

# Insurance Industry Case Study

Security Guidance Matters<sup>SM</sup>

## Executive Summary

### Business Challenge

Remediate audit findings related to privileged access management for financially significant applications within the current calendar year.

### Solution

- Determined the key stakeholders and collaborated on core PxM use case scenarios
- Captured PxM Scope (Admins, platforms, networks, databases, OS, critical applications, network and security devices) and prioritized work
- Aligned with regulatory and internal compliance control objectives
- Developed a logical deployment architecture
- Craft a detailed business plan including roadmap, financials and anticipated benefits

### Benefits

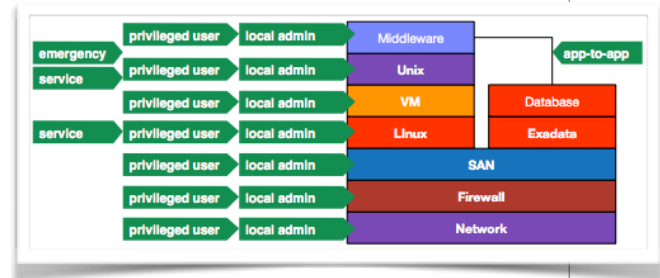
Significant reduction in risk of fraud for financially significant applications.

## Business Challenge

A 2015 study indicated that 55% of security incidents were privilege abuse<sup>1</sup>. Internal and external audits conducted by our client identified gaps in their IT general controls related to privileged access. The findings reflected the lack of controls and accountability with respect to change control and management of privileged accounts in the administration of financially significant applications. Our client had made internal commitments to implement long-term remediations for these issues by the end of the calendar year.

Complicating the remediation effort was the number of IT outsourcing relationships our client had. They had outsourced IT operations for their network, servers, application development, and database administration to four different companies. Each of these companies utilized privileged accounts in our client’s environment and would be impacted by any process changes.

Another complication was the number of platforms in use: various flavors of Unix, Windows, a midrange OS, a legacy OS, etc. Privileged accounts were managed in different ways on different platforms and prior band-aid remediations needed to be identified and understood so they could be unwound.



Of course, a primary consideration for our client was understanding how much it was going to cost, how long was it going to take, and how much could be done by the end of the

<sup>1</sup> “2015 Data Breach Investigations Report”, Verizon Enterprise Solutions

## Make Your Strategy More than a Wish List

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.

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

calendar year. They needed a sound business case and implementation approach that they could use to secure funding and meet their commitments to remediate their PxM audit findings by year's end.

## Clango Engagement

### Information Gathering and Review

Clango collected information on existing PxM processes, procedures, governance model and technologies. We reviewed current PxM access request systems, workflow and fulfillment, PxM entitlements, roles, and policies.

With this information, we explored our client's needs for:

- Shared Account Password Management (SAPM)
- Super User Privileged Management (SUPM)
- Privileged Session Monitoring (PSM)
- Application-to-Application Password Management (AAPM)
- Data Analytics

### Analysis and Use Cases

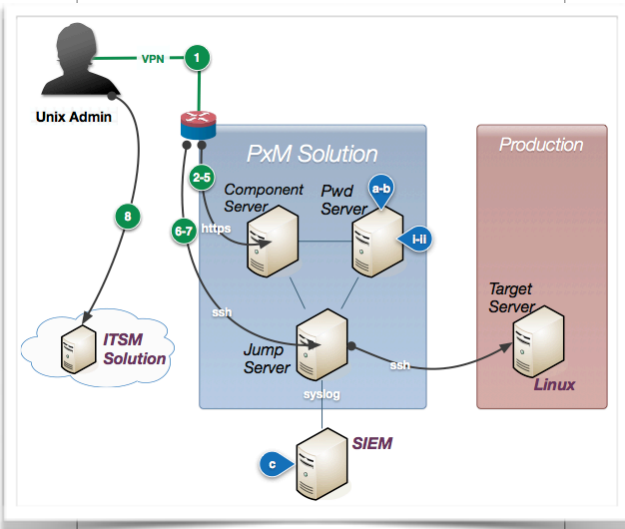
Armed with current state information, we were able to complete a scoping matrix and facilitate sessions to define aspirational-state PxM capabilities.

Clango developed a full set of use case specifications, targeted for their platforms and their selected PxM solution.

### Business Case

Clango developed a detailed business case, laying out a financial model showing a five-year total cost of ownership, with breakdowns for licensing, infrastructure, internal and external labor.

We also developed a roadmap for implementation, defining an achievable scope and a project plan reflecting prioritization by platform.



### Are you interested in becoming a reference?

Contact Information

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## Results Achieved

Clango Group laid the groundwork for a successful project, allowing our client to secure funding to go forward with the implementation and reduce the risk of fraud for their financially significant applications.

