SailPoint

Identity Day

The Non-Employee Dilemma

What are non-employees?

Employees

Third Parties

- Contractors
- Vendors
- Suppliers
- Service Providers

Partners

- Agents
- Franchisees
- Affiliates
- Retailers

Individuals

- Students
- Volunteers
- Freelancers
- Researchers

Non-Humans

- Bots/RPA
- Service Accounts
- Applications
- Devices

Customers
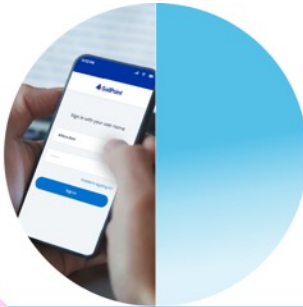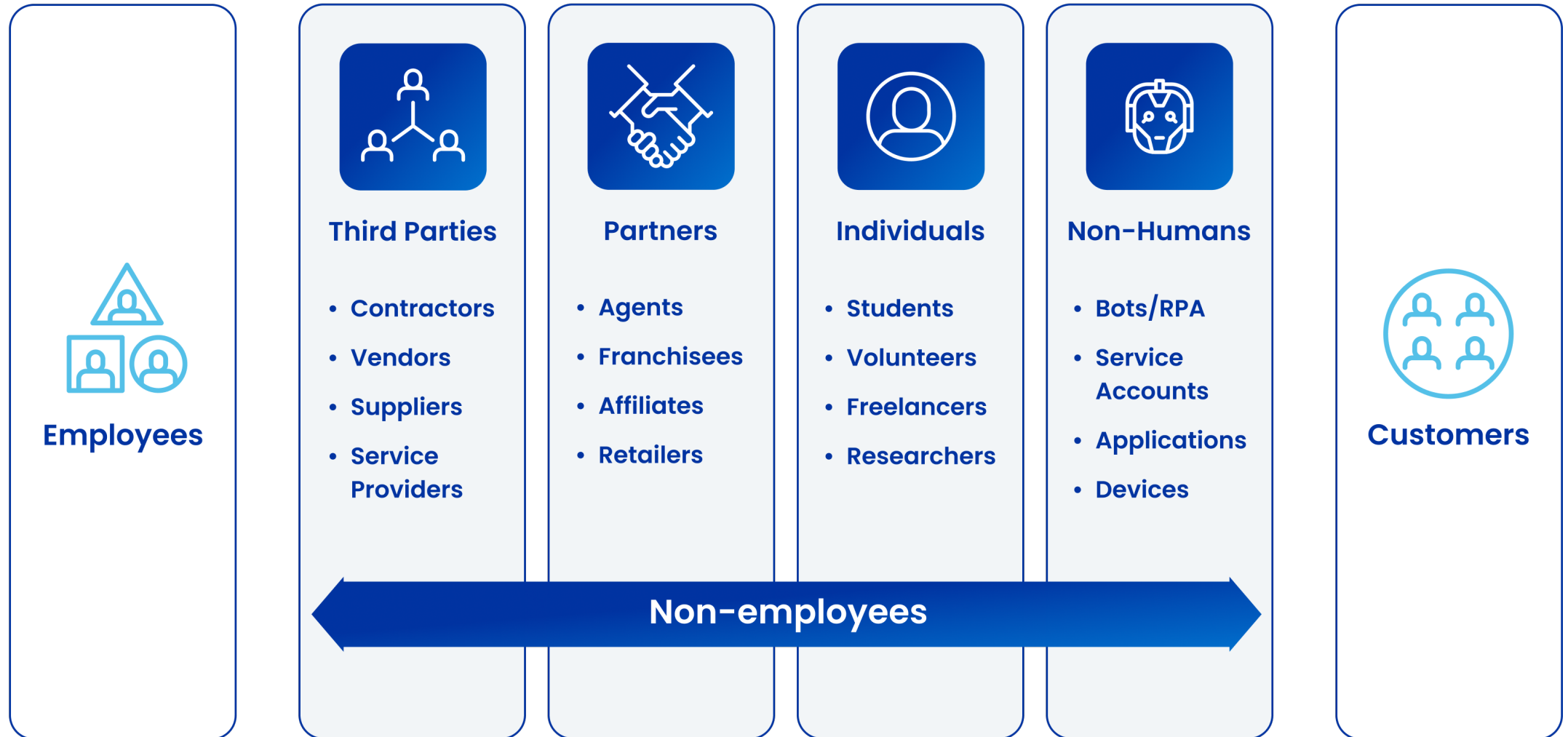
← **Non-employees** →

Non-employee access is more complex

HR

IT

Non-Employee

Internal sponsor

External sponsor

Internal manager
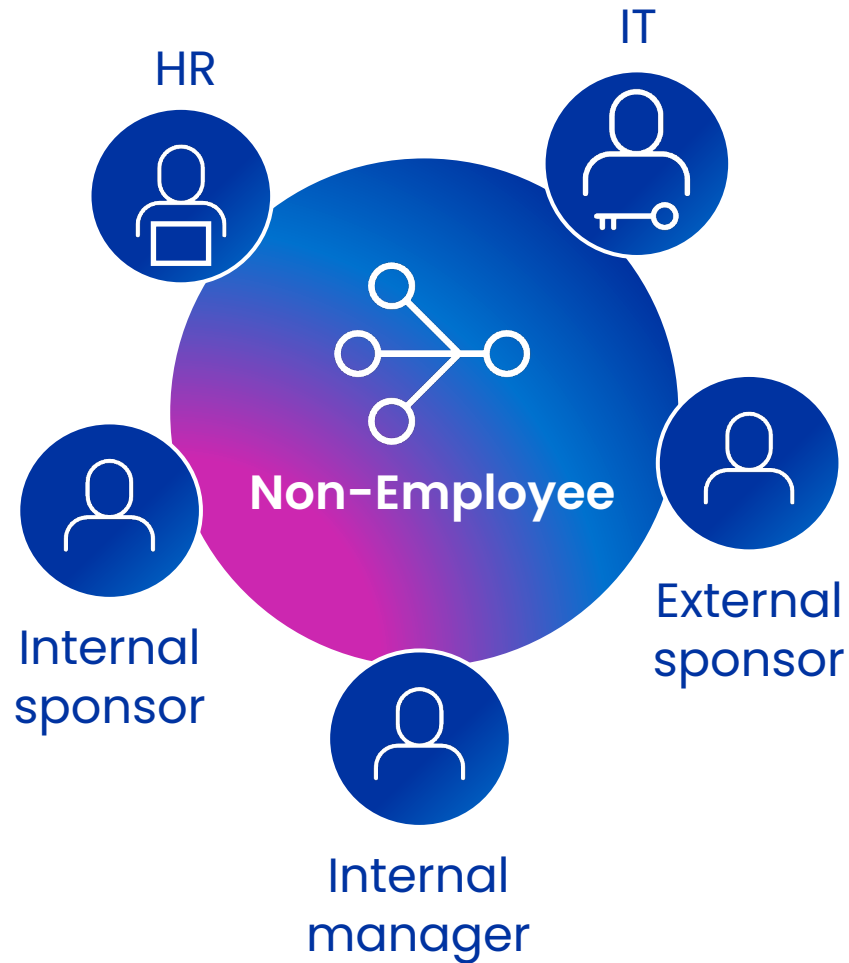
- More complicated than onboarding an employee

- Homegrown systems or spreadsheets used

- These lack the features required to properly manage non-employees

- Non-employees need solutions built with them in mind

Non-employee access governance challenges

- Shared, overprovisioned, and orphaned account access

- Unreliable data

- Excessive spend

- Duplicate identities

Painful audits

"We had an audit finding because we didn't know what contractors had access to what, or why."

Inefficient processes

"External people often turn up for work and have no access which is a big cost to the business"

Lack of visibility

"Contractors leave but we don't hear about it, and their access remains"

High risk

"We have users passing around network access details for someone no longer with that vendor."

Yet, most haven't addressed the risk

74%
CIO, CISO, and CTOs that believe there's a lack of understanding across their business that non-employees are part of their cybersecurity posture

51%
Organizations that have experienced a data breach caused by one of their third parties

$4.29M
Average cost of a third-party breach

63%
Organizations that don't have visibility into the access given to non-employees

Stat from The State of Supply Chain Defense
Stats from A Crisis in Third-party Remote Access Security & Cost of a data breach

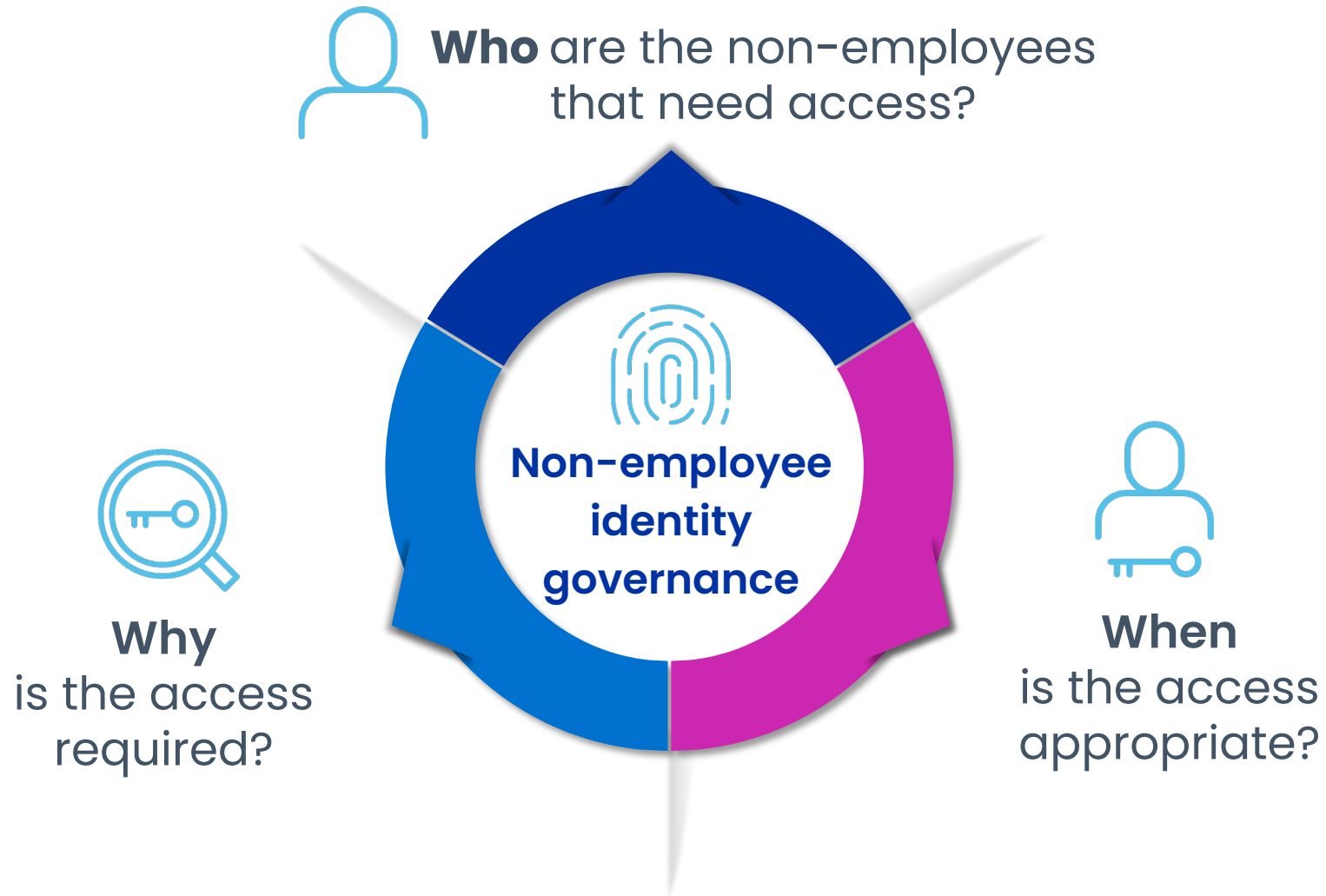# Non-Employee Risk Management
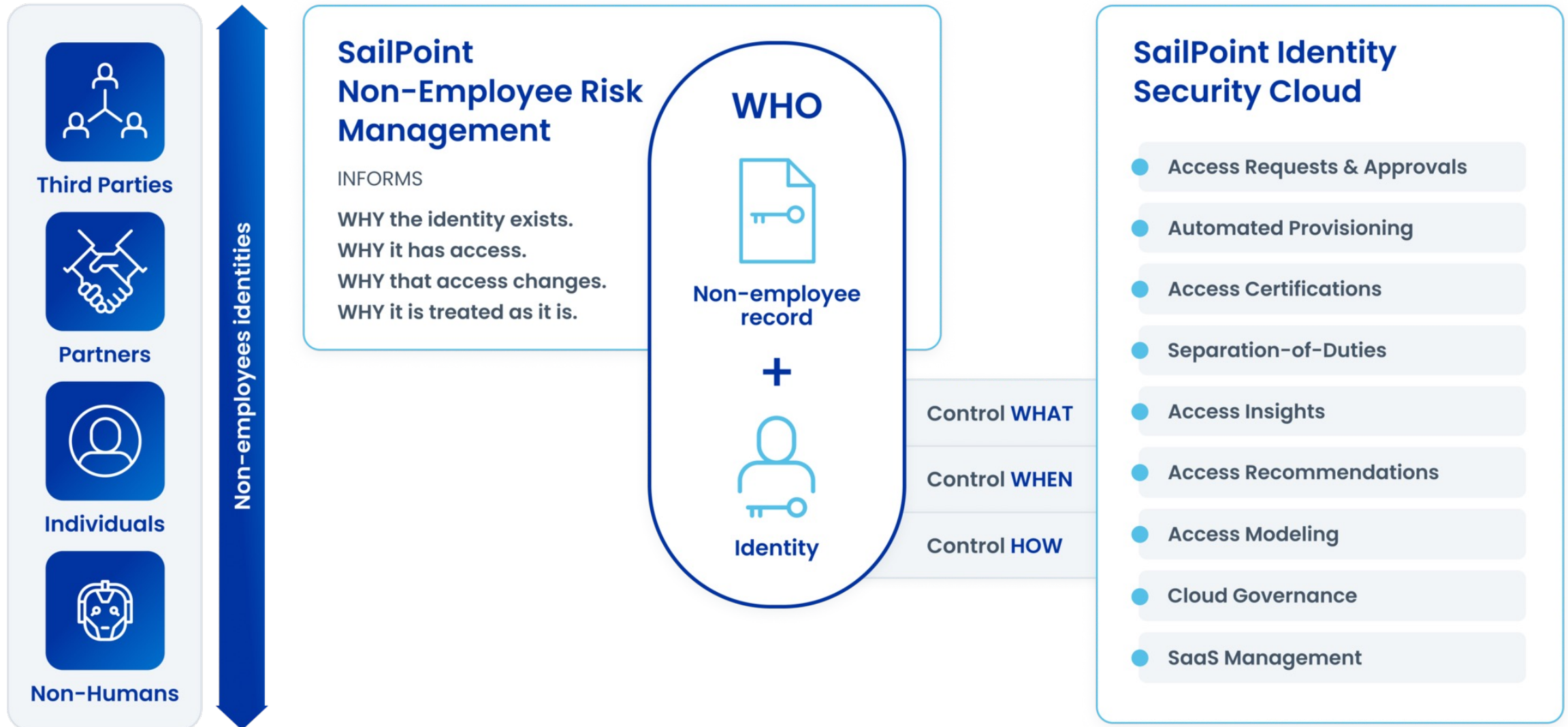
The non-employee objective

Extend advanced identity **security controls** so customers have the **same visibility** with non-employees as they do with their employees.

By ensuring non-employee access is granted only to the right identities at the right time, organizations can be confident that no identity has been forgotten.

Answering 3 critical questions

Who are the non-employees that need access?

Non-employee identity governance

Why is the access required?

When is the access appropriate?

Identity security for non-employees

Non-employees identities

- **Third Parties**
- **Partners**
- **Individuals**
- **Non-Humans**

SailPoint Non-Employee Risk Management

INFORMS

WHY the identity exists.
WHY it has access.
WHY that access changes.
WHY it is treated as it is.

WHO

Non-employee record

+

Identity

Control **WHAT**
Control **WHEN**
Control **HOW**

SailPoint Identity Security Cloud

- Access Requests & Approvals
- Automated Provisioning
- Access Certifications
- Separation-of-Duties
- Access Insights
- Access Recommendations
- Access Modeling
- Cloud Governance
- SaaS Management

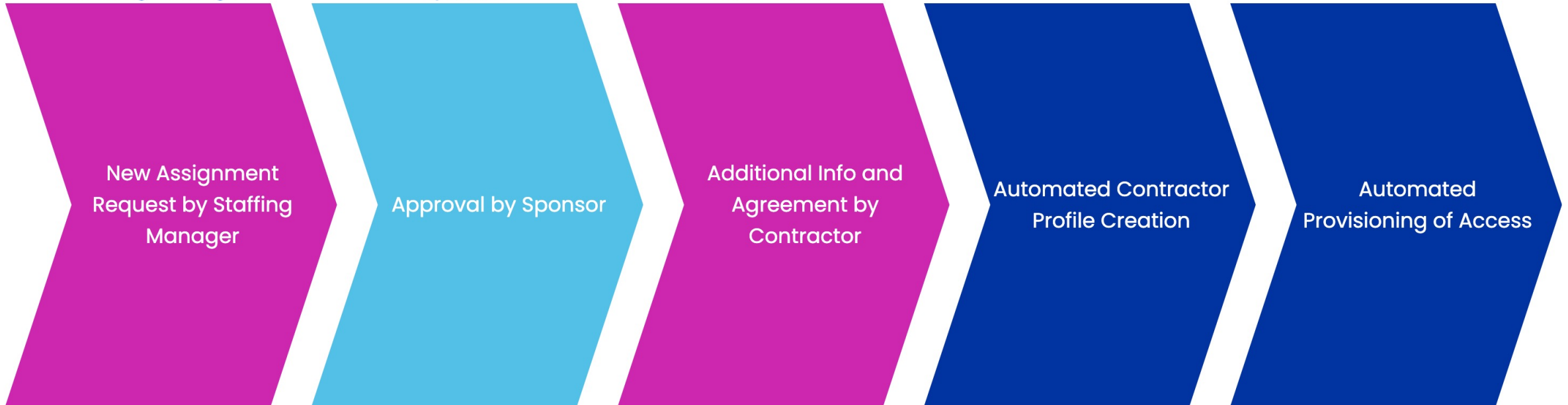| Non-employee pain point	The SailPoint difference: Non-Employee Risk Management
Lack of visibility *"I can't see all the external third-party workers that are assigned to a project or see all the contractors that work for a specific vendor and have access to our systems and data."*	**Centralized and scalable identity solution** Gain full visibility into every non-employee identity, including their relationship with your organization and assignment details via a centralised and scalable solution for all third-party non-employees to accurately inform your access decisions.
Unreliable data *"How do I get reliable identity data on my non-employees so I can meet my IAM strategy?"*	**Enables collaboration** A system for all your non-employees, utilising data that is quickly and easily captured by both internal and external users, who can contribute lifecycle information.
Ad Hoc/inefficient processes *"It takes too long to onboard our third-party non-employees, so shortcuts are taken."*	**Process orchestration** Flexible, 'no-code' workflows for onboarding, offboarding, and daily lifecycle management.
Painful audits *"We still manually pull our third-party user identity data for compliance audits."*	**Documents lifecycle management** Demonstrate compliance easier and faster for all third-party, non-employee identities.
Risk *"Third-party breaches are up 67% across our industry."*	**Risk scoring** Set an individual's identity risk score by specific attributes and relationships to have a better understanding of the risk that each non-employee poses to your organisation.

What does it look like?

Linda Mason
Staffing Manager

Thomas Visser
Sponsor

Neil Sutton
Consultant

New Assignment Request by Staffing Manager

Approval by Sponsor

Additional Info and Agreement by Contractor

Automated Contractor Profile Creation

Automated Provisioning of Access

acme

Zcorp

acme

acme @ **Zcorp**

Collaborate Login

Username

linda.mason@acme.com

Password

••••••••••

Login

forgot my username | forgot my password

⊘ First Time Users

Please register your profile by selecting one of the registration processes below.

Non-Employee Registration Invite

⊘ Resume Registration

If you have already begun the registration process you can resume it by following the link below.

Resume registration

SailPoint

- home
- actions
- requests
- Populations
- Locations
- Sub-Populations
- People
- Assignments
- Vendor

Edit my profile

Create Profiles

- New Contractor
- New Collaborator

Active Populations | Active Locations | Active Sub-Populations | Active People | Active Assignments | Active Vendor

Pending Requests | Needs Action

Name	Category Populations
none	

view all Populations >>

home   actions   **requests**   Populations   Locations   Sub-Populations

People   Assignments   Vendor

Request Form

X   🗑 cancel request   💬 show comments

Basic Information

First Name*
Neil

Last Name*
Sutton

Email*
neil.sutton@acme.com

The information entered above will be used to search for potential matches.

Submit

home   actions   **requests**   Populations   Locations   Sub-Populations

People   Assignments   Vendor

Duplicate Prevention   X   🗑 cancel request   💬 show comments

Duplication Warning

Profiles with the same **First Name, Last Name** already exist, please decide if a new profile should be created, or an existing profile should be modified

Create a new profile

◯   👤   New profile

Modify an existing profile

	First Name ⌃	Last Name ⌃	Email ⌃	Person ID ⌃	status ⌃
🟢 👤	Neil	Sutton	neil.sutton@acme.com	P000127	Active

◁ **Previous**   **Submit**

Request Form

Provide the details for the new assignment

Sub Population* ?

Contractor ▾

Organization*

ACME inc ▾

Company

select one ▾

Title

Consultant ▾

Sponsor ?

Thomas Visser

Start Date*

📅 03/10/2023

End Date*

📅 07/08/2023

Manager*

Irene Mills ▾

Department*

Engineering ▾

Location(s) ?

Denver ✖

select one ▾

Division

Division 1 ▾

Submit

SailPoint

Thomas Visser

Delegates ➕

Lifecycle ⌃

- 🕐 Home
- ⚠ Needs Action
- 💬 **Requests**
- 📋 Reports
- 👥 Validations
- 🌐 Profiles

👍 Approval Form

💬 show comments

Personal Information

First Name	Neil
Middle Name	
Last Name	Sutton

Assignment Details

Sub Population* ❓

Contractor ▾

Organization* ❓

ACME inc ▾

Sponsor ❓

Thomas Visser

Title

Consultant ▾

Start Date*

📅 03/10/2023

End Date*

📅 07/08/2023

Department*

Engineering ▾

Location(s) ❓

Denver ✖

🔍

Manager

Irene Mills ▾

Does this worker need additional equipment?

☑ Laptop   ☑ Monitor   ☑ Docking Station   ☐ Phone

☐ Key Card

Will this person need additional training?

🔘 Yes   ⚪ No

◄ Previous   Approve   Reject

SailPoint

Search

Home   View   Help

New mail   Delete   Archive   Report   Sweep   Move to   Reply   Reply all   Forward   Quick steps   Read / Unread

Favorites

Inbox   1

Sent Items

Drafts

Add favorite

Folders

Inbox   1

Drafts

Sent Items

Deleted Items

Junk Email

Archive

Notes

Conversation ...

Create new fol...

Groups

Discover groups

Manage groups

Registration Required: Neil Sutton

noreply@mynonemployee.com

To: Neil Sutton

Fri 3/10/2023 10:25 AM

This Message Is From an External Sender
This message came from outside your organization.

Hi Neil Sutton,

You have been invited to register as a contractor. Please click the link below to get started on your project

Thank you!

Get started

all rights reserved | copyright 2023

If you are having problems viewing this email, or received it in error, please contact an administrator

Reply   Forward

Request Form

close request   show comments

Contractor Self Registration

Please verify your information below. Update as necessary.

Personal Information

First Name
Neil

Last Name
Sutton

Email
neil.sutton@acme.com

Professional Phone Number
716-908-5440

Engagement Time

Start Date
03/10/2023

End Date
07/08/2023

Acceptable Use Policy

Company workers are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted.

All Internet data that is composed, transmitted and/or received by company computer systems is considered to belong to and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.

The equipment, services and technology used to access the Internet are the property of the company and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.

The installation of software such as instant messaging technology is strictly prohibited.

By submitting this registration, you are **agreeing** to the acceptable use policy above.

Choose file   No file chosen

Submit

SailPoint

![Thomas Visser]

Thomas Visser

Delegates ➕

Lifecycle ⌃

🔯 Home

⚠️ Needs Action

📇 Requests

📄 Reports

🧑‍💼 Validations

⦿ Profiles

Neil Sutton - Third Party ⚠️ 4.0 Medium

status Active

[🗨️ End Assignment]   [🗨️ Update Assignment Details]   [🗨️ Revalidate]

Info   Location(s)   Population   Sub Population   Person   Organization   Contributors   History

Assignment Details

Organization* ✎	Vendor Executive Contact ✎	Eligible for rehire
ACME inc	Linda Mason	-

Assignment ID ✎	Population ❓ ✎	Sub Population* ❓ ✎
A000163	Third Party	Contractor

Person ✎	Title	Email* ✎
Neil Sutton	Consultant	neil.sutton@acme.com

Start Date*	End Date*	Sponsor ❓ ✎
03/10/2023	07/08/2023	Thomas Visser

Location(s) ❓ ✎	Department*	Division ✎
Denver	Engineering	Division 1

Project
Project 1

Last Revalidation Attempt	Revalidation Status
-	-

Policy Status

Signed Policy	Signed Policy Date
Acceptance Policy V1.2	03/10/2023

Assigned Assets

Assets Disbursed

Dashboard ⌄   Identities ⌄   Access ⌄   Applications   Connections ⌄   Certifications ⌄   Password Mgmt ⌄   Global ⌄   Workflows   Event Triggers

‹   👤 **Neil Sutton**   ☰⌄

Details   **Accounts**   **Applications**   **Roles**   **Activity**

Source Name		Display Name	Source Owner	Status	Actions
🟦 **Azure-AD**	›	neil.sutton@zcorp.com	Jerry Bennett	Enabled	☰⌄
🪟 **Active Directory**	›	Neil.Sutton	Jerry Bennett	Enabled	☰⌄
⚙️ **TRAKK-WS**	›	neil.sutton	Jerry Bennett	Enabled	☰⌄
⭕ **Okta**	›	neil.sutton@zcorp.com	Jerry Bennett	Enabled	☰⌄
🔺 **SailPoint Identity Security Cloud**	›	neil.sutton		Enabled	☰⌄
👤 **Contractors**	›	neil.sutton	Jerry Bennett	Enabled	☰⌄

Recap: What we just saw

✓ A collaboration portal accessible by both internal and external parties

✓ Flexible workflows and customizable forms that follow your business processes

✓ Ability to collect additional identity access-related information if needed

✓ Acceptance of NDAs and Acceptable Use Policies before granting access

✓ Automated provisioning ensures contractor productivity on Day One

Want to know more?

Key Use Cases

- Improve non-employee onboarding experience

- Existing homegrown solution/process lacks strong security controls, won't scale (ex. Excel spreadsheet, custom build)

- HRIS are not built with non-employees in mind (ex. Don't offer delegated administration; expensive)

- 3rd parties deprovisioning capability

- Audits are painful; compliance is a challenge

Non-Employee Risk Management is available as an advanced solution with the SailPoint Identity Security Cloud

Business

Comprehensive collection of capabilities to start an identity journey built with AI & ML.

- Access Requests & Approvals
- Automated Provisioning
- Access Certifications
- Separation-of-Duties
- Access Insights
- Access Recommendations
- SaaS Workflows

Business Plus

Comprehensive identity security suite built with AI and ML to discover, secure, and manage identities across an entire hybrid infrastructure.

- Access Requests & Approvals
- Automated Provisioning
- Access Certifications
- Separation-of-Duties
- Access Insights
- Access Recommendations
- Access Modeling
- Cloud Access Management
- SaaS Management
- SaaS Workflows

ADVANCED SOLUTIONS

- Non-Employee Risk Management
- Access Risk Management
- File Access Manager
- Password Management

The difference is at the core

Unmatched intelligence

Intelligent 360° visibility and insight so you can adapt and ensure the security of every identity

Frictionless automation

Automate and streamline identity processes to better discover, manage, and secure user access to both employees and non-employees

Comprehensive integration

Seamless integration that extends your ability to control access across your hybrid environment and your evolving enterprise
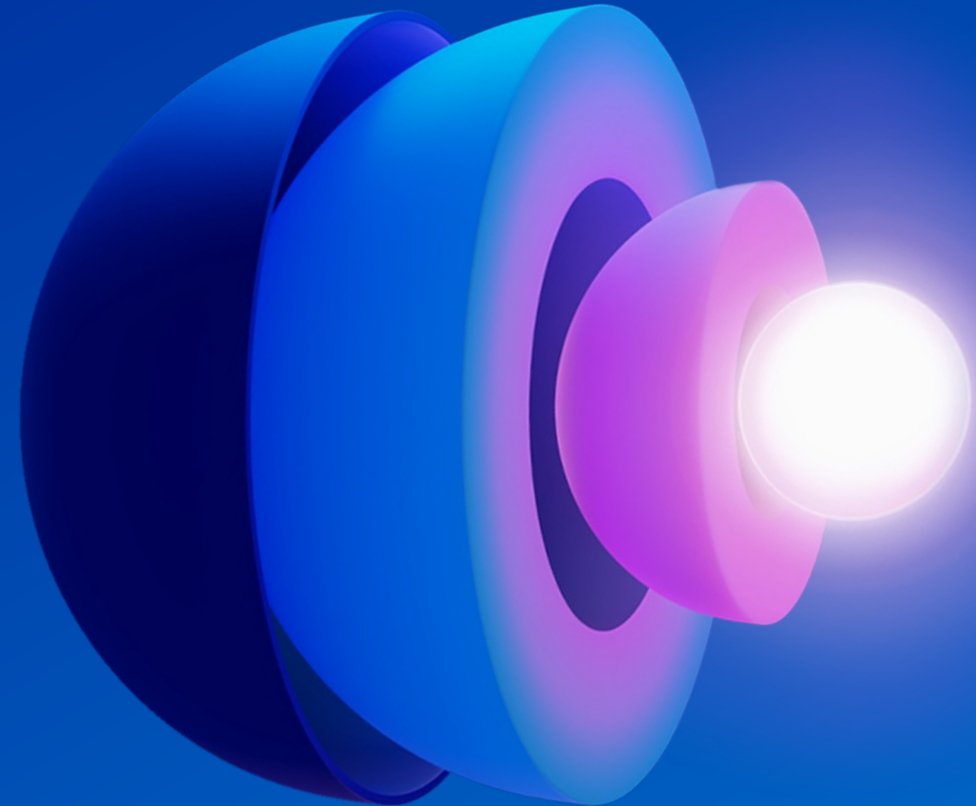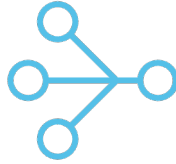
Why SailPoint for identity security?

Leaders in identity governance

Positioned as a leader in every Gartner IGA MQ

Positioned as a leader by Forrester & KuppingerCole

95% customer satisfaction rate

SailPoint identity platform

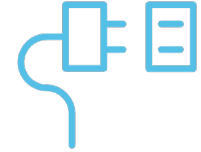Pioneered identity built on AI & machine learning

Cutting edge in non-employee and non-human identity security

Cloud-first identity

The most comprehensive end-to-end identity solution

Govern cloud & on-premises access across all users, applications, data & cloud infrastructure

Identity for the modern enterprise

100+ connectors providing connectivity to 99% of all applications and data

Out of the box & ready to deploy, yet adaptable to any enterprise

Thank you!