

Banking Industry Case Study

Security Guidance MattersSM

EXECUTIVE SUMMARY

Business Challenge

Determine an Access Governance solution representing the best overall fit to remediate access control related MRAs within specified budget and timeframe.

Solution

A collaborative effort with input from IT, Operations, Information Security, HR and Business Liaisons to ensure that varied perspectives were addressed increasing the likelihood of solution adoption and longer-range sustainability.

- Overall requirements capture
- Develop RFP solicitation package
- Formulate recommendation

Benefits

An in-depth requirements capture provides foundational capabilities used to compare and contrast vendor solution options. The RFP oversight process helps to select a complete solution designed to allow our client to secure ongoing operational and financial investment to support an enterprise Identity and Access Governance program.

Business Challenge

Data life cycle management is becoming more of a challenge for many organizations due to the increased accumulation of data on-premise and in the Cloud. Lack of transparency, and controls over who has access can compromise data resulting to tangible and intangible losses. The 2015 Data Breach Investigations Report (DBIR) reported the financial industry as one of the top 3 areas affected. Of 642 incidents reported, 277 of those encountered data loss.

Our client was seeking expertise to help address several matters requiring attention (MRA) as a result of an audit that the Office of the Comptroller of the Currency (OCC) conducted. Clango's primary deliverable was to determine the best fit solution based on the organization's capability to launch and evolve a new Access Governance infrastructure. Financial systems are often complex: legal, contractual, and regulatory relationships between 3rd party hosted application providers and business owners are not easy to handle simultaneously in order to achieve governance. It's difficult to feel confident that you can demonstrate compliance.

In addition to the environmental complexity, each business unit (e.g. operations, help desk, and HR) has unique use cases and challenges that need to be addressed when selecting new technology. Despite the disparate needs, governance is a concern that cross-cuts all these areas within the organization. If the technology selection process does not have a comprehensive approach it may lead to a one-off solution that will not scale to satisfy all identity and access governance business drivers, as well as, compliance requirements.

Make Your Strategy More than a Wish List

Identity ecosystems evolve under the pressures of business expectations, regulatory demands, and changing technology.

Business leaders expect IT to simplify experiences and reduce both time and cost of administration. Eliminating needless duplication is a must.

Users expect corporate systems to work as smoothly and seamlessly as consumer tools. One account to use everywhere, self-reliance, and seamless access.

Demonstrating that users have only appropriate and intended privileges is a high-stakes problem. Show your regulators and auditors you have your house in order.

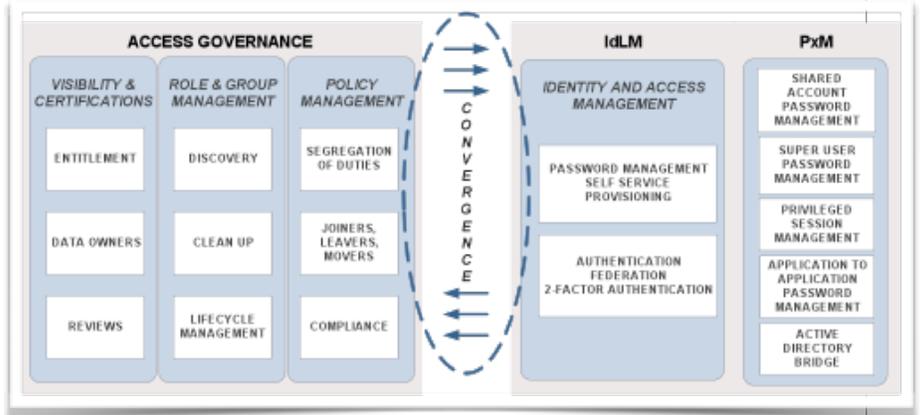
Achieving these objectives while reducing cost and improving quality presents a serious challenge. ***That's where Clango excels.***

We help you build a coherent identity and access management strategy with achievable milestones towards your long-term goals. We work with you to set priorities that match your business objectives, building the business case and financial models you need to deliver the right results.

Clango Engagement

For an organization to be able to cost-effectively scale, it must be able to leverage common systems and services to provide enterprise capabilities to the business. To do this it needs to shift from a systems perspective to a capability perspective. Capability analysis focuses on both business and information technology. Case in point, our client's desire was to ensure that the new technology can functionally integrate with their IT Service Management platform so that all requests are tracked from start to finish.

Clango provided an overview of the current landscape of Access Governance, Identity Lifecycle Management, and Privileged Account Management solutions to promote better understanding of the unique functions and the evolving convergence of functions between solutions in today's market.



Approach

In this engagement Clango:

- Gathered requirements surrounding functional, administrative, operational and budget needs
- Developed a customized IAM requirements matrix
- Solicited input from stakeholders regarding impact and weight
- Created use cases to ensure overall business and IT coverage

Solution Evaluation

- Isolated relevant solution vendors
- Collaborated and created RFP package and distribution
- Evaluated vendor responses and facilitated overall scoring
- Synthesized scoring to reveal the right technology solution
- Collaborated with our client to review scoring, aligned with industry best practices and objectively assessed the solution that represents best overall fit

Results Achieved

- The requirements capture provided foundational capabilities used to compare and contrast vendor solution options.
- The client received objective guidance to effectively compare and contrast vendor response, product technical extensibility and integration with ServiceNow and FIS hosted applications, as well as, perceived future quality of vendor - client relationship.
- Helped our client realize their capabilities, as a collaborative organization, to prepare, setup, and maintain an Identity and Access Governance infrastructure, with additional input from customer references.
- Instilled confidence in the ability to remediate MRAs within desired milestone timelines with the recommended solution.
- Provided our client with insight to people, process, and technology needs to better extend and evolve the Identity and Access Governance program.

Interested in becoming a reference?

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