

The Unique Alternative to the Big Four®



Identity and Access Management



Agenda

- Introductions
- Identity and Access Management (I&AM) Overview
- Benefits of I&AM
- I&AM Best Practices
- I&AM Market Place
- Closing Remarks

Introductions

□ Crowe

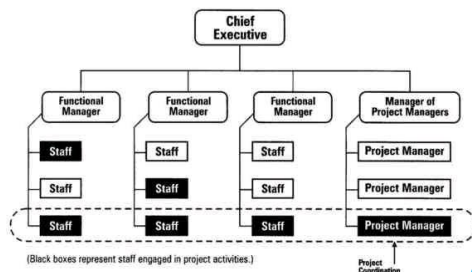
- Kevin Wang, Manager
- kwang@crowechizek.com
- Solutions Experience
 - Directory Infrastructure (Microsoft, SUN, Novell)
 - Identity Management (Oracle, SUN, Novell)
 - Web Access Management (CA, SUN)
 - Virtual Directory (Radiant Logic)

Agenda

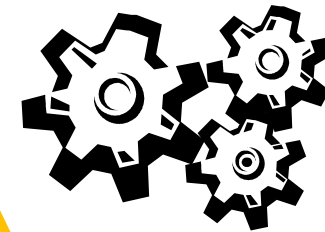
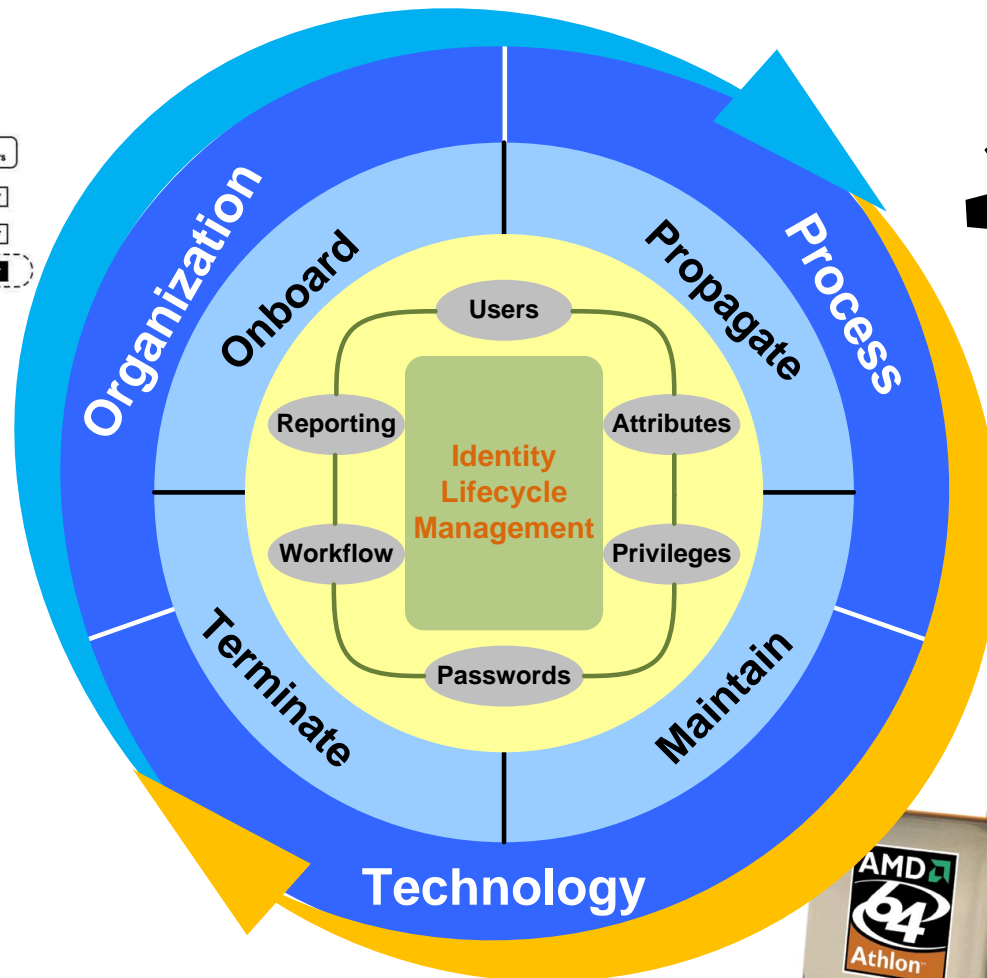
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What is Identity Management (IdM)?

IdM **manages an identity's lifecycle** through a combination of processes, organizational structure, and enabling technologies.



Organizational
Structure



Processes



Technology

What is Access Management (AM)?

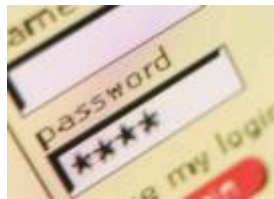
AM primarily focuses on **Authentication and Authorization**.

Authentication

Any combination of the following 3 factors will be considered as Strong Authentication:

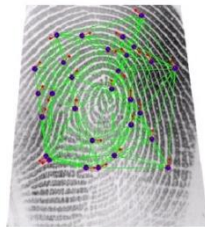
- **What you know**

- ☐ Password
- ☐ Passphrase



- **What you are**

- ☐ Iris
- ☐ Fingerprint



- **What you have**

- ☐ Token
- ☐ Smartcard



Authorization

2 primary forms of Authorization:

- **Coarse-Grain**

- ☐ High-level and overarching entitlements
- ☐ Create, Read, Update, Modify

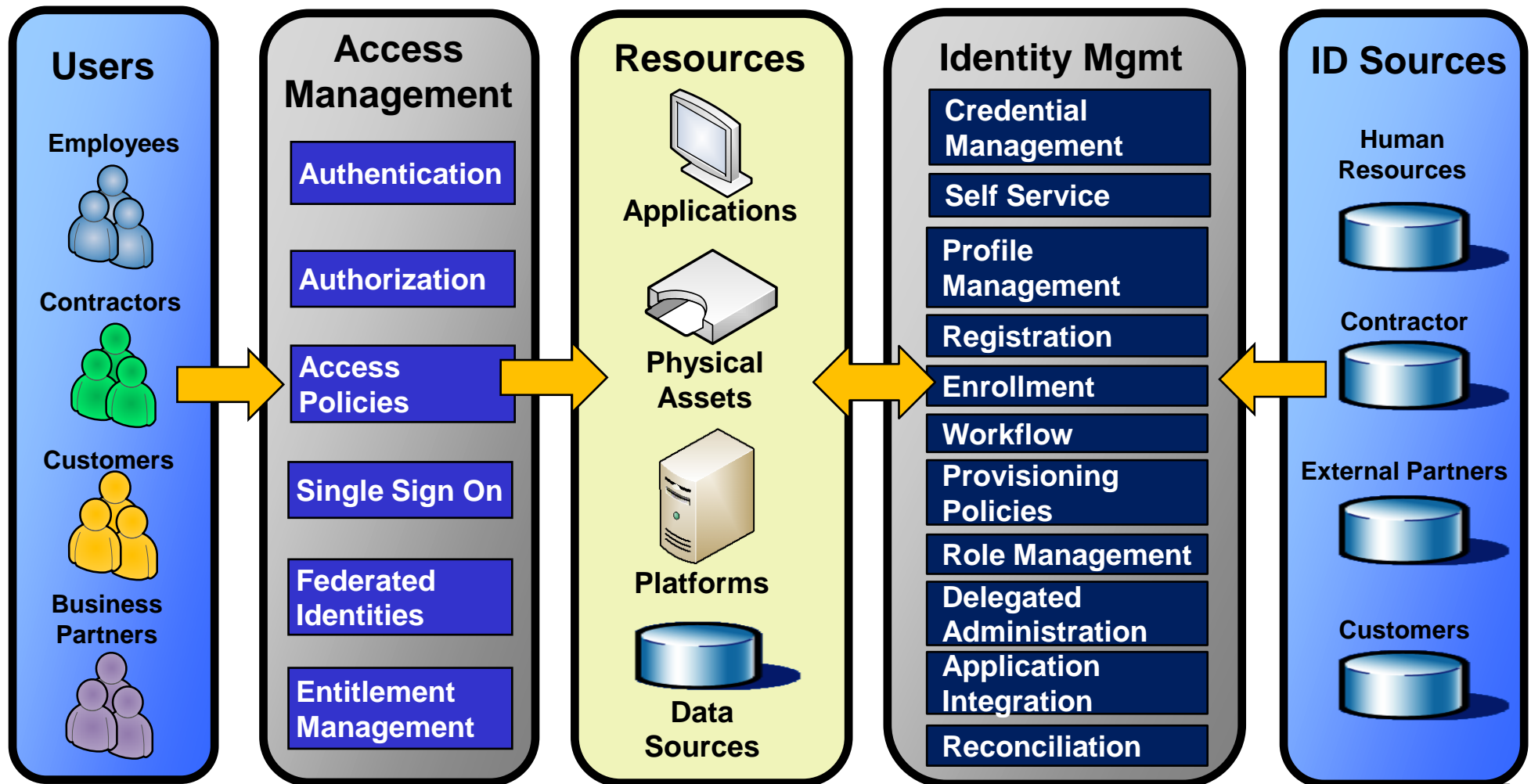
- **Fine-Grain**

- ☐ Detailed and explicit entitlements
- ☐ Based on factors such as time, dept, role and location



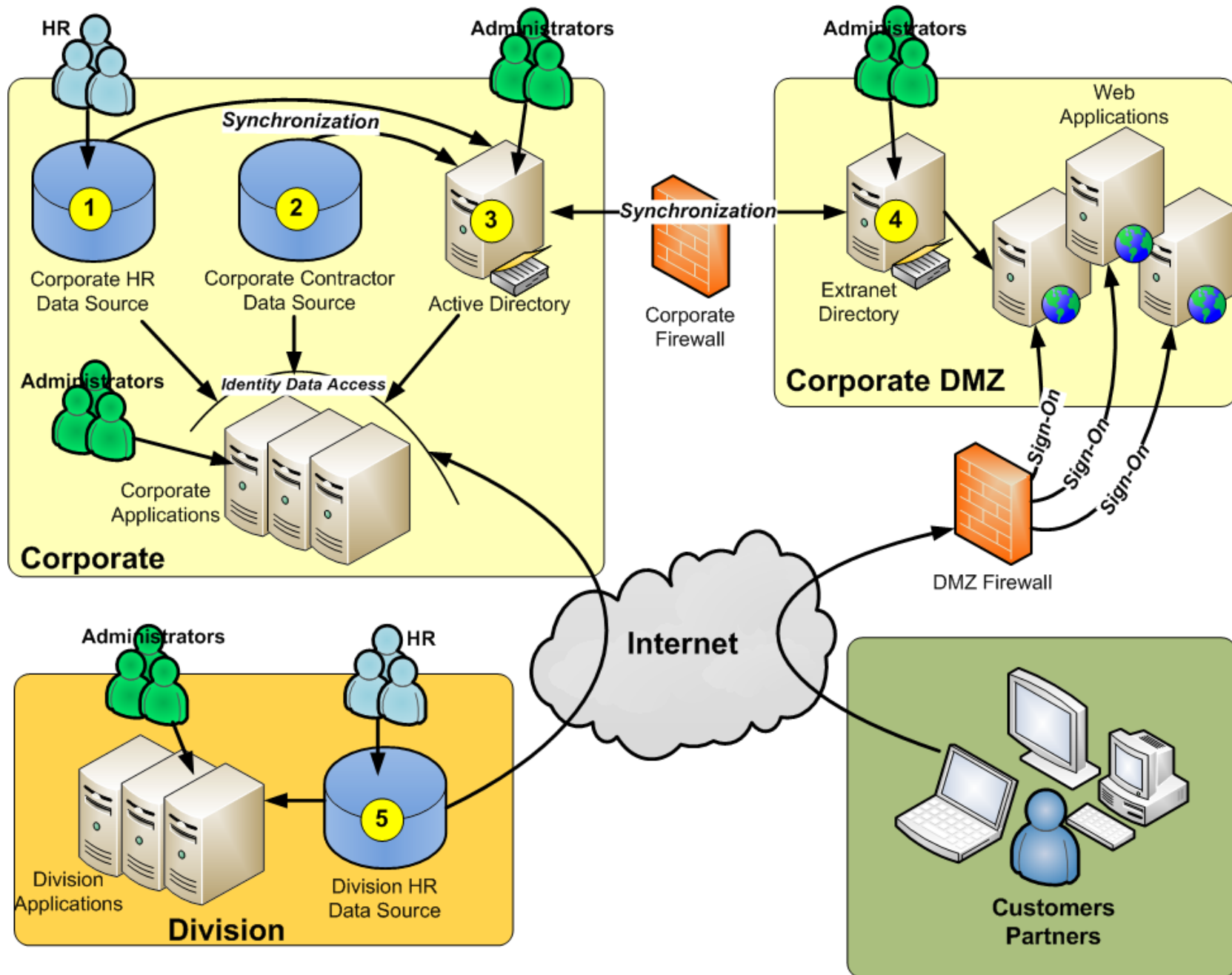
Uniting Identity and Access Management

Identity and Access Management are **tightly coupled** by the governance and consumption of identity data.



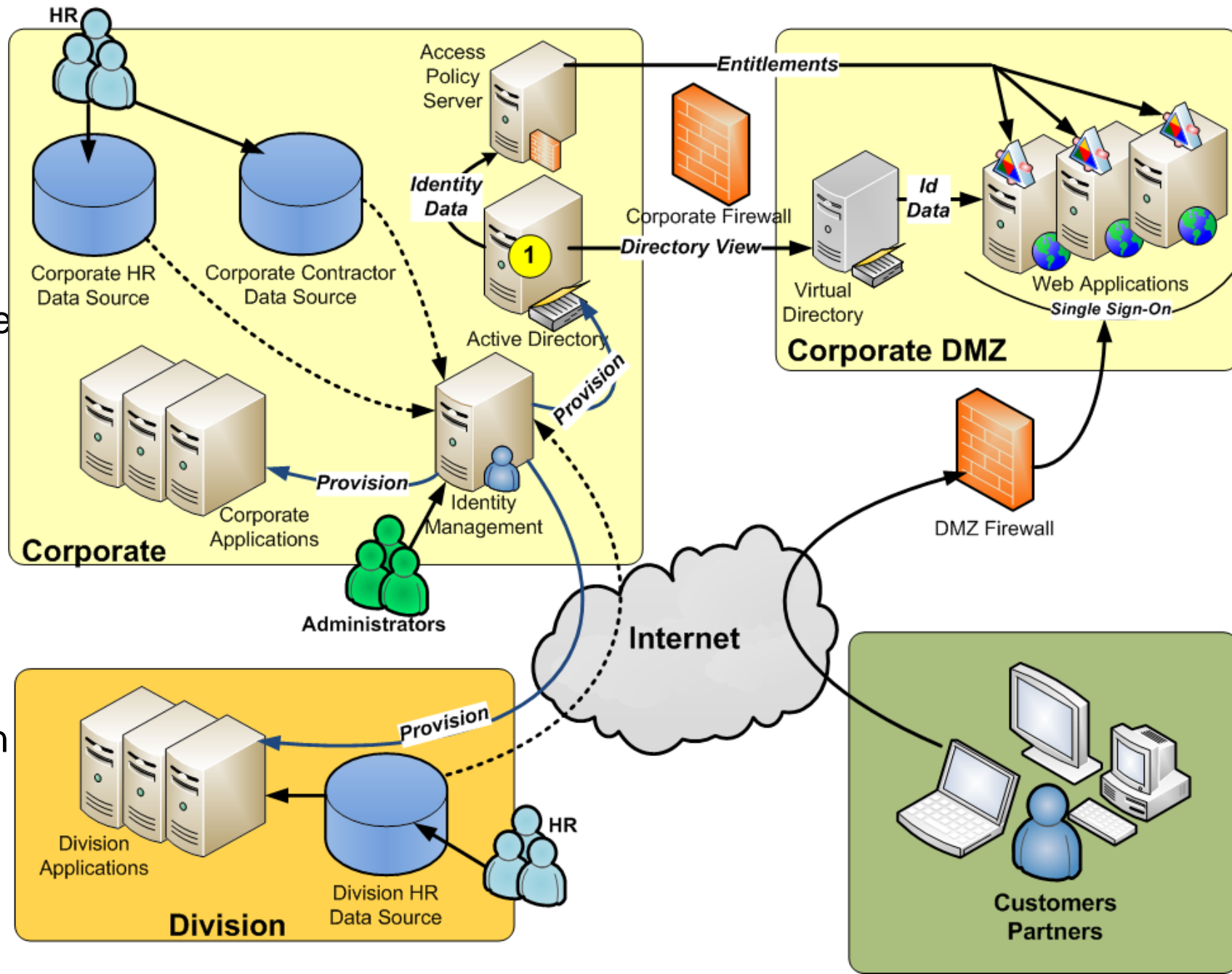
Typical IT Architecture

- ☐ Multiple Identity Stores (5)
- ☐ Multiple Administration Points (4)
- ☐ Redundant data synchronization and replication
- ☐ Users must authenticate to each application



I&AM Architecture

- ❑ Single Identity Store
- ❑ Ability to present multiple data views
- ❑ Single Administration Point
- ❑ Reduced replication and synchronization
- ❑ Single Sign-On



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Current Challenges with I&AM

The following are excerpts from a recent InformationWeek¹ article:

- ❑ “**64%** of respondents say they have **deployed an identity and access management system (IAM)**”
- ❑ “Almost **60%** of respondents say their companies are **unable to effectively focus IAM controls** on areas of the greatest business risk”
- ❑ “**58% of companies** studied still rely on **manual controls** to audit and control user access to critical enterprise systems and data resources, leaving networks open to privacy breaches, failed audits, and potential fraud or misuse of data”
- ❑ “**51% take a reactive approach** to security issues”

¹ <http://www.informationweek.com/news/showArticle.jhtml?articleID=197800526>

Identity Management Drivers

☐ Regulatory Compliance

- ☐ SOX
- ☐ GLBA
- ☐ HIPAA



☐ Efficiencies

- ☐ Productivity Loss
- ☐ Excessive Administration points

☐ Cost Savings

- ☐ Password resets
- ☐ Centralized reporting/attestation



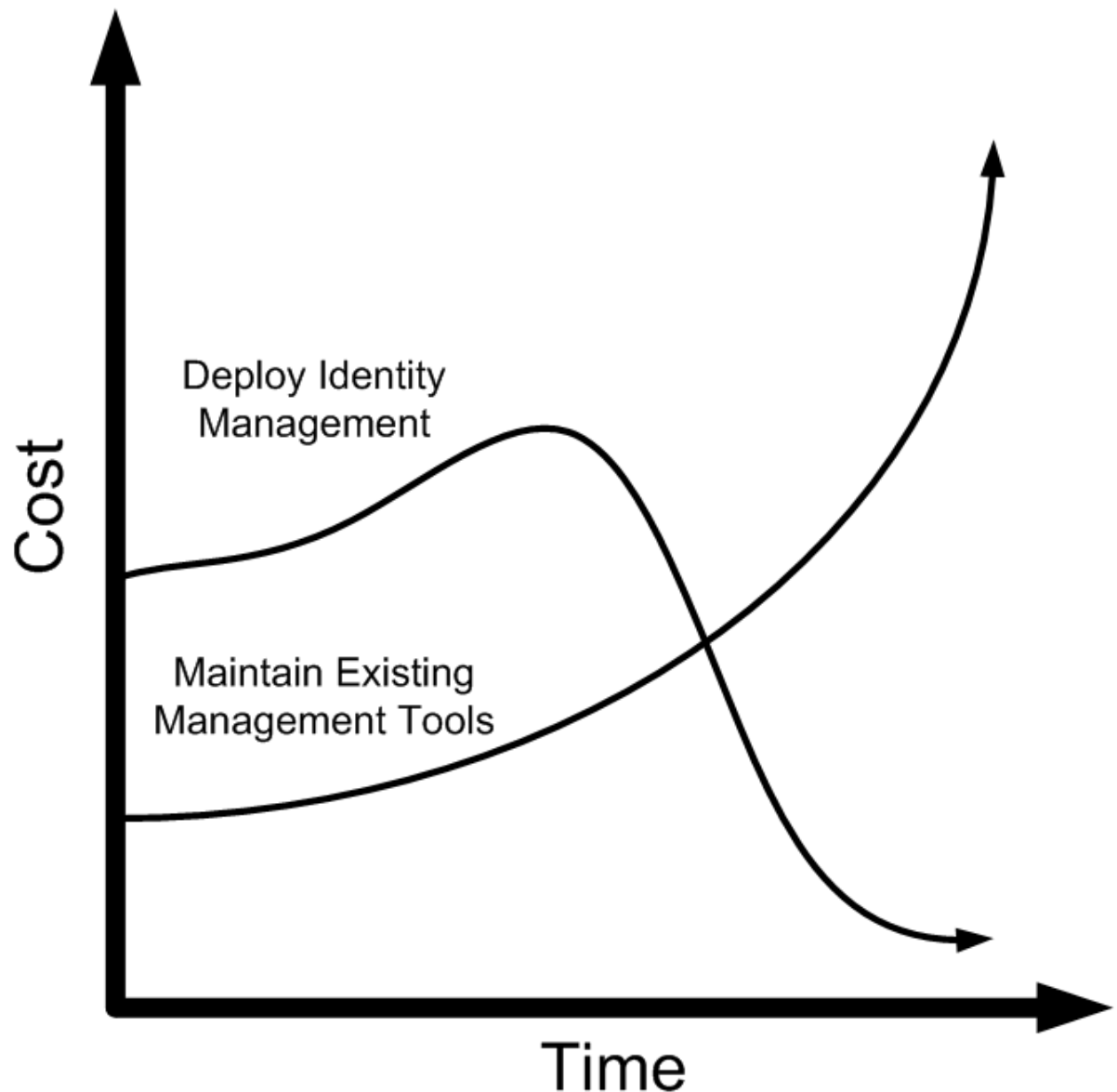
☐ Security

- ☐ Rogue users (de-provision accounts)

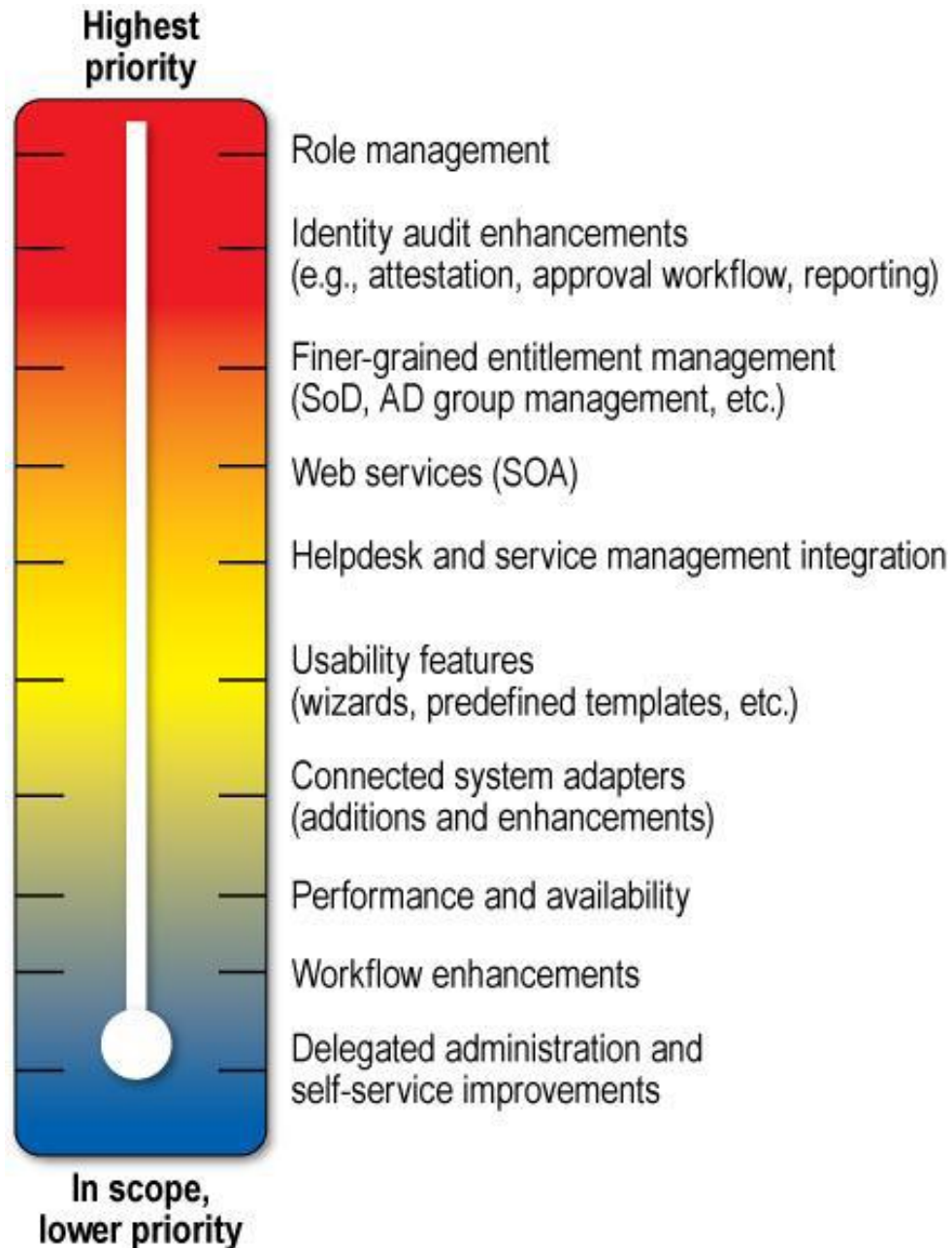


Cost of I&AM Over Time

- ❑ Higher initial cost of implementing and deploying an I&AM solution compared to maintaining existing processes and tools
- ❑ However, over a period of time:
 - Maintaining existing tools for managing identities will **increase in costs**
 - The deployment of I&AM will **reduce costs**



Burton Group – Current Customer Demands (IdM)



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I&AM – Myth vs Reality

Myth

The first step in an I&AM Program is to select a technology and design the solution.

Reality

Although this approach is common, so too is the outcome. Programs that do not begin with a comprehensive complete strategy often are over budget and behind schedule.

Moral

Understand business drivers, current state, future vision and requirements. Then perform a PoC to select the right technology.

I&AM – Myth vs Reality

Myth

Identity Management can do everything, including making you coffee.

Reality

Identity Management vendors all tout the capabilities and ease of their products. Unfortunately, after buying the product and the implementation begins, the organization finds out all the functionalities are custom developed.

Moral

An organization must accurately define use cases and requirements. Ask the vendor to do a PoC and document how all the functionalities were accomplished. Get in writing, what is out-of-the-box and what is custom developed.

I&AM – Myth vs Reality

Myth

“We’ve already completed a strategy.”

Reality

A complete strategy incorporates people, process and technology components and documents several key deliverables for the business. A strategy includes—at a minimum—a thorough current state analysis, future state vision, gap analysis, and I&AM roadmap.

Moral

An organization must accurately capture all the business drivers, current state, future state vision and gaps to document a roadmap. This strategy phase and deliverables are instrumental in building consensus from C-Level sponsors.

I&AM – Myth vs Reality

Myth

Involvement outside of IT is unnecessary.

Reality

Identity Management requirements come from the business. HR involvement is crucial to a successful solution that addresses internal employees, for example. Also, training and communication to the business is necessary for any I&AM solution to be accepted by users.

Moral

Communicate and involve all business areas before implementing an I&AM solution. There should be a representative from each business area to form a Steering Committee for the I&AM project and support from C-Level executives.

I&AM Solution Approach

A sound I&AM solution approach and design will **reduce implementation risks and overall costs.**

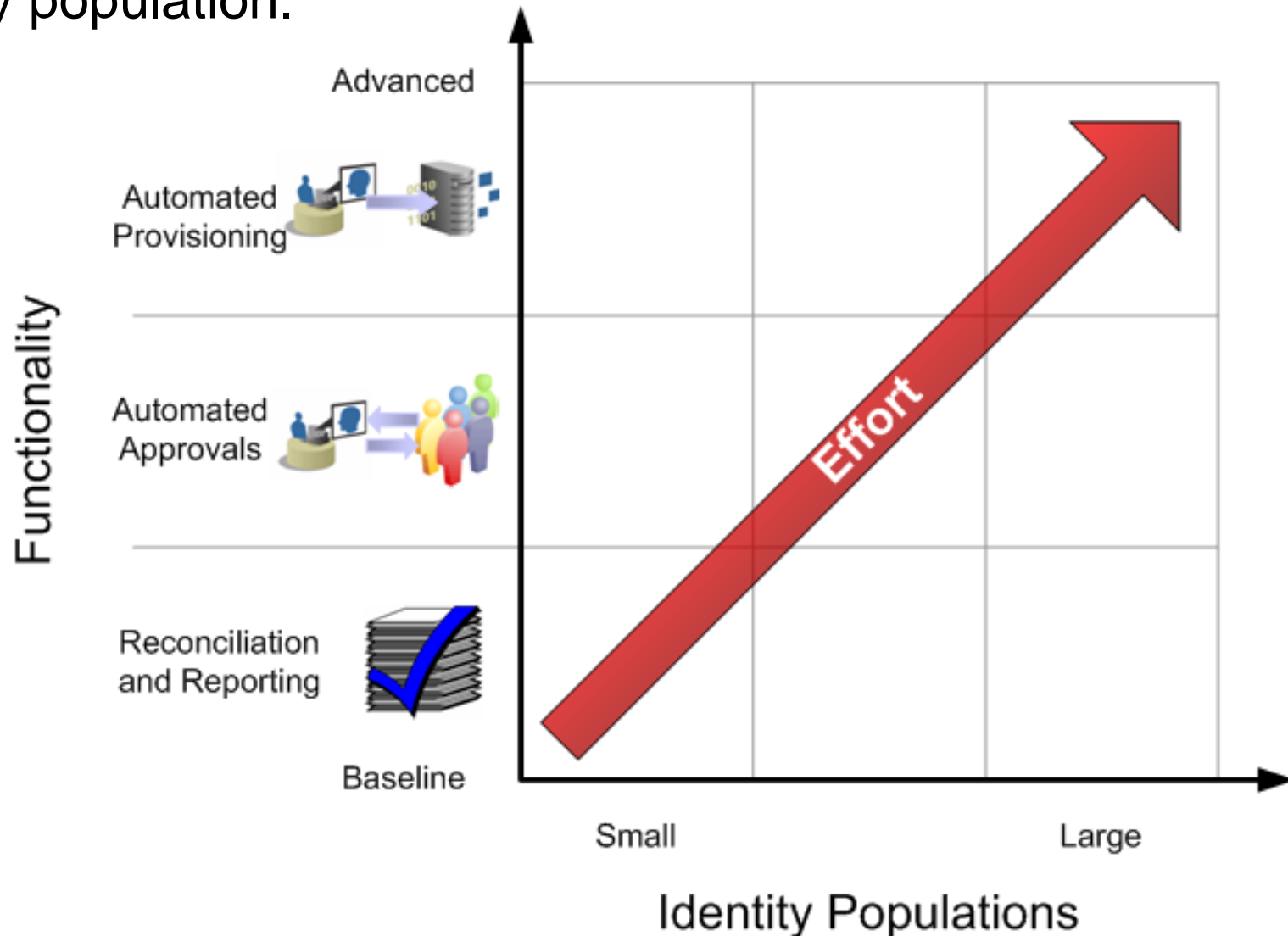
- ☐ Start with defining a solution roadmap and release schedule
- ☐ Begin consolidating identity data sources
- ☐ Normalize and clean-up identity data
- ☐ Evaluate organizational data and roles for access privileges and approval routing
- ☐ Design efficient request and approval processes
- ☐ Implement a technology that will accommodate the data, organization and processes with the most out-of-the-box functionalities

I&AM Strategy Framework

Assess	Solution	Roadmap
Define business driver, organizational support and vision	Design solution architecture and select technology components	Develop solution roadmap with release schedule
<p>Activities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document business drivers and issues <input type="checkbox"/> Understand current state of the organization's security environment <input type="checkbox"/> Define the future vision for the organization <input type="checkbox"/> Analyze and build organizational awareness and support for the project <p>Results</p> <ul style="list-style-type: none"> <input type="checkbox"/> Set of defined business drivers <input type="checkbox"/> Gap Analysis <input type="checkbox"/> Defined set of stakeholders and project sponsor <input type="checkbox"/> Organizational support analysis 	<p>Activities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Define solution requirements <input type="checkbox"/> Develop a solution architecture to solve business issues <input type="checkbox"/> Application prioritization <input type="checkbox"/> Define the various solution components <input type="checkbox"/> Vendor analysis and proof-of-concepts <p>Results</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documented business and technical requirements <input type="checkbox"/> Solution BluePrint and Architecture <input type="checkbox"/> Technology Selection 	<p>Activities</p> <ul style="list-style-type: none"> <input type="checkbox"/> Define scope and timeline for the solution <input type="checkbox"/> Determine a release schedule <input type="checkbox"/> Determine resource allocation <p>Results</p> <ul style="list-style-type: none"> <input type="checkbox"/> Documented Roadmap with release schedule, timeline and scope <input type="checkbox"/> Estimated number and types of resources needed for each release

Functionality vs Identity Population

There needs to be a **balance** between the complexity of functionality releases and the deployment of the releases to an organization's identity population.



I&AM Project Success Factors

I&AM solutions are **very complex and contain many moving parts**. Understanding the following elements will increase the success of an I&AM deployment:

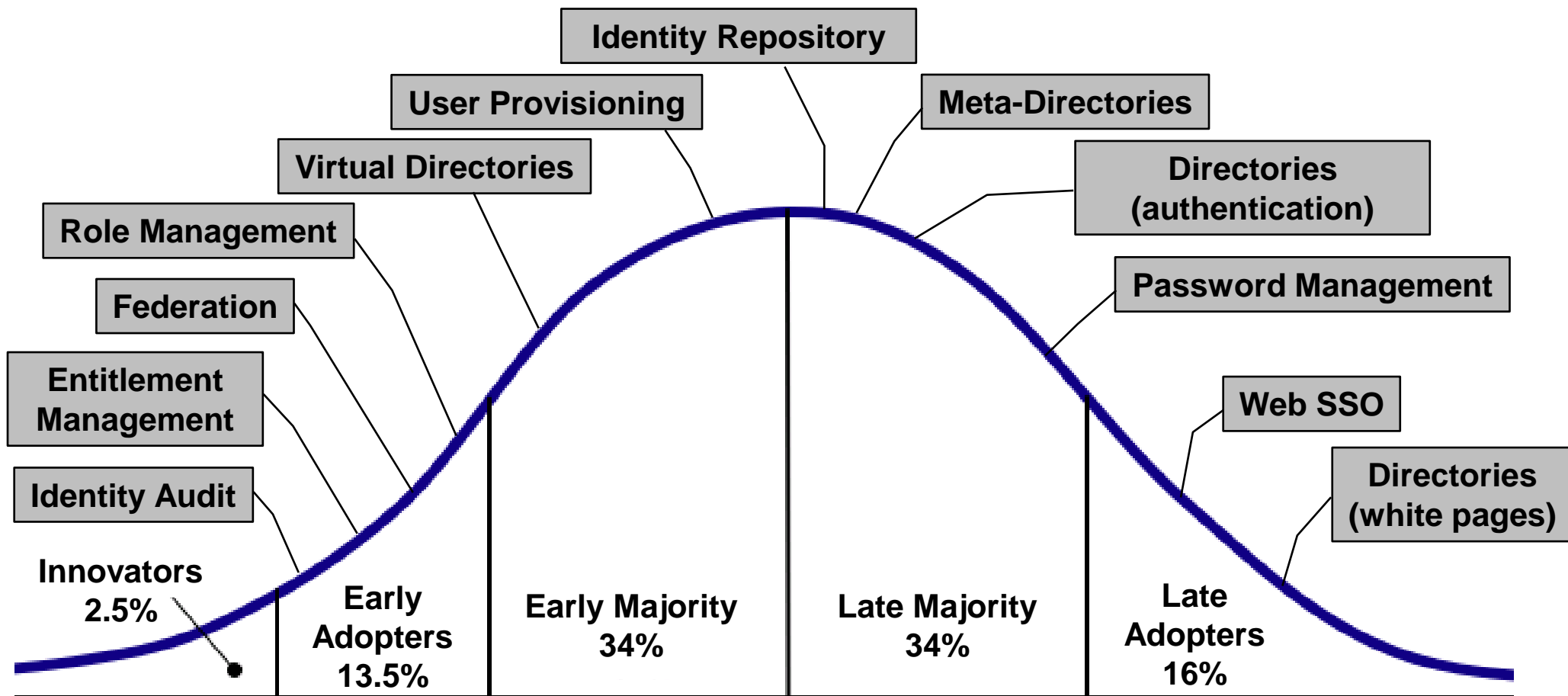
- ☐ **Executive Sponsorship (C-Level Execs) and Steering Committee**
- ☐ **Established Strategy and Roadmap**
- ☐ **Project Management (Managers w/Communication and Technical Skills)**
- ☐ **Skilled and Experienced Implementation Team**
- ☐ **Selecting the Right Technology Vendor**
- ☐ **Data Cleanup**
- ☐ **Getting a Quick Win**
- ☐ **Having Multiple Technical Environments (DEV, QA, STG, PROD)**
- ☐ **TEST, TEST, TEST**

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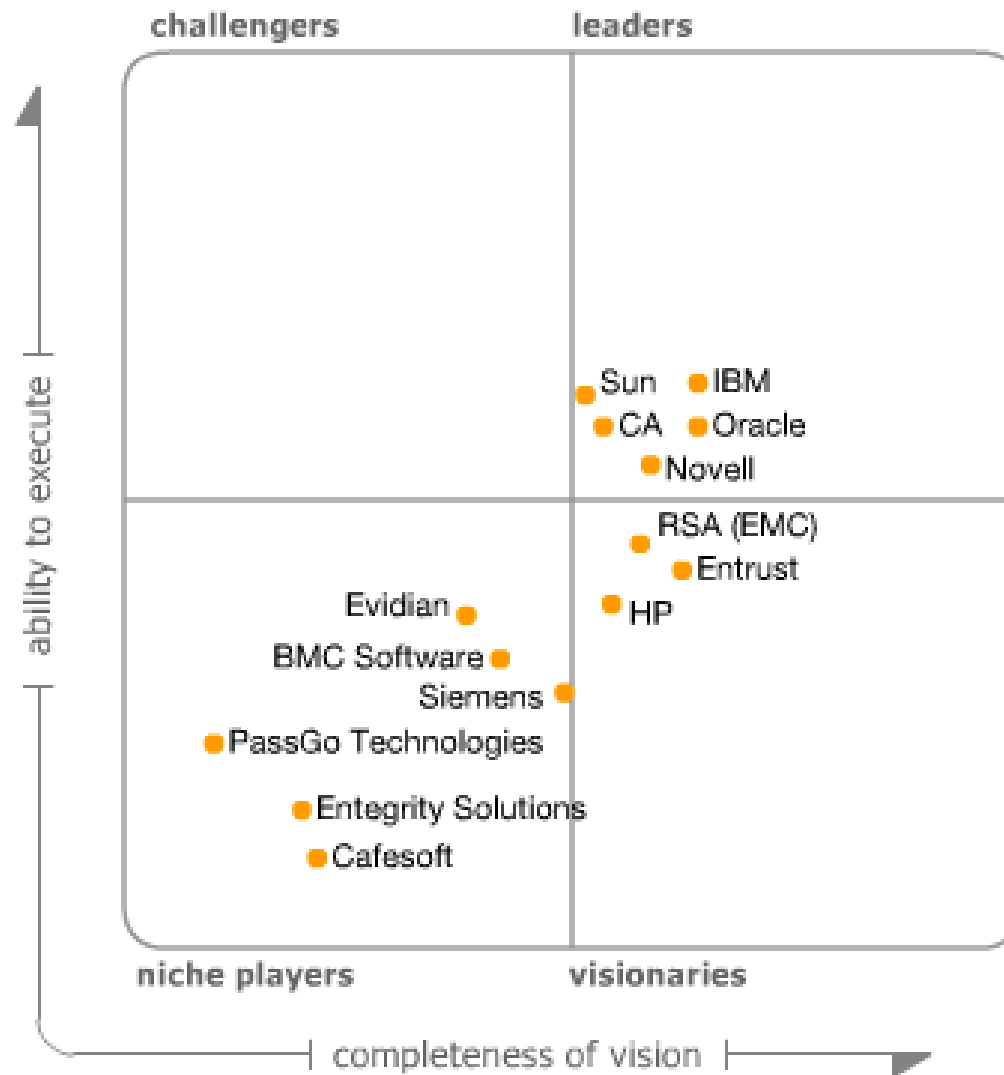
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Technology Adoption Lifecycle

Mapping of I&AM technologies to the Technology Adoption Lifecycle bell curve.

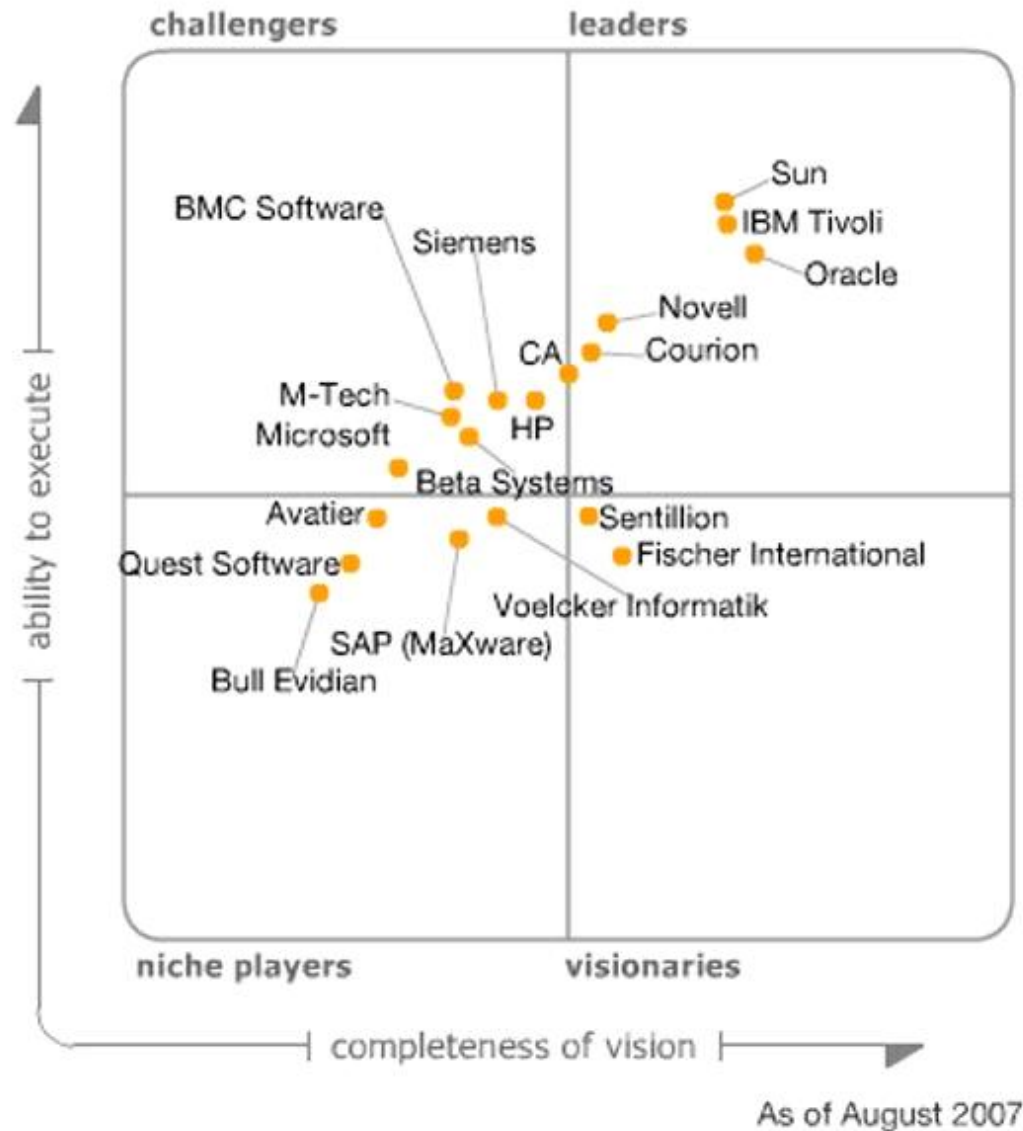


Magic Quadrant for Web Access Management, 2H07



As of October 2007

Magic Quadrant for User Provisioning, 2H07



Burton Group – Provisioning Market Segments

Major brands	Regional or speciality	Boutique	Microsoft specific	Partner only
BMC CA HP IBM Microsoft Novell Oracle SAP Siemens Sun	Beta Systems Courion Evidian Fischer Intl. M-Tech Sentillion	ASG Avatier Diamelle Identiprise ISM Voelcker	NetPro Quest	EMC Wipro Persistent

Future of I&AM

- ☐ Faster adoption of I&AM solutions due to Web Services and SOA
- ☐ Role Based Access Control integration with Provisioning technologies
- ☐ Federation
- ☐ Consolidated suite of I&AM products
- ☐ Easier to implement and configure
- ☐ Componentization of I&AM functionalities via SPML, SAML, XACML and DSML

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The Bottom Line for IdM Implementations

❑ What Identity Management **IS/SHOULD BE:**

- A strategic initiative
- Process intensive
- 75% Focused on Process and Organization (25% Technology)
- Supported from the top (i.e. executive buy-in)
- Enterprise facing

❑ What Identity Management **IS NOT/SHOULD NOT BE:**

- A technology only solution
- Tactical in nature
- Isolated to IT

Questions

