

SAP User and Access Management with Microsoft Identity Integration Server

■ Reduce costs. Enhance security. Improve Service.

For many companies running SAP, systems administration represents a significant cost. Managing user accounts, providing the right access to the right systems at the right time, maintaining appropriate security and auditing user management activities is vital. But all too often these activities rely upon inefficient processes and multiple data entry. Opportunities exist to improve this situation; lowering costs substantially, enhancing security and providing important value-added benefits to the business.

■ Inefficient processes:

All systems need information about their users and in most organisations 'identity data' is held in many different places, including HR, payroll, network operating systems, spreadsheets and application directories.

Often this identity data is managed manually (or semi-manually), relying upon paper-based processes and multiple data entry for each application or service. Even if it is efficiently managed within each department, the transfer of this information for use in other departments, and in other systems, is often cumbersome and unreliable. Although common, these inefficient practices lead to many negative and costly situations, such as; slow response times for user account management, incorrect access to systems, inconsistency in identity data and lapses in security.

■ Efficient technology:

But there are ways to remove these issues. The solution lies in 'Identity and Access Management' – a structured approach to the creation, management and synchronization of identity and access data throughout your organisation.

With a solution for Identity and Access Management you can:

- Simplify administration by creating a single point of access for the management of identity data.
- Ensure all systems are provided with accurate and up-to-date identity data that consistently conforms to your organisations data conventions.
- Reduce licensing and administration costs and improve productivity through the implementation of automated, workflow-enabled processes for account creation, deletion and management.
- Create an Enterprise Role model for SAP, allowing greater control of role-based access and more cost-efficient administration.
- Provide self-service password management to increase staff productivity and reduce security threats.
- Improve security and reduce ownership costs by synchronizing users' sign-on credentials across systems and provide facilities for Reduced Sign-on or Enterprise Single Sign-on.
- Further Improve security by automatically modifying a user's access rights based on their role, and automatically removing those rights when they leave, or their role changes.
- Enhance compliance with regulatory standards through improved traceability, audit and reporting of identity data and user management activity.

■ Protect your SAP investment:

Oxford Computer Group provides a solution specifically designed for organisations running SAP HR, R/3 and Netweaver. By combining the power and flexibility of Microsoft Identity Integration Server 2003 (MIIS) with a bespoke connector for SAP we have created a cost-effective and easily deployable solution to address issues of Identity and Access Management.

■ Consistent identity data for all systems:

Within an organisation an employee's identity consists of many different attributes, including HR data, payroll data, assignment of company property, building access and systems access data, to name but a few. As a result, identity data is stored in multiple identity stores, databases and directories.

The implementation of MIIS 2003 enables the synchronization of identity data across all of these stores. As a result you can place the management of each data attribute with the department or person most suited to manage it and then appoint the associated identity store as the authoritative source from which all other systems take values for that attribute. As a result:

- Quality of data is significantly improved because it is entered and managed by a department or person with a high level of 'ownership' for the data. This means fewer errors, inconsistencies and duplicates.
- Systems can share common identity data. This removes the need for multiple manual entries of the same data, which greatly improves productivity and reduces the potential for errors and security leaks.
- Consistent data standards can be provided and enforced for all systems.

■ Automated account management:

MIIS provides facilities for the automated management of an identity life-cycle, including: provisioning (creation) of new accounts, ongoing management of those accounts and de-provisioning (those actions required at the end of the life-cycle, such as deletion or disablement of user accounts). These can be driven by business events, such as hiring new staff, staff promotions and moves within the organisation.

When an event such as a new hire is initiated in the HR system, automated processes will create accounts and access rights according to the role of the new hire, notifying relevant people, requesting authorizations and seamlessly managing the provisioning process.

Automation of these common provisioning and deprovisioning processes has many benefits, including:

- Removal of error-prone manual processes, leading to increased productivity for all people involved with the management of identity data.
- Faster response times leading to higher user productivity.
- Timely de-provisioning of redundant accounts according to defined business rules, streamlining administration and closing potential security holes.
- Reduced software licensing costs through the removal of redundant accounts and the ability to perform accurate user counts.

■ **Enhanced management of role-based access for SAP:**

MIIS provides the opportunity to create an 'Enterprise Role' model. This approach leverages your existing investment in SAP roles, making them relevant not just to SAP but also to your other systems. The assignment of SAP composite roles themselves becomes automated, and the assignment of other access rights is automated within other systems. In addition to the day-to-day efficiencies provided by this approach, it also makes large scale changes faster and easier to manage – for instance changes like a company merger or departmental name change. Because of this, users' roles more accurately reflect the organisation, providing higher quality services to users.

■ **Workflow Integration:**

Many business processes require human authorization – a head of department may need to approve the granting of rights to the system that they manage, for example. Integration of workflows into the identity management process can enable the paperless authorization and implementation of user account provisioning.

■ **Self-service password management:**

In many large organisations password management costs can be significant, with up to 40 percent of all helpdesk calls being password-related. MIIS provides facilities for web-enabled, self-service password management, allowing users to change and re-set passwords in a secure manner without contacting IT support. MIIS handles the synchronization of these passwords across the various IT systems, updating the relevant identity stores.

Self-service password management will also increase security. It can eliminate word of mouth, paper-based and email password notification processes and can be set to ensure that passwords are changed according to defined business rules. And by removing the burden of password management from the helpdesk, support services budget can be re-assigned to areas of greater value to the business.

■ **Reduced Sign-on and Enterprise Single Sign-on:**

Implementation of MIIS provides a platform for Reduced Sign-on (RSO) or Enterprise Single-Sign-on (ESSO). With MIIS synchronizing identity attributes across your identity stores it becomes far quicker to implement new sign-on solutions. MIIS helps to reduce the complexity of this by reducing the number of platforms that actively need to be managed.

RSO and ESSO lower the cost of ownership by simplifying password and authentication solutions, reducing support costs and increasing productivity.

■ **Gain compliance with national and international regulations:**

Many national and international standards, such as Basel II, Sarbanes-Oxley, BS7799 and EU data protection directives now exist. Being able to demonstrate control of the identity data held within an organisation is fundamental to this kind of compliance.

MIIS enables a single point of access and consolidated view for the identity data held about systems users. Through the consolidated view it is possible to see, and report on, who has what access to which systems; and in combination with workflow enabled processes for provisioning and de-provisioning, a complete audit trail for identity data can be maintained.

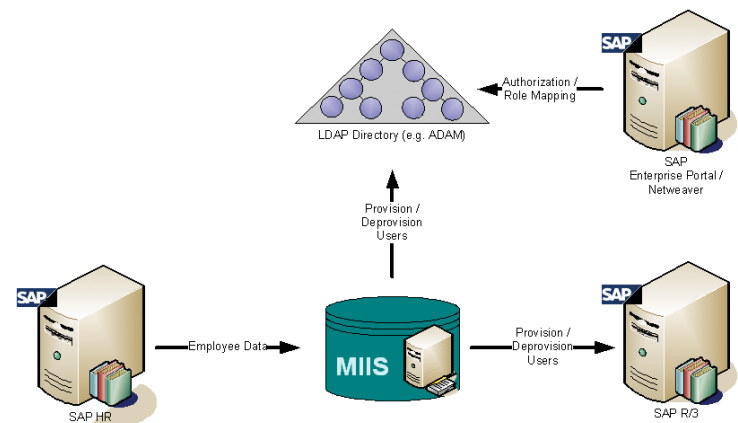
■ **Why MIIS?**

Unlike some solutions for Identity and Access Management, MIIS does not work on the basis of a 'single directory'. Instead it works on the 'real world' basis that an organization will have multiple directories and identity stores – keeping them synchronized and providing many of the tools and features required for an overall Identity and Access Management solution.

To complement this Oxford Computer Group have developed a .NET-based MIIS Management Agent for SAP which provides added functionality and tighter integration between MIIS and SAP. The combination of MIIS and our .NET Management Agent provides a highly cost-effective solution for Identity and Access Management and in comparison to other solutions has the following advantages:

- Suitable for short-term tactical solutions as well as long-term strategic solutions.
- Per-server licensing model is typically much less expensive than rival software costs.
- MIIS is quick to implement and provides a rapid return on investment.
- Visual Studio.Net development environment provides a flexible and cost effective platform for customization and future upgrades.
- MIIS is a key component of Microsoft's road map for Identity and Access Management, ensuring the long-term future of your investment.

The diagram below summarizes the relationships between SAP systems in an idealized identity management solution.



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About Oxford Computer Group:

Oxford Computer Group specialises in Identity and Access Management and in particular the implementation of MIIS. We have significant expertise integrating MIIS with SAP systems, with live implementations in various large customer sites.

To discuss your Identity and Access Management requirements, please contact us.

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