Keep pace with change.

This brief illustrates how SailPoint’s provisioning solution successfully strikes the balance between empowering users to manage their own access needs, and enabling IT to maintain appropriate control over the provisioning environment. It also explores how the SailPoint solution integrates with legacy systems to protect and extend an organization’s existing investments in provisioning.
“For many organizations, the management of user accounts and their associated access rights is a manual, labor-intensive and error-prone process. User provisioning is intended to streamline and automate this process to ensure that the right users have access to the right systems at the right time.”

LORI ROBINSON, MANAGING VP, GARTNER
“FUNDAMENTALS OF USER PROVISIONING”, MARCH 2013
Executive Summary

Provisioning user access – that is, delivering to users the appropriate levels of access to the applications and other IT resources they need to do their jobs – is among the most basic of requirements for operating a business. It’s also potentially one of the most problematic if it’s not handled right. It can overwhelm IT, dramatically reduce user productivity, wreak havoc with security and compliance, and slow down progress toward important business goals. On the other hand, if provisioning is done right, it can actually make IT and business users more productive and improve the organization’s security and compliance posture.

The impact of provisioning also increases – for better or for worse – as the size and complexity of an organization’s resources scale up. There was a time when many organizations only needed to deal with a handful of applications and a relatively stable set of users; today, with a tremendous number of diverse applications extending beyond the data center to the cloud, and with users’ roles changing throughout their tenure, the provisioning challenge looms large. Legacy investments in provisioning technology are inadequate to the task, especially if used as the sole solution.

The ideal solution shifts responsibility for provisioning away from IT to individual business users, empowering the latter to request their own access, manage their own passwords, and handle other access-related tasks without help. This also reduces the burden on IT at a time when the provisioning environment is growing increasingly complex. The ideal solution also replaces many of the manual processes with an automated, flexible approach, saving time and effort for IT and business users alike. Additionally, automation can speed and simplify the applications of security and compliance policies to provisioning processes, reducing or eliminating the risk of inadvertently making changes that violate established business policy.

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What’s Holding You Back?

Every organization confronts risk at every step of the provisioning lifecycle, from requesting access and provisioning users, to making changes to users’ access as their roles change and ultimately deprovisioning them when their association with the organization ends. That’s why it’s so important to build in controls throughout the lifecycle management process that will help minimize security, business and compliance risks. Only then can organizations expect to be able to work productively and effectively toward meeting business goals and expectations. In this way, the right provisioning solution removes, rather than creates, roadblocks for organizations that are striving to move forward.

And the roadblocks are many. One is the excruciatingly long process of getting a new employee up and running with manual provisioning – it can take days and even weeks for many organizations. Every back-end process for provisioning resources seems to have a different request mechanism associated with it, slowing provisioning to a crawl. Instead of being able to work productively from day one, users have to bide their time – and yours – until the process is complete. Then when the user’s role changes, as it’s bound to do over time, and he or she needs a new set of resources for the new role, the painfully slow journey back to productivity starts all over again.
But provisioning resources slowly isn’t the only roadblock. Provisioning them at all is a growing issue for IT as more and more users, either on their own or in response to line of business requests, add SaaS and cloud-based applications to the enterprise environment. Many times, these applications were not sanctioned or procured by the enterprise IT team. These have proven to be generally useful and necessary resources, but the lack of IT visibility into them can put an organization at considerable risk. For example, there’s no way to know whether users are complying with security and compliance policy in their access if there’s no way to see what they’ve installed and no way to exert control over it.

Finally, the legacy provisioning solutions that so many organizations adopted in the early days of identity management (in many cases, more than a decade ago) are proving inadequate to address today’s needs. The sheer volume of resources in play has grown beyond anyone’s expectations. Security and compliance requirements have surged in number and increased in complexity. The value of engaging business users in provisioning and other areas once strictly the province of IT has become more than apparent. And yesterday’s systems have proven unable to adapt to address these and other changing demands.

Aligning Provisioning with Today’s Business Demands

Provisioning that keeps people working productively, keeps companies compliant and keeps the business on track to better results requires an extremely fast and flexible identity and access management solution. Automation and adaptability are key to moving past the provisioning limitations that have traditionally held organizations back from achieving their goals.

Provisioning within a Dynamic Environment for Demanding Users

Organizations function more productively when some processes are automated, and some are not, depending on what's simplest and most pragmatic in a given situation. In the quest for more efficient, productive operations, organizations today need to have the flexibility to accommodate both. Similarly, a user's productivity sometimes benefits most when they can control their own provisioning – downloading applications from the cloud, requesting changes in their access to enterprise resources, or managing their own passwords. Other times, they're more productive when provisioning is triggered automatically in response to changes in their roles, without requiring any effort on their part.

Automation Ensures Compliance and Improves Efficiency

As users join, move within, and leave an organization, automation can play an important role in reducing the burden that provisioning those users can impose, as well as ensuring a strong compliance posture throughout any changes. A provisioning solution that responds automatically with access to the appropriate resources when someone joins the organization means that person will be up and running as soon as possible – and that their access will be in compliance with applicable internal policies and external regulations. And when that person leaves the organization, those same automated processes can be used to deprovision the user immediately, helping to ensure the security of sensitive information and to comply with regulations governing information access.
Consistent, Enterprise-wide Controls from the Data Center to the Cloud

There was a time when a user was likely to need access to relatively few applications — and mostly to the same ones as other users. With so few resources involved, managing them wasn’t much of a challenge. Today, however, with so many applications and so many different and constantly changing requirements for access to them, organizations need to institute a more formal and consistent approach to managing provisioning. By centralizing provisioning at the business process and governance layer, they can ensure consistent, enterprise-wide controls for security and compliance — and, at the same time, build in the flexibility for changes to be triggered by events automatically or to be requested manually. Finally, it’s essential to have a closed loop process in place to ensure that all changes are made, no matter what methods are applied in making them.

SailPoint: A Balanced Approach to Access

SailPoint offers an integrated provisioning solution that provides the combination of fast and convenient, yet secure and compliant access delivery that today’s organizations need. SailPoint’s fully automated solution provides flexible, governance-based provisioning across applications from the data center to the cloud, while providing additional visibility into access across cloud-based resources that are procured and managed by the business. As a result, organizations can expect to enjoy the following benefits.

Empowered Business Users

SailPoint’s solution enables users to quickly find the resources that are appropriate to their roles, request access to them using a familiar shopping-cart interface and easily check request status. Allowing users to take charge of meeting their own access requirements in this way affords them a more convenient experience and, at the same time, reduces the provisioning burden on the help desk. Finally, SailPoint provides complete self-service and delegated password management capabilities allowing users to quickly change existing passwords across multiple systems or recover forgotten passwords.

Risk-based Approach

SailPoint automatically calculates how changes in user access will impact enterprise risk in areas like compliance and security — before the changes are implemented. This allows business managers and IT administrators to make more informed decisions about granting access by understanding the impact to enterprise risk posture.

Accelerated Access Delivery

The SailPoint solution automatically synchronizes access rights with user roles, to immediately identify and assign the appropriate access when a user joins the organization, changes jobs within it or leaves altogether. This eliminates time wasted manually synching up which resources the user requires relative to his or her role.

More Flexibility to Accommodate Change

In SailPoint’s solution, the underlying processes for implementing access changes are separate from the business processes that drive change. This allows for a consistent, front-end process for requesting and managing access regardless of the backend fulfillment process.
Key Capabilities of SailPoint’s Solution

Self-Service Access Request
SailPoint’s user-driven access request capability replaces the traditional approach of routing all access requests through IT. Using a simple web-based interface, users can easily select roles and entitlements they need in order to do their jobs and load them into an ecommerce “shopping cart” for processing. They can also view their current access privileges and check the status of requests while they wait for access to be granted. SailPoint automatically applies security and compliance policies so that it can respond to access requests quickly and according to policy.

Password Management
Like access requests, password changes can become a real bottleneck for IT and the help desk as the number and complexity of resources increases. SailPoint’s solution includes a password management capability that gives users an easy, intuitive way to manage and reset passwords themselves, without having to call the help desk. The solution automatically applies password policy and then synchronizes password changes with target systems through SailPoint provisioning or third-party provisioning solutions. IT administrators always retain the ability to reset user passwords, too, using the same interface.

Automated Lifecycle Management
While users can always request access and make changes independently, SailPoint’s solution also incorporates a capability for triggering access changes automatically based on events through a user’s lifecycle, such as hiring, changing jobs or leaving the enterprise. When the technology detects a lifecycle event, it initiates the appropriate business processes for an access change, including policy scans and approvals, and then passes changes on to the provisioning system for fulfillment. Automating access changes triggered by events helps control the cost of change management while enhancing the organization’s security and compliance posture.

User Provisioning
SailPoint’s solution includes user provisioning capabilities that enable organizations to manage access to resources effectively and efficiently. The solution speeds delivery of requested access by enabling direct connection with target systems. It also leverages existing investments through integration with legacy provisioning solutions and legacy help desk and work queue capabilities. And it automates provisioning and deprovisioning with approval workflow and policy enforcement for applications across the enterprise, from the data center to the cloud.

A key SailPoint technology for delivering access efficiently is the Provisioning Broker, which makes it possible to use one consistent process for requesting access while leaving IT free to choose from different ways to implement changes. The Provisioning Engine automates access changes, leveraging a scalable framework of connectors to manage user accounts and passwords across resources. Provisioning Integration Modules, or PIMs, are also available to connect to legacy provisioning solutions, pulling user account data from them to support identity lifecycle management activities.

SailPoint’s solution maximizes existing investments in legacy provisioning systems by supporting bi-directional synchronization with the third-party provisioning solutions, e.g., Oracle Identity Manager.

Governance Platform
SailPoint’s Governance Platform lays the foundation for effective identity management within the enterprise by establishing a framework that centralizes identity data and captures business policy, models roles, and proactively manages user and resource risk factors. The Governance Platform allows organizations to build preventive and detective controls that support all critical identity business processes including access request and provisioning.
Discover Provisioning That Works

With more resources than anyone ever imagined and a constantly changing universe of users and applications that stretch from the data center to the cloud, today’s provisioning environments are radically different than any that existed even a decade ago. The provisioning systems that were developed based on those early needs just aren’t adequate to operate a productive, efficient business today.

SailPoint can help organizations that are already heavily invested in provisioning technology as well as those that are just starting to establish a provisioning infrastructure. SailPoint’s provisioning solution offers the full spectrum of capabilities for provisioning, including access requests, password management and user lifecycle management. It works as a complete solution, and can also leverage existing provisioning investments. Get ready to turn provisioning from a productivity-draining burden to a force for positive business change, with SailPoint.

About SailPoint

As the fastest-growing, independent identity and access management (IAM) provider, SailPoint helps hundreds of the world’s largest organizations securely and effectively deliver and manage user access from any device to data and applications residing in the datacenter, on mobile devices, and in the cloud. The company’s innovative product portfolio offers customers an integrated set of core services including identity governance, provisioning, and access management delivered on-premises or from the cloud (IAM-as-a-service). For more information, visit www.sailpoint.com.