CUSTOMER Q&A

AMERITAS LIFE INSURANCE CORP STREAMLINES ROLE MANAGEMENT WITH RSA VIA LIFECYCLE AND GOVERNANCE

AT-A-GLANCE

Challenges

- Ameritas Life Insurance Corp needs to ensure that its sensitive data and applications are protected from unauthorized access.
- With multiple business roles across the organization, and external parties also needing access to some applications, managing identities is a challenge.
- The organization needed to automate the way it set up, removed and managed roles, identities and access rights.

Results

- RSA Via Lifecycle and Governance enables business users to get new employees set up with access to the right applications quickly and easily, via an automated HR system.
- A clear process has been implemented for de-provisioning all employees leaving the company, which eliminates orphaned accounts and the potential risk they pose.
- External users can also be set up and de-provisioned through the system.

"After we'd evaluated three different vendors, we chose RSA Via Lifecycle and Governance as it was the only one that was able to actually provision and support all three of our use cases: on-boarding, provisioning and de-provisioning across Active Directory, mainframe and email."

MIKE DUNCAN, PROGRAM MANAGER FOR IAM, AMERITAS LIFE INSURANCE CORP

Ameritas Life Insurance Corp was established in 1887 as Old Line Bankers Life Insurance Company of Nebraska. It is a mutual insurance company, headquartered in Lincoln, Nebraska, and it employs around 2500 people. It ended 2014 with total members' equity at a record level of $2.7 billion.

How did you go about selecting an access management solution?

There were a lot of manual processes involved in provisioning and de-provisioning our user access. We have various environments such as Active Directory, mainframe, and of course email.

We set up and evaluated different software vendors and provided them with particular use cases that we wanted to test. These included the on-boarding process, the de-provisioning process, and then provisioning to our mainframe and email platforms. For our operations we use Notes Mail which is not the most commonly used mail product so we really needed to be able to support it in an automated fashion.

After we'd evaluated three different vendors, we chose RSA Via Lifecycle and Governance as it was the only one that was able to actually provision and support all three use cases.

What impact has the solution had on your HR processes?

RSA Via Lifecycle and Governance enabled us to work with each individual business unit and set up what we call business roles. We've linked our identity management system to our human resources system, so when an employee joins the company, they map over to what we call a birthright role or business role. This gives them access to the specific applications they need for their role.

If a person transfers to a different department, their information is updated in our human resources system, it kicks off what we call a transfer review. That means that the new manager is asked to check and confirm that the employee no longer needs access to the applications they used in their old role, and that they should be provisioned with the access they will need in their new role.

When an employee leaves the company for whatever reason, we now have the ability to not just turn their access off but actually remove their access and clean up that user account, so there's no orphaned accounts left behind. It's really clean.

Managing, provisioning and de-provisioning consultants or external employees is a little different. We've set up a form which the manager fills out with the required information. Thanks to the connectors provided through the RSA Via solution, we have their email and their basic account set up and they can come on and begin to be productive from day one.

We put a contract end date next to each external employee, and then a couple of weeks before that date, we notify the manager that we're going to de-provision the account. This gives the manager the opportunity to extend that contract or approve the de-provisioning.

What are the next steps?

The nice thing with RSA Via is that it gives you a view into everything, so I see every privileged account and what access it has. I won't say it's perfect but at least we have an idea of what those accounts have access to. We've identified owners, and now it's a matter of building a life cycle around that and I think the tool will enable us to do that.

What advice would you offer to others starting a similar initiative?

I would start by taking a closer look at your data, and making sure you get it as clean as possible before you begin your role mining processes. The roles are critical to actually doing a lot of the automation steps.

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