IDENTITY

WHERE IS MY ROI?

David Stearn

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Agenda

- Present IAM - Current State
- Importance of Identity
- Major Obstacles to Key Business Initiatives
- How Do I Get This Under Control?
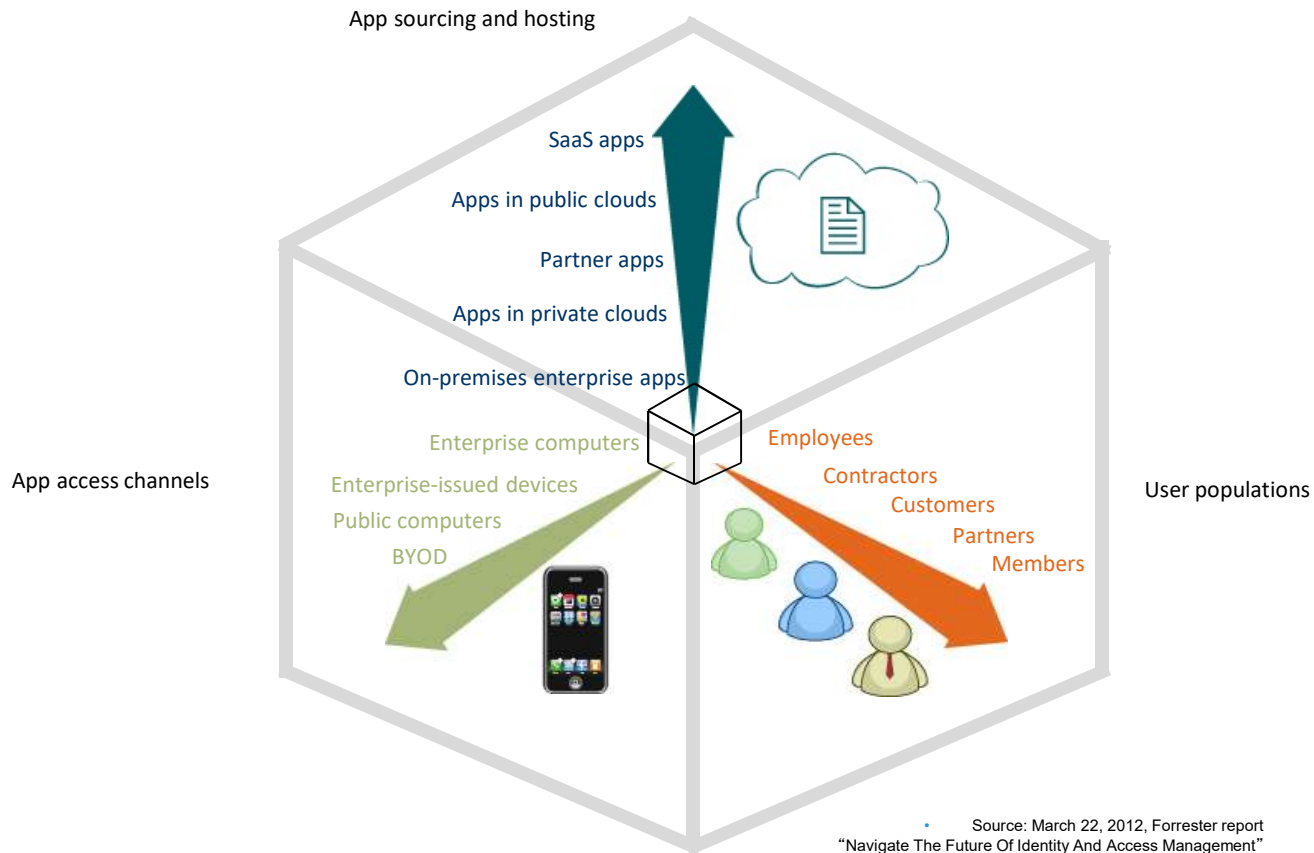- Case Study
- Steps To Take

The Good Old Days

Enterprise Systems

Firewall Perimeter
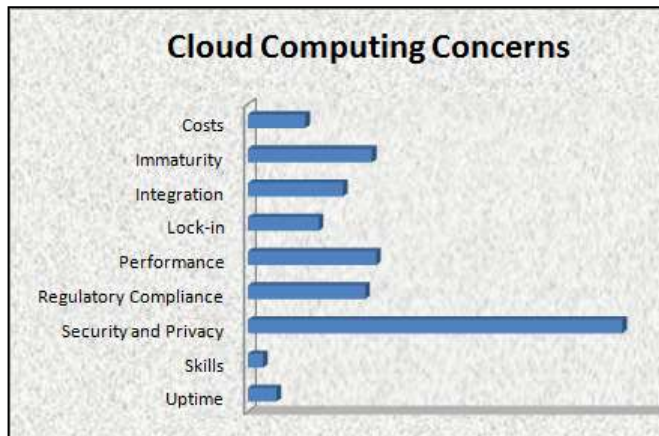
World of Access is Expanding
Identity is the New Perimeter

App sourcing and hosting

SaaS apps

Apps in public clouds

Partner apps

Apps in private clouds

On-premises enterprise apps

App access channels

Enterprise computers

Enterprise-issued devices

Public computers

BYOD

Employees
Contractors
Customers
Partners
Members

User populations

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Obstacles to SaaS, Cloud, Mobile

CIO poll indicated:

FORRESTER®

30% of Enterprises view security as a top concern

72% believe effective IAM is the key to effective security

Cloud Computing Concerns

Concern	
Costs	
Immaturity	
Integration	
Lock-in	
Performance	
Regulatory Compliance	
Security and Privacy	
Skills	
Uptime	

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But Cloud Apps Are Creeping Into The Enterprise

Reality vs. Perception:
More Cloud Apps Than You Realize

40–50? ······ Typical IT estimate

cloud apps in use
in enterprise

397

on average,
discovered
by Netskope

Overall, enterprises using the Netskope
Active Platform have an average of 397
cloud apps running in their organizations.
However, prior to using Netskope, they
typically estimate they have 40–50 apps.
That's 10x.
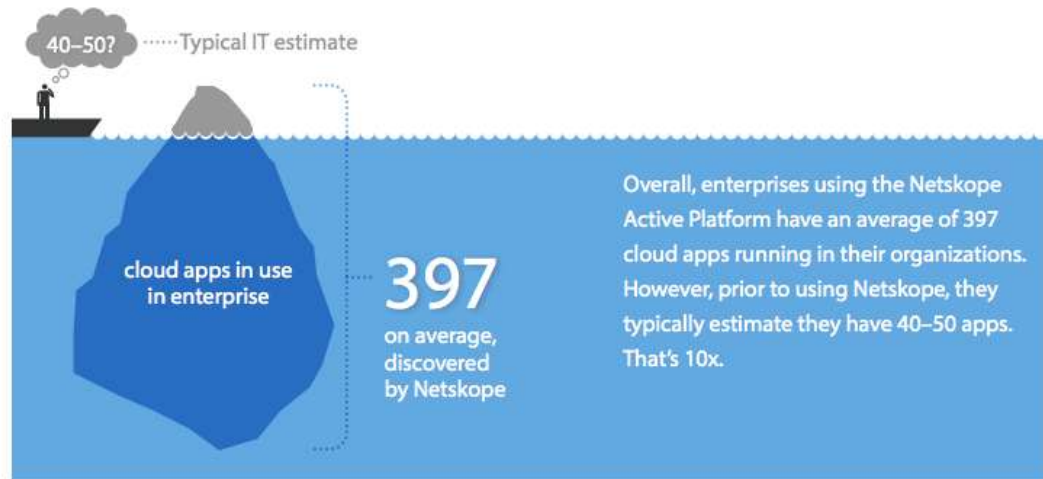
77% of those cloud apps are not enterprise-ready

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PWC Statistics
Identities are Fragmented and Siloed

- Too many User Repositories
  - Enterprises have 68 internal and 12 external account directories
  - 75% of internal users and 38% of external users are in multiple directories
- Inefficient Account Provisioning/De-Provisioning
  - User management consume 34% of the total time IT spends on IAM
  - User accounts get created in 16 systems and deleted in 10
  - The rest are manual and maintained in silos
- Impact on User Productivity
  - On average, IT is managing access to 73 unique applications requiring user access
  - Average user spends 16 minutes a day for logins
  - SSO increases user productivity by 15% and efficiency by 18%

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USER IMPACT RECENT BREACHES

Morgan Stanley

Employee exposes rich clients' information online Fined $1M

at&t

Call-center workers sold customer data fined $25M

J.P.Morgan

Employee charged with stealing customer data

Anthem

DBA account compromised leaves 78.8M affected

The Home Depot

Third-party credentials stolen leaves 56M affected

PREMERA | BLUE CROSS
An Independent Licensee of the Blue Cross Blue Shield Association

Admin account compromised exposed 11M Medical records

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Why is Identity Such an Island?

Gartner

Killing Identity Management in Order to Save it

Ian Glazer - @iglazer
Gartner - Research VP & Agenda Manager

0:04 / 17:59

"Identity is **apart from** business"   "Identity is **a part of** business"

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.csv

,

This is not IAM

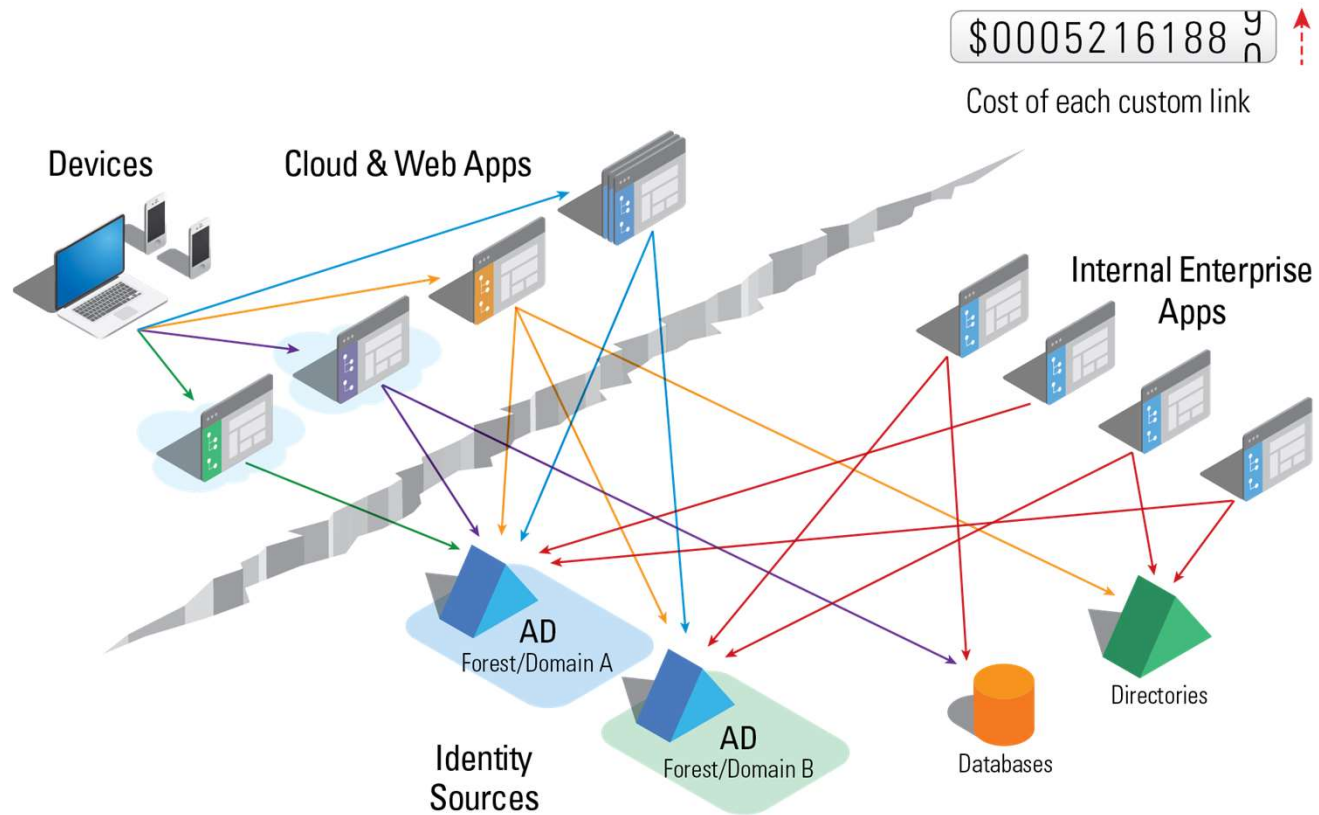# Conversation between The Business and IAM Team

The Business

IAM Team

- "Our App needs XYZ Schema"

  - "You must fit into our AD Schema"

- That won't work…..

  - "We can stand up XYZ, but it'll take 150 days"

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The Challenge of a Fragmented Distributed Identity System

The Solution: An Identity Hub

Federating **access** through WAM/SAML/WS-Fed/OAuth/OpenId Connect Layer

Identity Provider

Enterprise Apps

FEDERATED ACCESS

FEDERATED IDENTITY

Federating **identity** through virtualization

Directories

Databases

AD Forest/Domain B

AD Forest/Domain A

Partner Directory

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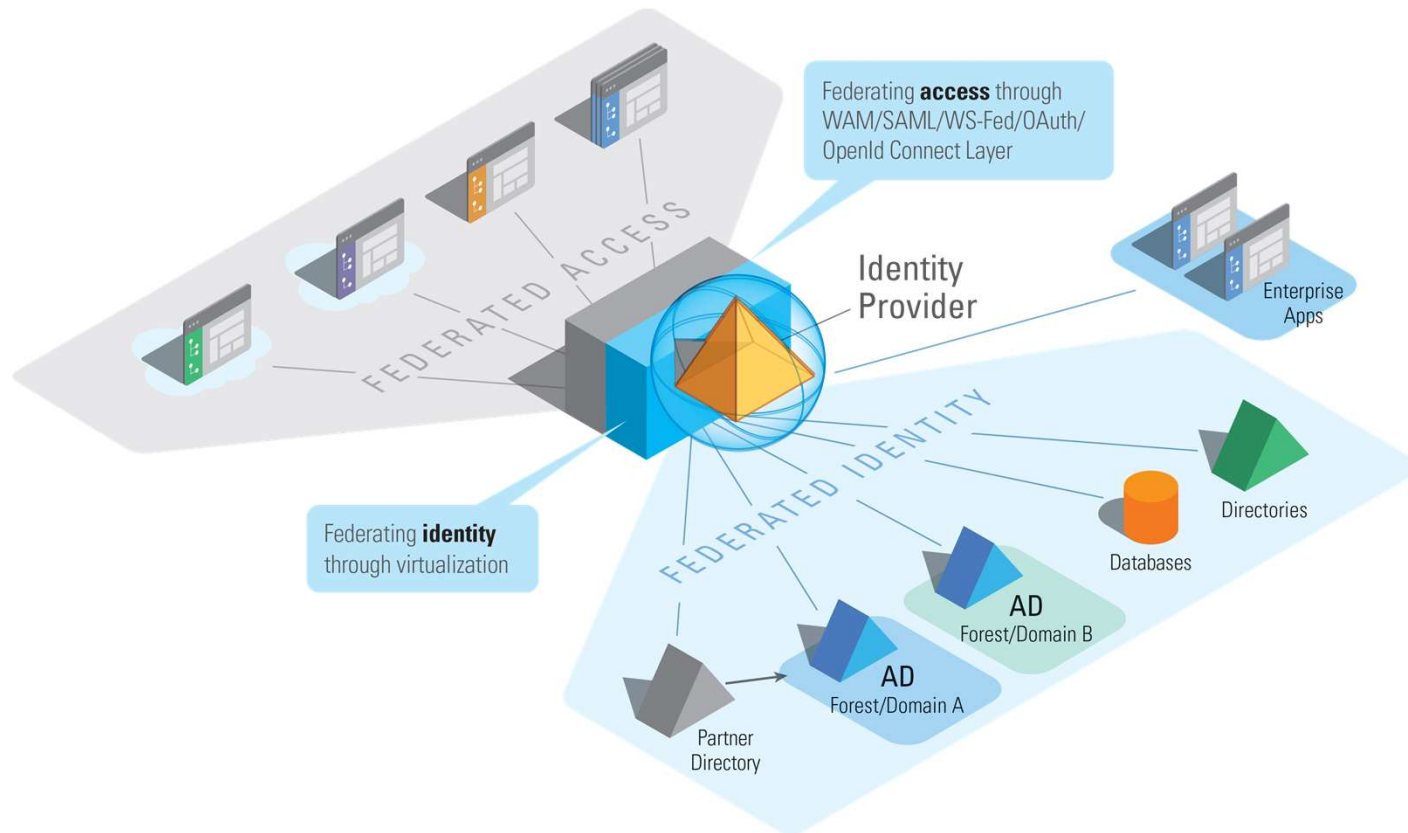
Federated Identity and Directory Service: A Foundation to Build On

Effectively Route Authentication

Correlation:
Same Users Different IDs

RJones

RobertaJ

No SSO unless you have this

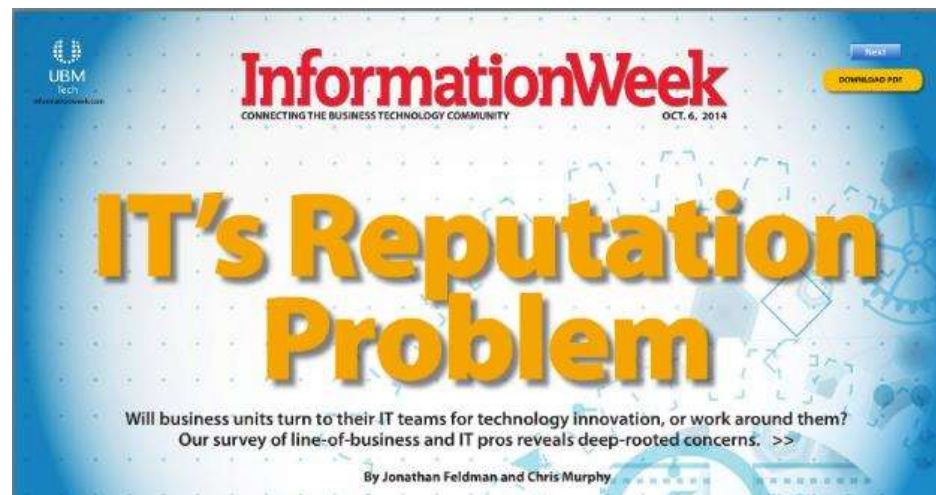**Disambiguation:**
Same IDs – Different Users

RJones

RJones

Potential for authorization based on wrong profile

Global User List
(Union)

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How Do I Get This Under Control?

Q: At what point in a project lifecycle does the business engage your IT Security or Identity & Access Management teams?

How Do I Get This Under Control?

Bypassed?
Bottleneck?
Or….
Business Enabler!

Federated Identity & Directory Service at Intel

Steve Price
Identity Service Manager
Intel IT

Next Steps…

- Make a list…
  - Sources of identity
  - Sources of attributes
- How can I correlate or disambiguate users?
  - Is my data clean?
- What applications need identity?
  - What protocols, schemas, structures, data?
- Beyond SSO, what do these apps need?
  - An account for the user in their system?
    - App can do just in time provisioning
    - App needs user account provisioned

QUESTIONS?

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