CISO as control owner. I have asked IT and HR to confirm. Neither has signed.

For SOC 2 we planned to sample 25 leaver tickets. I am not confident that is the full population. I also cannot tell whether every application on the inventory is actually in the identity export we use for testing. I asked for an application inventory. I got a wiki page that looks stale.

Evidence: I can get an Okta export and an HR export. For some systems on the wiki the identity source is blank. Engineering said they would “look.”

Jordan Ellis, Engineering Manager

Okta is fine for GitHub and Google. The wiki lists AWS. I am not the owner of that row. Ask Aisha. Or Cloud. We do not have a Cloud team. It is whoever last touched it.

When someone leaves, we remove GitHub and Google if we remember, and Okta disable is supposed to cover the rest. AWS is “on the list.”