FINANCIAL SERVICES & DIGITAL INCLUSION

User Recertification System

Jenaya Pvt Ltd

POSTED BY

Jenaya



There is need for a centralized and automated user access recertification platform to efficiently manage and monitor access reviews across the Group's diverse systems and business units

POSTED BY	**Jenaya Pvt Ltd**	PILOT BUDGET	**TBA**
LOCATION	**Harare/ Online**	APPLICATIONS CLOSE	**16 Nov 2026**
SUB-THEME	**Financial Services & Digital Inclusion**	TEAM SIZE	**Any size**

1 The problem

Background

The Group manages user access across more than 25 business applications and systems, supporting a workforce of over 1,000 employees across its various branches, departments and business units. Access to each system is provisioned through predefined Security Groups/Roles, with each group containing specific privileges aligned to particular job functions and responsibilities. To maintain appropriate access restrictions and enforce segregation of duties (SoD), users are assigned to only ONE Security Group/Role within each respective system. The Group is required to conduct formal user access recertification on a quarterly basis to ensure that all system users are legitimate, active and appropriately assigned to Security Groups/Roles that reflect their current job functions and business responsibilities. The exercise is conducted in collaboration with Branch Managers, Department Managers and relevant Unit Heads, who are responsible for validating and confirming the appropriateness of access granted to users under their supervision. Currently, the process requires significant manual coordination, documentation and follow-ups across multiple systems and business units. This creates operational challenges in ensuring consistency, completeness, accountability and the availability of sufficient audit evidence. A centralized User Access Recertification System is therefore required to automate, standardize and provide an auditable record of the quarterly recertification process across the Group.

What's going wrong

The absence of a centralized and automated user access recertification platform makes it difficult to efficiently manage and monitor access reviews across the Group's diverse systems and business units.

2 What we need

A strong solution will:

- The proposed solution should provide a structured mechanism to:
- Confirm that all users registered on each system are valid and still employed by the Group.
- Verify that users are assigned to the correct Security Group/Role based on their current job functions, responsibilities and departmental or branch requirements.
- Identify users who have transferred departments, changed roles, left the organization or no longer require access to particular systems.
- Identify users assigned to incorrect or inappropriate Security Groups/Roles, including potential segregation of duties violations.
- Initiate and track corrective actions arising from the recertification exercise.
- Obtain formal validation and approval from the relevant business and technical authorities.
- Maintain a complete audit trail and supporting documentation for internal and external audit requirements.

Constraints

- We are not committing to buying any solution. We are assessing and checking to see if there is something that can address our problem first then we proceed from there with a correct standing .

3 Deliverables

By forum week, matched teams are expected to bring:

01 A prototype of a solution to address all the mentioned pain points

4 How teams are evaluated

Applications and final pitches are scored by the challenge owner and the ZBIF secretariat.

CRITERION	WHAT WE LOOK AT	WEIGHT
Fit to the problem	Does it solve the problem as the challenge owner describes it?	**30%**
Technical feasibility	Can the team build and run it with the resources available?	**25%**
Cost and scalability	Is it affordable to pilot, and to roll out if the pilot works?	**20%**
Team capability	Does the team have the skills and time to deliver?	**15%**
Local impact	Jobs, skills or value it keeps in Zimbabwe.	**10%**

Who can apply

- A registered ZBIF innovator account: innovators, consultancies, technologists, university teams or freelancers.
- At least one team member based in Zimbabwe.
- Able to attend the event at the challenge location if shortlisted.
- IP ownership and pilot terms are agreed between your team and the challenge owner in the Deal Room.

5 Timeline

4 Nov 2026	Challenge posted
16 Nov 2026	Applications close
As responses arrive	Each response is screened and ranked for the challenge owner

6 Data and resources

Shared with matched teams after signing a simple data-use agreement.

Not Applicable

7 How to apply

01 Create a free innovator account at **zbif.co.zw**, or sign in.

02 Open this challenge (ref ZB-33) and press **Apply**.

03 Tell us your team name, size and how you would solve the problem. Applications close on **16 Nov 2026**.

Questions about the brief can be asked from the challenge page. Answers are shared with every applicant.

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