RSA® Identity Governance & Lifecycle Services

Accelerate time-to-value with professional services from RSA Identity Assurance Practice

Executive summary

Managing identities and related risks

The need to provision access to information is an ongoing challenge for most organizations. The value of information relies substantially on the ability to collaborate and share it, while simultaneously protecting it from unauthorized access.

Security needs to be balanced with convenience. This is compounded as roles and responsibilities, even for authorized personnel, change over time. An ineffective identity provisioning process can result in both delayed access and oversharing of information beyond the "rule of least privilege." This becomes more pronounced in large and distributed organizations, as the number of identities to be managed tends to be bigger and more dynamic with a constant flow of "joiners, movers and leavers" (known as "JML").

Functional groups such as human resources address these challenges by employing onboarding procedures to accelerate productivity for new hires. Typically, these procedures include the provisioning of access to IT systems and resources, based on the employee's role, the level of privilege that needs to be granted, and the security policies that have been put in place for authentication and access control.

As a leading provider of identity assurance solutions, organizations look to RSA and its Identity Assurance Practice ("the Practice") to address these challenges and accelerate time-to-value with RSA Identity Governance and Lifecycle.
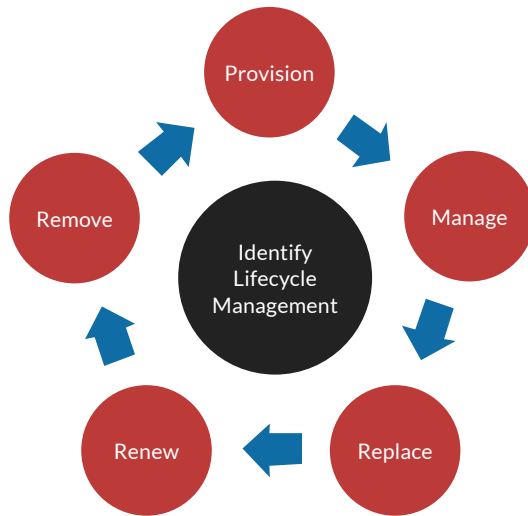
Identity lifecycle management

The benefits of a streamlined process

RSA Identity Governance and Lifecycle simplifies the governance and provisioning of identity lifecycle management and enhances an organization's overall security posture and compliance. Benefits include:

- Tighter alignment with the lines of business in delivering more agile identity lifecycle management

- Automation of the access control provisioning process

- Enhanced security and compliance with monitoring, reporting and certification of access requests

- Accelerated credential provisioning and tighter lifecycle management for expiration and renewals

- Reduced risk with the identification and remediation of orphaned accounts, inappropriate user access and policy violations

End-user Identity Lifecycle Management

The RSA Identity Assurance Practice optimizes the deployment of RSA Identity Governance and Lifecycle to simplify how access is governed and streamline access control throughout the identity lifecycle.

Organizations seeking to gain these benefits and complement in-house resources with additional subject matter expertise can avail of professional services from the RSA Identity Assurance Practice and maximize the return on their product investments.

RSA Identity Assurance Practice

Streamlined access control

The Practice addresses solution fulfillment requirements across each product solution option:

- **RSA identity governance**—Deployment of an onpremises solution to simplify user access governance across the organization. Controls are configured based on policy permissions, providing visibility into user access privileges and related applications. Risk is managed more effectively by enabling the lines of business to match policies and applications with user access permissions. Ongoing reviews facilitate a more businessdriven risk management culture.

- **RSA identity lifecycle management**—Once governance levels have been configured, the next step is to automate user access provisioning across the organization. Access requests, approvals and provisioning are configured using a business-friendly process that ensures rapid resolution without compromising security or compliance requirements. The solution accommodates new and changing roles for JMLs.

- **RSA data access governance**—This solution extends visibility, monitoring, certification and reporting of user access permissions to unstructured data resources. Systems supported include Microsoft Windows, Linux and UNIX

file servers, network-attached storage devices and Microsoft SharePoint servers.

- **RSA business role manager**—This solution streamlines access based on 'birthright' entitlements associated with specific job roles (e.g., designation of an "HR Manager" role to automate provisioning to an HR system). A metrics-driven approach to modeling enables organizations to provision access based on roles and track changes for audit and compliance purposes.

The portfolio includes services that accommodate differing requirements, use cases and maturity levels. The scope of engagements can be tailored to each organization's unique needs, depending on its stage in the journey and the broader security program around access controls.

- **Strategy & roadmap services**—The Practice has developed the "Business Driven Identity Journey," a framework that represents a holistic portfolio of services. These strategic consulting and technical services are designed to enable organizations of all maturity levels identify requirements and implement solutions that address real business needs and overall enhance their maturity levels and security posture for access control.

- **Architecture, design and planning services**—To develop specifications for the product deployment and address the integration with an identity source (i.e., Microsoft Active Directory or LDAP) and protected application use cases, as well as operational and support processes.

- **Implementation services**—To get the solution up and running, integrated with supported applications, achieve "early wins" and accelerate time-to-value.

- **Technical and business healthcheck services**—Designed to help existing customers identify design enhancements and ROI improvement opportunities based on the current technical and operational requirements compared with the projected needs for access control.

- **Upgrade and migration assessment services**—Designed to help customers review and plan the upgrade of their existing deployment to the latest version, allowing them to take advantage of the new features, functions and capabilities.

- **Expert on-demand services**—Consulting expertise to facilitate ongoing solution enhancement, configuration optimization and application integration to broaden the capabilities for enterprise-wide identity governance and administration.

- **Integration blueprints**—Integration of RSA Governance and Lifecycle with third-party applications enhances enterprise-wide governance and automation of access control. Integration blueprints provide guidance and direction on how to establish technical and operational processes to better manage identity risk. Application blueprints include RSA Archer®, RSA SecurID® Access, CyberArk and Lieberman Software (leading providers of privileged identity management and privileged access management solutions), along with other blueprints for the healthcare and financial services sectors. The Identity Assurance Practice has also developed DataReach, a scalable middleware solution for governing and provisioning relational database endpoints. The solution uses a database connector that enables assignment and revocation of access privileges across large-scale IT environments.

- **Residency services**—RSA offers highly skilled and specialized residency professionals to manage customer solution environments. Flexible terms accommodate long-and-short-term needs, including surge resourcing for the rollout of new security and compliance programs. Residents can be rapidly deployed to address a variety of needs ranging from technology management to security operations and compliance.

Service delivery typically includes guidance and direction for recommended practices and project management to assure overall customer satisfaction. Delivery options for services include on-site and remote consulting, available on a global basis. Offshore services are also available through the RSA Virtual Service Delivery ("VSD") team, which enables customers to review a broad range of solution fulfillment options to meet their unique requirements.

Putting it all together

Secure access and business agility

The strength of the RSA Identity Governance and Lifecycle solution is the ability to align business process with access control policies and extend it to users and applications throughout the organization. The Practice provides the expertise required for IT transformation as organizations grapple with the disruptive impact of technology and the need to balance security with the need to enhance collaboration and access to data.

Organizations that want to remain agile can deliver seamless access to distributed applications and data with RSA Identity Governance and Lifecycle, without compromising security. As organizations seek to protect their most sensitive applications, the need for expertise to design an architecture that optimizes performance and convenience while mitigating access-related risks becomes more pronounced. RSA provides organizations with the right combination of technology and expertise to help protect access to critical assets while simultaneously accommodating convenience to end users.

About RSA Global Services

The Practice is part of the RSA Global Services Organization, which provides a variety of complementary information security services including:

- Incident Response and Advanced Cyber Defense consulting services
- Education services from RSA University
- Product maintenance and Personalized Support Services, including Designated Support Engineer (DSE) and Technical Account Manager (TAM) from RSA Customer Support

About RSA University

RSA provides a combination of on-demand and instructor-led training to ensure that customers can enhance overall awareness, maximize the return on their product investments and optimize their cybersecurity capabilities.

The RSA Certification Program provides technology professionals with the knowledge, skills and credentials needed to deploy and manage RSA enterprise security systems. Certification exams for Associate and Professional levels are available for RSA Identity Governance and Lifecycle.

For more information, see the **RSA University page.**

About RSA customer support

The RSA world-class global support organization can enhance your security solution with a comprehensive support plan that provides important security alerts, valuable upgrades and access to expert advice. RSA provides the resources you need to quickly and proactively resolve product-related issues and questions to ensure business continuity. For more information, see the **RSA Support page.**

About RSA

RSA provides more than 30,000 customers around the world with the essential security capabilities to protect their most valuable assets from cyber threats. With the RSA Global Services' capabilities and award-winning products, organizations effectively detect, investigate and respond to advanced attacks; confirm and manage identities; and ultimately, reduce IP theft, fraud and cybercrime.

For more information, go to **rsa.com.**