CONTENTS

The Challenges with Traditional Provisioning.................................................................2

Traditional Provisioning Failing to Support New IT Service Model .......................2

Lack of automation is proving costly to business .........................................................3

Slow to onboard new applications ................................................................................4

Disconnected from the business ....................................................................................4

A Modern Provisioning solution – provisioning 2.0 ..................................................4

Business Driven ............................................................................................................5

Easy to Deploy and Maintain .......................................................................................5

Built for Today’s Agile IT ............................................................................................6

Case Study – How An Entertainment Company is Embracing Provisioning 2.0........7

Problems with Provisioning 1.0 .................................................................................7

Solving the Problem with Provisioning 2.0 ...............................................................7

Summary .......................................................................................................................8

About Goode Intelligence .............................................................................................9
This white paper from Goode Intelligence (GI) explores how existing provisioning solutions are failing to support the business in an era where new IT service models are rapidly being deployed. New IT service models that support mobile and cloud computing have created problems for organizations that are already struggling with outdated identity and access governance tools. The paper explores a vision for Provisioning 2.0 where the goal is to weave provisioning into the very fabric of business process. Provisioning 2.0 is business driven, is easy to deploy and maintain and is built for today’s agile IT.

THE CHALLENGES WITH TRADITIONAL PROVISIONING

Traditional Provisioning Failing to Support New IT Service Model

The twin megatrends of mobile and cloud computing are creating challenges in the way in which organizations manage how they deliver Identity Management and Governance (IMG) services and there are concerns that provisioning solutions are not keeping pace with these developments.
Traditional provisioning solutions are not well positioned to meet the demands of more agile forms of IT delivery that include changes to where and how we access enterprise data. Enterprise data is increasingly being created and accessed by a wide-variety of devices; smartphones, tablets, laptops and desktops – owned either by the employer (company issued devices) or employee (as part of supported or unsupported Bring Your Own Device, BYOD). This data, and the software services that manage it, is being stored not just within the confines of the traditional internal perimeter.

Increasingly enterprise data is being stored outside internal perimeters; in the cloud and accessed using web-based Software as a Service (SaaS) platforms. Largely, provisioning solutions have not kept pace with this agile IT model and are often built to solve yesterday’s problems.

Goode Intelligence has identified a range of interconnected problems with traditional provisioning solutions that result in them being difficult to deploy and costly to maintain. Specific failures of traditional provisioning solutions include:

- Too costly
- Slow to onboard new applications
- Disconnected from the business – IT-Centric not business centric

**Lack of automation is proving costly to business**

Existing provisioning solutions can be extremely time consuming and dependent on manual or semi-automatic processes that are inefficient and costly.

Inefficiencies include not using repeatable processes and overreliance on storing provisioning related data in spreadsheets that are often sent to authorizers using email.

This is costly for the business; requiring time and resources to be engaged in onerous manual processes.

A reliance on manual processes is also more likely to result in mistakes being made and these mistakes can have serious consequences both to operational efficiency and security. By incorrectly allowing a user access to IT resources that they have no right to access an organization can create a self-inflicted compliance problem.

**BYOD**: Bring Your Own Device refers to a trend where employees bring in their own computer devices for business purposes. The device can be a laptop or a mobile device.

**SaaS**: Software as a Service or “on demand software” is a term that defines a delivery model for software from a hosted or cloud environment.
**Slow to onboard new applications**

Giving employees access to new applications and data sources in a timely manner is an essential component of delivering new or updated IT services.

The process of onboarding new applications is frequently slowing this process down and this can be a frustrating experience for both users and IT delivery teams.

In some cases the delay can be measured in months and can result in financial loss as users are unable to benefit from accessing new applications or data sources.

**Disconnected from the business**

Provisioning systems are failing the business as they are largely disconnected from the business units that own the IT services that they are responsible for.

If there is not a direct line of responsibility between applications and data sources and their business owners then organizations run the risk of delivering users inappropriate access.

This disconnection from the business is also a consequence of how Provisioning 1.0 has been designed; catering to simple user account management and reflecting the interaction with monolithic directory systems and networked credentials - essentially too focused on authentication and not authorization.

As complexity increases with IT service delivery, Provisioning 1.0 fails to offer appropriate levels of functionality to meet increasing demands for governance and compliance and lacking visibility on access controls and entitlements.

This situation is also rife with inefficiencies that are costly to the business. The inefficiencies are out of line with new ways in which we create and consume digital information and reflect an IT-centric not business-centric approach to delivering provisioning services.

We are in desperate need for provisioning 2.0; so how should provisioning 2.0 look and operate?

**A MODERN PROVISIONING SOLUTION – PROVISIONING 2.0**

There has been a distinct movement towards a more business-led approach to IT. Utility computing and SaaS models enable the line of business to take control of digital services.

Provisioning 2.0 is a new method of providing provisioning services and
supports business ownership of this key component of IMG lifecycle management.

The goal is to weave provisioning into the very fabric of business process. Provisioning 2.0 has the following characteristics:

- Business driven
- Easy to deploy and maintain
- Built for today’s agile IT

**Business Driven**

Ensuring that the business is involved in IMG lifecycle management, including provisioning access decisions, is vitally important and ensures that the appropriate levels of governance are applied.

Provisioning 2.0 supports the shift away from simple user account creation and disablement towards a business and governance-led approach to provisioning.

To ensure that this happens, Provision 2.0 must support business process and provide a simple business user experience that isn’t complex or too technical. This can be achieved by providing business users with a clean and uncomplicated interface.

Supporting closed-loop processes is equally important in the context of provisioning where managers and authorizers need to be alerted that they are required to perform a task that ensures users are on-boarded in a timely manner. This also ensures that there are no ‘black holes’ for access requests to disappear into.

Reporting functionality must also ensure that stakeholders in the provisioning process are alerted to potential bottlenecks that may require intervention.

**Easy to Deploy and Maintain**

A lightweight and flexible model is required to ensure provisioning solutions are easy to deploy and maintain.

The ability to quickly deploy a provisioning solution without recourse to a lengthy integration effort is paramount in ensuring that the benefits of agile IAM lifecycle management are seen. And once the solution is deployed it must be easy to maintain and flexible enough to onboard new applications in a timely way.

Relying on a Provisioning 1.0 architecture where the business logic in the adapter needs to be repeated for every application that is connected results in extensive coding and can lead to duplication for up to 90 percent of the work required for each adapter.

Compare this situation to what can be achieved when adopting
Provision 2.0 architecture; by moving the business logic to the governance layer you can scale across all applications without the need to repeat across each adapter. This model can result in substantial business efficiencies with over 80 percent less effort required.

**Built for Today’s Agile IT**

Provisioning 2.0 must be designed to be flexible and easy to use by non-technical staff. Replacing a spreadsheet with something that looks like a spreadsheet is just not good enough for a modern provisioning solution.

Today’s IT is agile, inter-connected and accessed by multiple devices; from laptops, desktops, smartphones, tablets and even wearables.

A Provisioning 2.0 solution must have to adapt to meet the needs of cloud and mobile computing demands – gone are the days in which access rights were given within a contained perimeter to users accessing monolithic applications on a fixed desktop. This is not to say that Provisioning 2.0 should forget about on-premise scenarios. We are in a transitional stage in IT where organizations must support a mixture of traditional and SaaS-based IT deployments; the latter requiring support for applications in the cloud. An agile Provisioning 2.0 solution must make it easy for organizations to connect through to a wide variety of platforms.
An agile Provisioning 2.0 solution must make it easy for organizations to connect through to a wide variety of platforms

Provisioning 2.0 is starting to be deployed by forward-thinking companies and the following case study explores how an entertainment company is using RSA Identity Management and Governance (IMG) to create a more modern automated provisioning solution.

CASE STUDY – HOW AN ENTERTAINMENT COMPANY IS EMBRACING PROVISIONING 2.0

Problems with Provisioning 1.0

A Fortune 100 global entertainment company needed a new identity management solution that provided them with improved provisioning across their international organization.

The existing solution was manual and proving to be time consuming. It was also a challenge to scale and didn’t meet the needs of the latest IT services that they were rolling out.

Being such a large international organization (hundreds of thousands of users) also meant that they were finding it increasingly difficult to exactly know what employee had access to what IT resource. Like a lot of listed companies, this was proving a real issue as they needed to be SOX compliant.

Solving the Problem with Provisioning 2.0

The company chose an identity and access governance solution from RSA to solve their problems. They deployed RSA IMG for Provisioning 2.0 functionality.

This business-driven solution enabled the line of business to focus on the business and only get involved in access decisions when it was absolutely necessary.

RSA IMG has enabled the company to automate basic provisioning, access reviews, access requests and password updates by using built-in workflows.

The solution also allowed the company to layer the IMG solution on top of their existing identity management system without the need for expensive integration.

We have noted that one of the biggest issues with existing provisioning solutions is the fact that they are often slow and cumbersome to onboard new applications. With RSA IMG, within 6 months, the
company was able to onboard 1,200 applications without the need for onerous coding changes.

SUMMARY

This white paper explored how provisioning is failing to support the changing nature of IT service delivery. Enterprise IT is changing rapidly and becoming more service orientated with a new breed of mobile devices accessing digital services across a wide range of platforms – some of which are delivered from SaaS platforms.

Provisioning services are failing in a number of key areas:

- Too costly
- Slow to onboard new applications
- Disconnected from the business – IAM team centric not business centric

Goode Intelligence believes that organizations need to deploy a new generation of provisioning services – Provisioning 2.0.

Provisioning 2.0 is a new method of providing provisioning services and supports business ownership of this key component of IMG lifecycle management.

The goal is to weave provisioning into the very fabric of business process with the following characteristics:

- Business driven
- Easy to deploy and maintain
- Built for today’s agile IT

To learn more about how RSA products, services and solutions can help solve your business and IT challenges, visit www.emc.com/rsaimg.

Or to request a demo of the RSA Identity Management and Governance solution, visit: https://emcinformation.com/298301/REG/.ashx
Provisioning 2.0: The Future of Provisioning

ABOUT GOODE INTELLIGENCE

Since being founded by Alan Goode in 2007, Goode Intelligence has built up a strong reputation for providing quality research and consultancy services in information security, authentication, identity and access management and biometrics.

For more information on this or any other research please visit www.goodeintelligence.com.

This document is the copyright of Goode Intelligence and may not be reproduced, distributed, archived, or transmitted in any form or by any means without prior written consent by Goode Intelligence.