

# CA Advisor

IT MANAGEMENT NEWSLETTER

February 2009

## Leverage Service Management to Automate Identity and Access Management Processes

By Chris Lavagnino



To better compete in today's business environment, organizations are turning to service management

strategies that enable them to deliver high quality IT services in a cost-effective manner. One such set of IT services is Identity and Access Management (IAM).

IAM enables organizations to manage users' identities and privileges while securing access to sensitive resources. Today these IAM services are generally not available to users within a service management framework — or even when they are, they still depend on manual, organization-specific procedures. Establishing the user's identity, role and access rights within the organization often involves filling out a series of forms which are transferred from one department to another to obtain the necessary authorization. A similar process is followed when an employee's business role changes or when his or her tenure with the organization comes to an end. The end-to-end process for any one of these operations is often manual, subject to error and costly.

### Process Integration and Automation in Practice

A more integrated approach enables users to manage the lifecycle of identity administration services using service management tools. By integrating service management and IAM, organizations can leverage a simple user interface in a service catalog to order IT services. Transparently, the service catalog works with the identity provisioning manager to fulfill the requests.

In practice, here is how provisioning a user could occur with this integrated approach: Identity administration tasks are registered as services within the organization's service catalog. The hiring manager uses the service catalog to choose the IT resources the new employee needs. Behind the scenes, the service catalog triggers a series of workflow processes obtaining the necessary approvals. Once all approvals are acquired, a workflow process executes to fulfill the provisioning requests through identity management, which then creates the necessary accounts and access rights.

Throughout this process, the identity management subsystem monitors the status of the request and updates the service catalog with the success or failure of the operation. Should any step be delayed, the service catalog tracks the current state of the request and support personnel can determine where the process stands, thereby reducing the need to chase paper and follow email trails throughout the organization.

In a similar fashion, if the user changes roles or business functions, or leaves the organization, the service catalog triggers workflow processes to obtain the necessary approvals and then executes the same fulfillment process.

The success of this approach depends upon well-defined objectives and policies, as well as effective service management processes. These include:

1. A single point of contact (service catalog) for service delivery to facilitate users' access to IT service offerings.

2. Collaboration among departments to provide process components that automate the integration among disparate domains.
3. Accommodation of varying degrees of change management pertaining to user requests, by engaging a service desk as a single point of contact for service support.
4. Securing access to corporate resources pertaining to the Web applications central to the solution.

### Counting Up the Benefits

This integrated approach builds upon and complements an organization's IT service management strategy to deliver high quality IAM services using automated and cost-effective measures. It brings a number of important benefits, including:

- *Enhanced quality of IT services* – increasing both organizational and user productivity
- Improved alignment of business process and identity administration – allowing IT to become a business enabler:
  - › Employees get IT services delivered in a consistent fashion.
  - › Security policies become more aligned with business goals and more consistently enforced
  - › Automation enables IT to be viewed as a service that is transparent to users
- *A single point of contact for all IT provisioning needs* – users perform either delegated administration or self-service identity administration functions
- *Central tracking, management and reporting* – IAM services are delivered based upon established service level agreements
- *Streamlined workflow* – the integration results in well-defined processes that can be used to provision accounts, roles and access requests
- *Cost savings* – through less manual intervention and simplified training

### Integration Realized

CA has been working with major clients to help them integrate IAM into an overall service management framework. The lessons learned from these efforts have resulted in the development of an integrated offering — CA Identity and Access Management as an Automated Service — which is delivered with pre-built components combined with services to enable a smooth integration and deployment. Using CA Service Catalog, users order IAM services and, behind the scenes, CA Service Catalog works with CA Identity Manager to fulfill their requests. The integration also offers the option to include CA Service Desk to increase the level of control over the service request process and CA SiteMinder® Web Access Manager (WAM) to secure access to the Web components of the integration.

To learn more about how you can leverage a service management framework to improve delivery of IAM services in your organization, read the [technical brief](#) describing this integration.

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