IBM

Tivoli® software

Select the right solution to manage user identities while speeding time to value.

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Middleware is Everywhere | Can you see it?

Somewhere along the way, your handful of employees turned into a handful of departments. Your suppliers and customers multiplied as you extended your reach to new markets. With each new stage of growth, the number of users who needed access to relevant information and applications increased. The problem you face now is how to give these users the access they require without compromising data integrity or complicating your ability to meet regulations.

The solution lies in managing identities and controlling access to resources. The right identity management solution can help you securely manage the growing number of users who come in contact with your IT systems while providing the flexibility to respond in an on demand manner to changes in your business environment.

Ultimately, the identity management solution you choose should have these characteristics:

Rapid time to value. A truly cost-effective identity management solution lets you get up and running quickly — ideally, installing in less than two hours. Predefined templates and out-of-the-box connectors can give you a starting point so that you don't have to spend time or money for resources that you don't have. And once you've configured and installed the solution, you should be able to maintain it easily through easy-to-use administration features — like wizards to add new users and request new accounts.

A simplified user experience. The identity management solution you choose should reduce complexity, not add to it. You want to provide users with self-service capabilities so that they can take ownership of their account information and passwords — and free IT staff from time-consuming, manual tasks like password resets. A full-service identity management solution enables administrators to tailor the interface to the needs of each user type. Preconfigured views make it easy for participants to accomplish what they need to — without getting bogged down by an abundance of functions that are not relevant to their roles.

A central point of management. Protecting the identities of your customers, employees and suppliers starts with the right environment. By establishing a central point to manage user identities across and beyond your organization, you can help ensure that administrators stay on top of who has access to what. And by matching user accounts with known identities, you can help eliminate invalid accounts that can lead to noncompliance and failed audits.

Support for compliance efforts. A critical element of an identity management solution is the ability to reduce the burden of compliance by centrally tracking user access rights. Make sure the solution you choose has robust reporting capabilities to offer a consolidated view of access rights, provisioning activities and validation processes — across all managed people and systems. Such a solution can minimize the time and costs associated with preparing for audits.

Tailored to your unique needs. The best way to ensure a successful identity management implementation is to choose a vendor that not only understands your unique size, pricing and usability requirements, but also designs products based on those needs. Products that build in simplicity and economy — making it easier and more cost-effective than ever to compete at levels traditionally reserved for the largest enterprises. The vendor you choose should offer technical leadership, a commitment to best practices and open source technology, and an extensive partner community of complementary solutions and services. That way, the vendor can provide full support for your current initiatives and a clear migration path to solutions that can accommodate growing demands.

"IBM Tivoli is providing a quick-to-deploy and easy-to-use user provisioning solution and delivering it to the SMB market. Until now, organizations in this market have not had this level of access to the market-leading enterprise-class tools for identity management and user lifecycle management."

– Scott Crawford, Enterprise Management Associates

The identity management solution you choose should enable you to:	IBM	Other vendor
Speed time to value:		
• Enable rapid installation and configuration on a single server, so that you can see initial results in as fast as two hours.	✓	
• Use configuration wizards and workflows to simplify installation.	✓	
• Leverage an all-in-one installation launch pad to accelerate deployment.	✓	
• Ease integration by using out-of-the-box, agentless adapters that connect to multiple applications and systems.	✓	
• Deploy preconfigured best practices based on common user roles and functionality, while still enabling customization.	✓	
Empower users:		
• Provide self-service Web interfaces for password resets and password synchronization.	✓	
• Enable users to update their personal account information.	✓	
• Offer an intuitive user interface tailored to the needs of each user type.	✓	
• Leverage an embedded workflow engine to automate the submission and approval of user requests.	✓	
• Establish predefined settings that eliminate time-consuming manual administrative tasks.	✓	
Help protect user identities:		
• Provide a single point of management to centrally coordinate the creation of user accounts.	✓	
• Control which users get access to sensitive systems and what data they can access.	✓	
• Group users according to business needs and administrative privileges.	✓	
• Automate the removal of user accounts when former employees should no longer have access.	✓	

The identity management solution you choose should enable you to:	IBM	Other vendor
Ease the burden of efforts to comply with regulations:		
• Generate centralized reports on the effectiveness of IT security controls to help demonstrate compliance.	✓	
• Provide an audit trail of who has access to what.	✓	
• Utilize a standard recertification process to confirm all accounts are active and valid.	✓	
• Help improve the effectiveness of internal controls for user credentials and access privileges.	✓	
Meet your unique requirements:		
• Leverage an identity management solution designed and built to meet the unique needs of midsize businesses.	✓	
• Obtain pricing, usability and functionality tailored to midsize businesses.	✓	
• Take advantage of a migration path when your business grows to accommodate increasing demands while protecting existing investments.	✓	
• Rely on an extensive partner community that offers complementary solutions and services.	✓	
• Utilize solutions based on an IT Service Management paradigm and executed through the help of IBM Tivoli Unified Process (ITUP) — the first "how-to" navigational tool that helps you customize and implement best practices for mapping, modifying and improving IT processes.	✓	
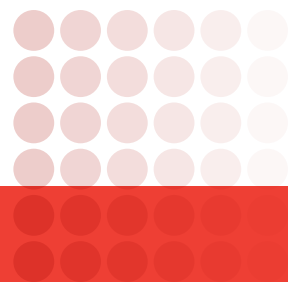
Streamline and automate identity management

Establishing a single point to manage user identities is the first step to bringing structure to rapidly increasing user populations. The identity management solution you choose should enable you to centralize the management of identities and provide workflows to automate the submission and approval of user requests for services. If a new employee needs access to product development plans that are stored in a database, you should be able to automatically route that request to the appropriate development administrator for review and approval — and then escalate the request if that person doesn't respond within a certain timeframe. And when users no longer require access to resources, your identity management solution should allow you to suspend or delete that account in an on demand manner to ensure that sensitive data remains confidential.

Help drive employee productivity

As user accounts change throughout a company — due to turnover, changing job responsibilities and so on — employees and administrators alike are burdened by multiple passwords and time-consuming account maintenance. The ability to provide an intuitive self-service Web interface can minimize help-desk calls by allowing users to update personal information, synchronize their passwords or reset forgotten passwords through challenge-and-response questions.

By putting ownership back in the hands of users, you can drive employee efficiency and help minimize the frustration of system lockouts. At the same time, IT and help-desk staff can focus on high-priority activities that generate substantial business value.

Look for a solution that enables you to group users according to business needs and delegate functionality, such as who can add, delete, modify and view users — plus who can reset user passwords. Grouping makes it easy for administrators to modify the tasks each user type is allowed to perform by simply selecting or deselecting a checkbox.

User-specific functionality should be reflected in an easy-to-use interface customized to each user. The solution should allow users fast access to the information they need without the distractions of unnecessary functionality.

Help facilitate compliance efforts through simplified validation processes

Many organizations are under rigorous scrutiny to improve their accountability and transparency under regulations such as Sarbanes-Oxley (SOX), the Health Insurance Portability and Accountability Act (HIPAA), Basel II and many others designed to maximize corporate transparency, protect privacy and minimize identity theft and fraud. Companies can fail audits if they cannot demonstrate that they effectively apply their processes and procedures for granting access rights to users.

The identity management solution you choose should enable you to centrally grant and enforce the correct access levels using a standard recertification process that confirms all accounts are active and valid. By validating and enforcing user access rights, you can help reduce the time and cost associated with preparing for audits and revalidating user accounts.
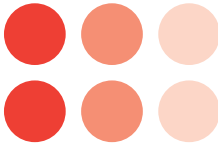
Leverage rapid installation and configuration

The ideal identity management solution integrates with your existing infrastructure and tools. You shouldn't have to spend time and money to customize the solution or to purchase additional resources to make your solution work within your environment. Rather than spend months designing security policy and configuring a solution for your business, you should be able to take advantage of included features like wizards, preconfigured templates, an all-in-one launch pad and bundled adapters to integrate the solution with your environment quickly.

The right choice

When you evaluate solutions to meet your goals, you'll find that IBM Tivoli® Identity Manager Express offers a best-of-breed identity management solution with superior password management, user provisioning and access-right auditing capabilities. Tivoli Identity Manager Express — part of the IBM IT Service Management portfolio — enables you to automate and integrate both within and across your IT processes to meet ever-shifting identity management requirements.

Take the Express route

Tivoli Identity Manager Express is part of the IBM Express Portfolio™ of products. Developed with input from IBM's midsize clients and IBM Business Partners, the products and services that comprise the IBM Express Portfolio are designed to meet stringent usability, scalability, size and price requirements. As a result, the offerings are equipped with features that help promote higher levels of economy, openness and simplicity. Backed by world-class IBM services, support and an extensive partner ecosystem, IBM Express Portfolio solutions can readily scale to accommodate evolving business demands while protecting your existing investments.

- *Priced with a midsize budget in mind, with low-rate finance options available from IBM Global Financing*
- *Easy to own and use, without adding administrative burdens or lengthy learning curves*
- *Built to run on key midsize platforms like Microsoft® Windows® and IBM @server® iSeries™ systems running on Intel® processors and Linux®*

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information technology (IT) resources, tasks and processes in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

For more information

To learn more about Tivoli Identity Manager Express or to find out how IBM can help you develop an identity management strategy to meet your business requirements, call your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli/solutions