Planning for a successful IAM deployment
Implementing enterprise IAM

Identity and access management is crucial to all organizations and especially to large enterprises. The main points which mandate the implementation of an IAM solution include:

**High Impact of security breaches.** Due to the sensitivity of corporate data a single security breach due to inappropriate system privileges or lax permissions will have an increased cost to the enterprise. The impact will not only cause monetary loss but also reputational damage, which is difficult to quantify. A very large percentage of security breaches occur by disgruntled employees and inefficiency of central access control mechanisms.

**Regulatory compliance.** Large organizations should comply with specific regulatory frameworks or standards. Failure to do so may result in paying penalties or even affecting their business operations.

**Business process optimization.** For a business to be competitive and cost effective it is necessary that all business processes within the organization are optimized. User access management is a complex process and therefore time consuming. In addition when it is not automated human operations may lead to security breaches.

**Reduction of IT costs.** User access management is a task which many times creates additional unnecessary load to system administrators. With automated user provisioning system administrators can concentrate on the good operation of the systems.

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### Identity Management

- **Access Management**
- **Account Provisioning**
- **Directory Management**
- **Password Management**

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### Policy based Automation and Self Service

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### Audit and Compliance Management
In this section we describe IDM pitfalls and describe the necessity to follow a phased approach in order to maximize the benefits of your investment.

COMMON MISTAKES

• **Insufficient project sponsorship.** Starting an IAM project without strong support from upper management is one definite way to fail. With any IAM project the parties involved in the requirements, design and implementation phase come from different organizational entities in the enterprise or even from external 3rd party companies. Without strong support and sponsorship the project owner will most likely have issues in terms of acquiring the time, skills, support and effort of key stakeholders.

• **Lack of clear project objective.** Because the advantages of an IAM solution are so many, most organizations believe that they can solve all the problems in one go as soon as they implement an IAM solution. The project owner should prioritize the project objectives and make sure that each phase objective is clearly communicated to the upper management.

• **Unrealistic Timelines.** It is not enough to have strong project management skills. It is essential that experienced IAM architects are involved from day one of the project. IAM projects, whatever the scope, hide pitfalls which will introduce unexpected delays. A realistic estimation of an IAM project can only be given by an IAM expert after the preliminary discovery phase is finished.

• **High Expectations.** Many project stakeholders or upper management people have high expectations from an IAM solution. The deliverables from the IAM solution should be made very clear and communicated to all involved parties.

• **Vendor features.** IDM product capabilities and competitive advantage is based on the claims of out of the box provisioning support and ease of integrating with any enterprise application. In reality whether a system can be provisioned or not is largely dependent on the nature of the application and the owner. It is essential to carry out a detailed feasibility study regarding the provisioning of enterprise applications.

• **Internal Resource unavailability.** Since an IAM project can be resource intensive many organizations leave the vendor to deliver the solution and end up in paying large fees to professional services for the entire product lifecycle. You have to keep in mind that an IAM system is evolving at all times and once is part of your organization it must be updated and maintained. Make sure you internalize the implementation expertise.

Planning your IDM deployment

Before you go out there and start evaluating IDM products it is necessary to clarify the project goals and make sure that your organization is ready to adapt to an IDM solution.
IAM Planning approach

To be able to deliver a successful IDM implementation you must be well aware of the IAM technology, features and benefits but also to prepare a realistic plan which will provide the organization the maximum value.

In summary the following is a list of what you should be aware of and how you should prepare:

- Clear definition of initial IAM scope
- Carry out Preliminary study with the help of an IAM expert
- Break down to smaller deliverables
- Assure high project sponsorship
- Involve people from within the organization from day one
- Invest in adequate preparation