

This is a demonstration of the Managing User Accounts Inside Your IT Infrastructure Solution featuring IBM Tivoli Identity Manager Express (ITIM Express).

Welcome to FooCorp, a fictitious company that is reaping the benefits of their recently deployed identity management solution.

This scenario points out some key IBM Tivoli Identity Manager (ITIM) Express features, including:

- Human Resource Integration
- Reconciliation
- Employee Provisioning
- Authorization
- Employee Termination Process
- Reporting

A new employee, Fred Williams, has joined FooCorp, reporting to Vincent Salias. As a part of his new employee orientation, Fred is introduced to ITIM Express and instructed to call the FooCorp Help Desk to obtain his ITIM Express user account ID and password.

Fred calls the help desk and speaks with Eric Gilmore to obtain his account ID and password. Eric logs onto the ITIM Express application to process Fred's personal account information.

Eric searched for Fred's account using Fred's full name and finds the account. He sets the password, and provides the password information to Fred.

Now Fred can log on to his account. Since this is first logon, he has to specify some forgotten password logon information. Fred provides answers to 3 questions.

- Where were you born?
- What was the name of your favorite schoolteacher?
- What is your mother's maiden name?

He will have to provide answers for at least two of the questions in order to reset his password if he ever forgets it without having to contact the help desk.

Fred then proceeds to request a new Lotus Notes account by selecting Lotus Notes Service from a list of FooCorp Services. Fred then sets his Lotus Notes password according the password strength rules enforced by the application security profile. The password must be at least 8 characters long, contain no more than 2 repeated characters, and cannot contain his user account ID or user name.

Fred receives a Success message, verifying that his request was successfully submitted. He then goes to the View All My Requests view, selects his Notes account request, and see that it is pending. He then selects the Activities choice, and sees that there is an activity for his manager to approve his account request.

Fred's manager, Vincent Salias, receives an email notification of a new approval activity. He logs on to ITIM Express, looks at his list of to-do activities, checks Fred's account request and approves it. By quickly having email capabilities, Fred will be a more productive FooCorp employee.

Gary Spurr, who also reports to Vincent, has just resigned from FooCorp. Vincent calls the help desk and informs them that Gary has left the company. Eric immediately retrieves Gary's account information, selects the option to include all of Gary's accounts when suspending, restoring, or deleting users, and selects the Suspend option. The applications prompts Eric to confirm that he wants to suspend all of Gary's accounts, and Eric continues with the suspend activity.

He then views all of his current requests to confirm that all of Gary's accounts have been suspended successfully.

Par Farley logs onto ITIM Express to begin his administrator tasks. First, he will check for any active accounts without owners, which could be targets of unauthorized access. He searches for the Active Directory Service, finds it, then selects that service and chooses to work with Accounts. He search for accounts by User ID, and then

orders the results list by owner, knowing that accounts not assigned to an owner will be at the top of the sorted list. He sees several inactive accounts, but finds one account that is active, and could be vulnerable to unauthorized access. This is a Windows Administrator account, and he decides to assign it to Megan Nussbaum.

At the Select a User screen, he searches for Megan Nussbaum, finds her, and assigns the account to her. He then proceeds with the task and verifies that the request has been submitted on the Success screen.

For Pat's next task, he will fulfill a request from the Human Resources department for a validation report for an upcoming internal audit. He begins by selecting Reports under Manage Services, and discovers he can use a reconciliation validation report for the HR request. He then selects the service from the pull down list of services. He chooses Identity Feed. The validation report will provide verification of the information provided by Human Resources for the identity feed. After making the selection, he clicks the OK button to confirm his choice, and then chooses PDF as the format for the report. The report is generated immediately. It shows statistical information that can be used by the Human Resources department for internal audit purposes, and includes a list of new and updated employees.

This has been a demonstration of the IBM SBE Managing User Accounts Inside Your IT Infrastructure Solution that is based on IBM Tivoli Identity Manager Express (ITIM Express).

The features described here are just some of the many functions and value that this product brings to an identity management solution.