

Users have too many login IDs, on too many different systems. In a typical medium to large organization, the average user signs into 10 different systems. While having too many logins is a nuisance for users, it can be a real business problem for their employers:

- Onboarding new hires can take a long time. This represents both IT administration cost and lost productivity for the new employee or contractor.
- When users move or change responsibilities, significant time and effort are spent to modify old privileges to meet new needs.
- Difficulty in tracking what IDs a user has on different systems leads to slow and unreliable access termination. Ex-staff retain sensitive privileges for too long.

To address these problems, organizations try to reduce the number of distinct records that represent each unique user by leveraging an enterprise directory. Individual systems and applications are configured to use the central directory for authentication and authorization, rather than maintaining internal user databases.

Unfortunately, many legacy systems and applications cannot externalize user and password data, so the number of distinct security databases that must be managed remains high.

To streamline user management, it makes sense to implement common, organization-wide processes to manage users across every system.

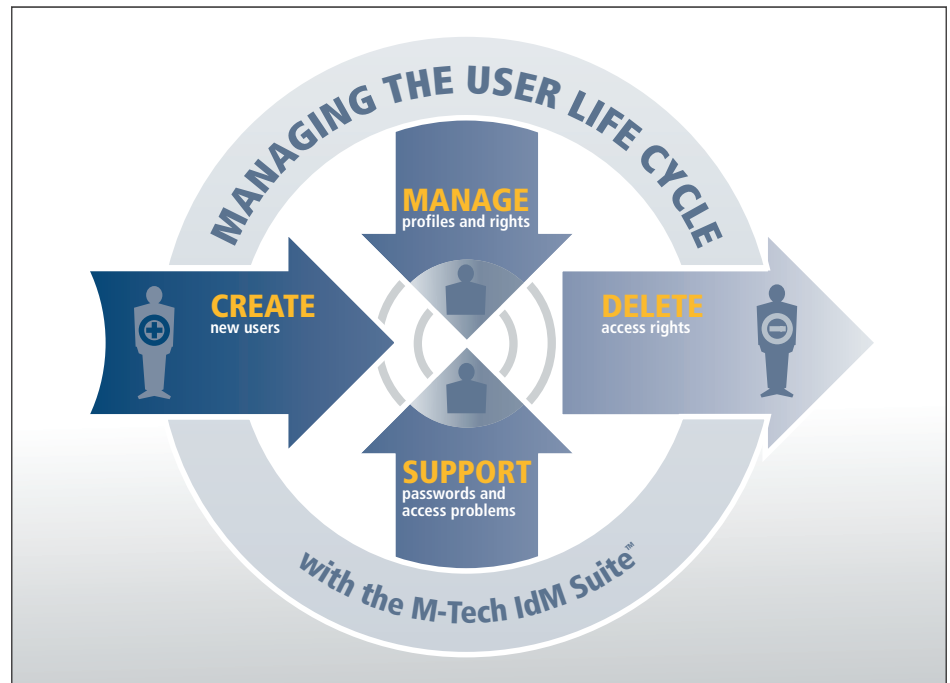
With this approach, while each user continues to have separate login IDs on multiple systems, those login IDs are managed in a coordinated fashion, rather than individually.

An effective user provisioning system should do just that:

- Manage user identity attributes and privileges in a user-centric, rather than system-centric view.
- Replace centralized, manual administration with a combination of automation and self-service. This improves response time, lowers IT support cost, eliminates errors and improves security.
- Enable reporting on user access rights that cross system boundaries.

Functionally, a user provisioning system should support four business processes:

- **Automation, or change propagation:** detect changes that were made on a system of record, such as HR, and apply them to a managed system, such as AD, without further human intervention.
- **Self-service workflow:** enable end users to request changes to their own profiles or those of their peers. Such changes must be validated and approved before they trigger updates on target systems.



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USER PROVISIONING for the Enterprise

- **Consolidated user management:** enable security administrators to make prompt changes to user rights across multiple systems.
- **Delegated user management:** enable local IT staff to make limited changes to user profiles, across multiple systems.

To be effective, a user provisioning system must also:

- Be designed around the idea that every user has a unique combination of login IDs on different systems. It cannot assume that every user has the same IDs on the same systems.
- Include integrations with a broad range of systems. This minimizes the need for custom software development during deployment.
- Be flexible, scalable and easy to use. If users aren't willing to use it, the full benefit of the system cannot be realized.

User provisioning systems codify and automate a lot of business process, so can be complex and time consuming to deploy. To expedite deployment, it makes sense to:

- Re-examine business processes, with a focus on simplification. For example, parallel change

authorization is easier to configure and yields better SLA than sequential authorization.

- Phase the deployment, so that there are deliverables early and often. Deferring the "go-live" to add just one more feature is rarely a good strategy.
- Implement automation first and self-service second. Automation does not directly impact users so does not require user awareness or education programs.

M-Tech's ID-Synch provides an effective solution for enterprise user provisioning.

To learn more about ID-Synch, please visit <http://ID-Synch.com>. To learn more about M-Tech and our suite of identity management products, please visit <http://MTechIT.com>.



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