

Employee Lifecycle Management in an R12 World

May 21, 2009

Emrah Alpa, CISSP
Services Architect

Agenda

> CA IAM Portfolio Overview

> Employee Lifecycle Management Live Demo

- User On-Boarding
- Asset Request
- Self Service Password Reset
- Online Access Request Process
- Bulk Changes
- Reverse Synchronization
- User Off-Boarding
- Auditing & Reporting

> Q&A and next steps

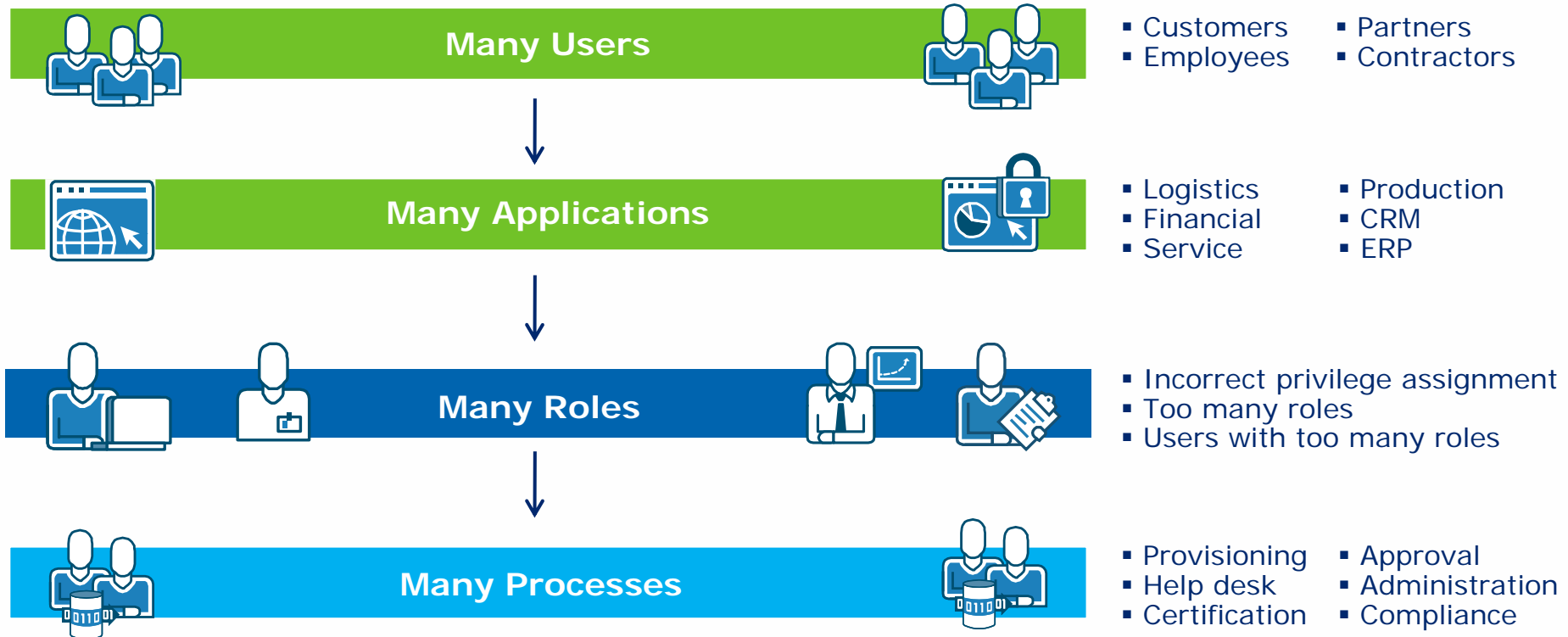
Identity Lifecycle Management Defined

Goal: Automating identity-related processes that span the entire enterprise

> What are “identity-related” processes?

- On-boarding/Off-boarding an employee
- Users managing their own profiles
- Executing proper provisioning approval processes
- Ensuring user entitlements match functional responsibilities
- Validating company is in compliance
- And more...

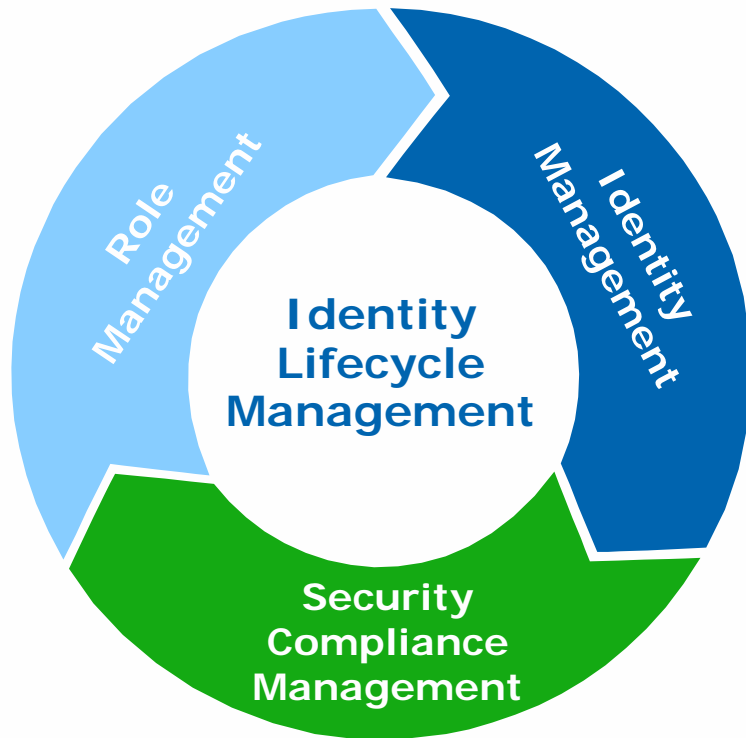
Identity Lifecycle Management Challenges



> High administrative cost
> Lack of accountability

> Increased security risk
> Poor user experience

Identity Lifecycle Management IT Needs



Role Management

- Understand what roles exist in the enterprise
- Establish role model that fits organization
- Analyze and maintain role model as business evolves

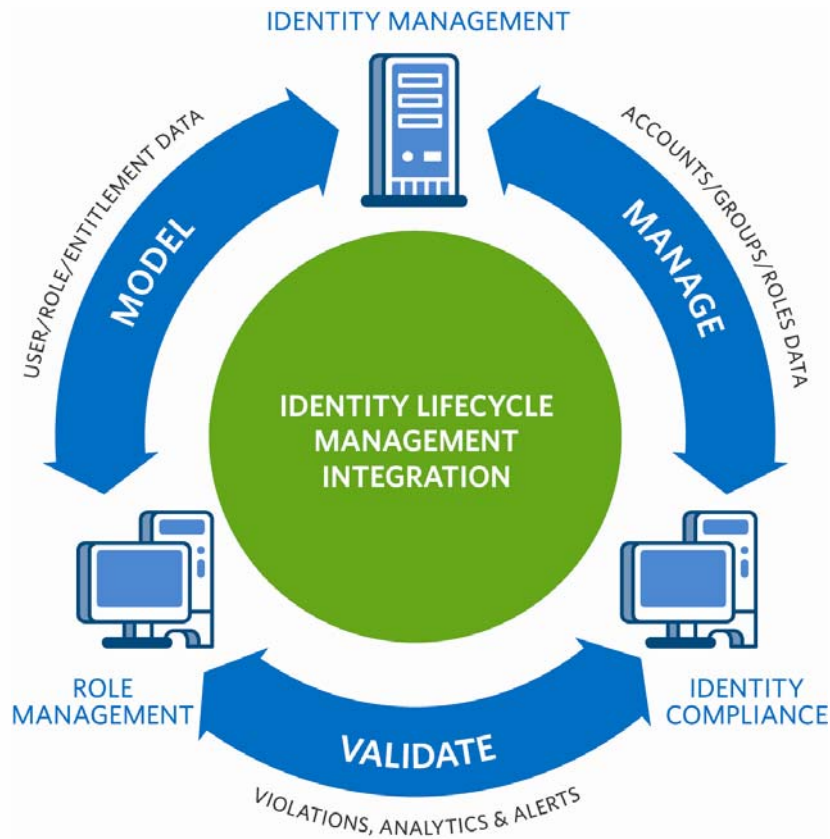
Identity Management

- Assign users to roles
- Apply role-based controls
- Provision users with approved accounts and privileges
- Manage change requests and approvals over time

Security Compliance Management

- Understand security policy
- Import audit/log data
- Import identity information
- Compare, then initiate and verify remediation
- Streamline security compliance processes

Identity Lifecycle Management CA Approach



> A complete approach: Enable users faster, reduce costs and risks, support compliance goals

- **Model:** Build an efficient foundation for managing identities
- **Manage:** Automate identity processes
- **Validate:** Address auditor and compliance requirements

> Address singular needs, provide incremental value through integration

Value Proposition

Enabling the agile business while enforcing transparent security controls

> Reduced Administrative Cost

- Help desk performing password resets
- IT manually provisioning new employees
- Application owners synchronizing data with others

> Improved Compliance Efficiency

- Paper-based certification
- Remediating user entitlements through IT
- Reporting on orphaned accounts or policy violations

> Mitigating Security Risk

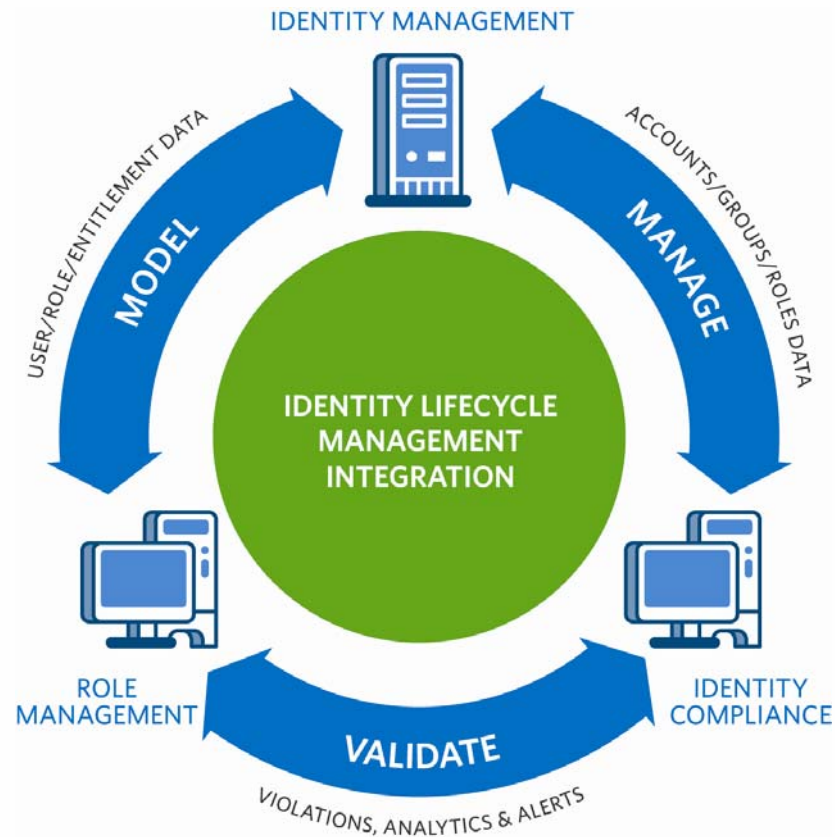
- Enforcing consistent approval and audit processes
- Proactively prevent identity policy violations
- Understanding “Who has access to what?”

> Higher User Satisfaction

- Making employees immediately productive
- Customers resolving issues without calling support
- Simplifying self-service access requests

Identity Lifecycle Management CA Products

CA Identity Manager



CA Role & Compliance Manager

CA's IAM Technology

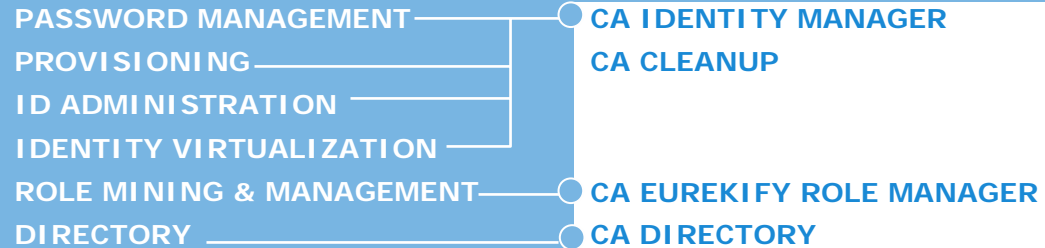
Key Capabilities

> **Identity Administration and Provisioning**

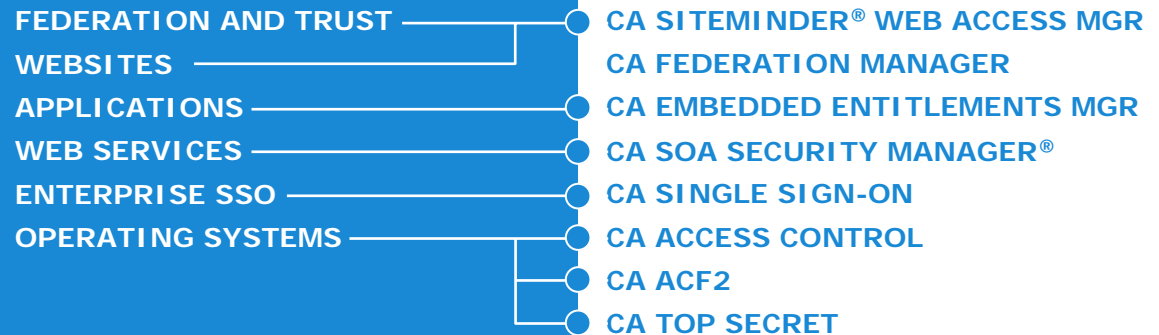
- Centrally manage all identities, lifecycles and access policies
- Automate the management of user identities and their access rights to applications and data
- Automated (de-)provisioning of accounts and access rights
- Delegate user administration
- Manage roles & entitlements
- Provide user self service capabilities
- Strong and flexible password management policies
- Identification/removal of inactive accounts
- Enforcement of segregation of duties policies

CA Offers The Most Comprehensive IAM Solution

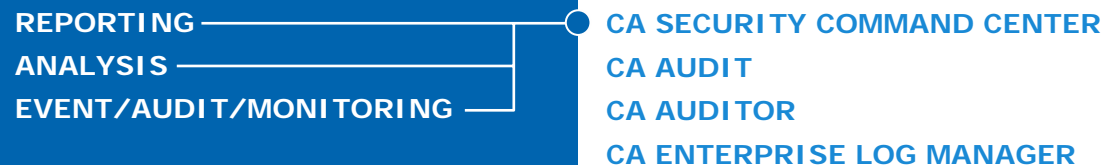
Identity Management



Access Management



Auditing, Monitoring & Reporting



Compliance Management



Identity Lifecycle Management Payoff

> Reduced Cost

- Drive IT efficiency by automating processes
- Minimize help desk costs by enabling end users

> Improved Business Efficiency

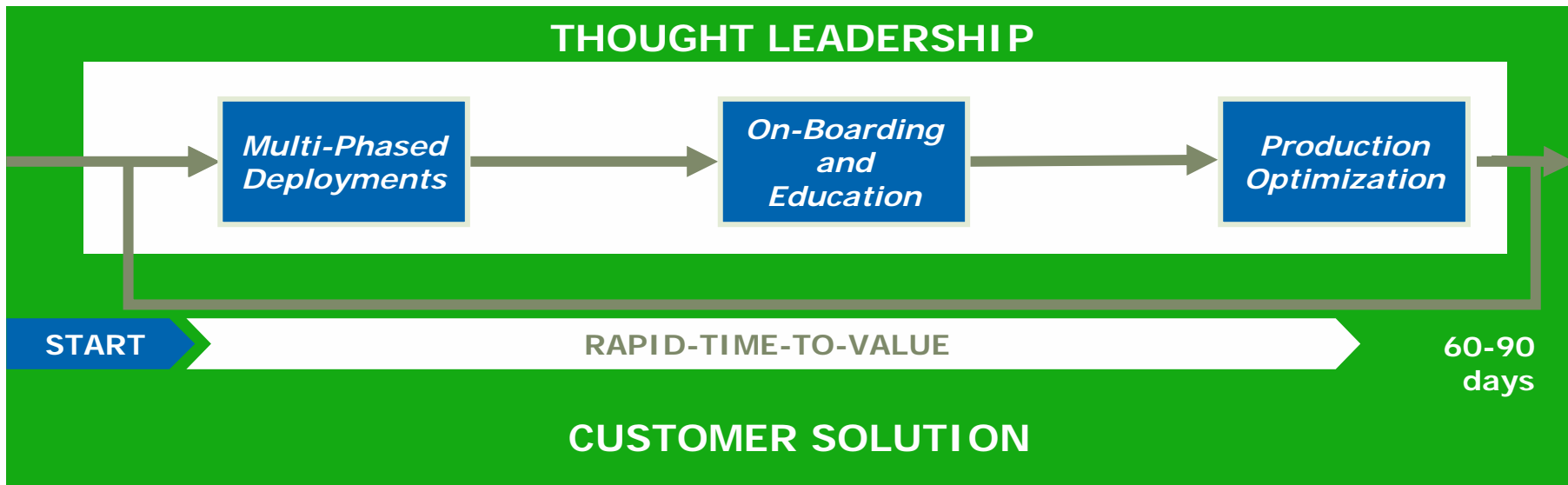
- Make users immediately productive
- Free IT administrators from mundane tasks
- Improve user experience

> Compliance Risk Mitigation

- Assure users have appropriate access
- Remediate compliance issues that lead to exposure



CA Services Rapid Time-to-Value Approach



- Proven nine-stage methodology for multi-phased deployments that deliver value in 60-90 days
- Deployment Playbook that documents the best practices needed to ensure a successful implementation

Thank You!