

SUCCESSFUL IDENTITY AND ACCESS MANAGEMENT CASE STUDIES

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BACKGROUND

- › Our organisation operates and maintains several legacy systems with local authentication & authorisation databases
- › Staff have several username/passwords to remember (Call Centre staff have 21 in total)
- › 25% - 40% of Service Desk calls are password related
- › The banking industry in Australia gets regularly audited
- › Fraud risk due to inappropriate access
- › For a couple of years now we have identified the need for a true enterprise identity and access management solution



BUSINESS CASE

- › We leveraged the impending Systems Transformation Programme by convincing stakeholders that identity and access management was a critical foundational piece for the rest of the programme.
- › Compliant with the business strategy of increasing operational efficiencies and reducing cost
- › Generate return on investment (ROI) quickly through easy to deploy initiatives like self service password reset and single sign on.

THE SOLUTION

- › IBM products:
 - IBM Security Access Manager
 - IBM Security Identity Manager
 - IBM Security Role and Policy Modeller
 - IBM Security Access Manager Enterprise Single Sign On
 - IBM Security Information and Event Manager
- › IBM Services
- › Integration with legacy applications was through Single Sign On and manual services in Identity Manager
- › Full identity integration with Active Directory and Unix/Linux systems

THE BENEFITS

- › Provided a robust and secure platform for all subsequent applications implemented and was critical to the success of the Systems Transformation Programme
- › Reduced time in provisioning and deprovisioning primary accounts (Active Directory & email) from up to 2 weeks to 1 day.
- › Reduction in the time spent with auditors in gathering information on application access levels
- › Increased security through accurate and timely provisioning and deprovisioning of appropriate application access
- › Better application interaction experience due to quicker sign on to applications
- › Reduction in Service Desk calls
- › Increase in positivity towards IT and its capabilities (Partner instead of Supplier)

LESSONS LEARNT

- › Role Based Access Control makes the job of identity and access management a lot easier BUT.....
- › Self service password reset and single sign on are quick wins for the business. These technologies are also easy to deploy.
- › Plan, plan, plan!! You know your business better than any vendor so get yourself, HR, Risk, Internal Audit involved EARLY in the design of the solution.
- › User Acceptance Training is critical in the workflow design of identity management.
- › Establish business champions.
- › Establish information channels to executive management.
- › Deploying IDAM is less about technology and more about business workflow, approvals and useability.



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