



Tivoli software

IBM Tivoli Identity Manager

Highlights

- *Reduces help-desk load by using Web self-service and password reset/sync interfaces*
- *Removes the guesswork from changing security policies with policy simulation, which provides powerful “what if” scenarios*
- *Cuts elapsed turn-on time, automates routine administrative tasks and helps eliminate errors*
- *Centralizes control and local autonomy, which can ensure security and consistent policy on your most sensitive systems*
- *Assists in addressing compliance issues*
- *Offers the option to manage target systems either remotely or with a local adapter*
- *Automates business processes related to changes in user identities by using life-cycle management*
- *Enhances integration with extensive APIs*

Manage access across existing systems and on demand business environments

To effectively compete in today’s business environment, companies are increasing the number of users — customers, employees, partners and suppliers — allowed to access information. As IT is challenged to do more with fewer resources, effectively managing user identities throughout the user life cycle is even more important.

IBM Tivoli® Identity Manager provides a security-rich, automated and policy-based user management solution that helps address these key business issues across both existing systems

and on demand business environments. Tivoli Identity Manager helps provide:

- *An intuitive Web interface.*
- *A flexible administration model for delegation of administrative privileges.*
- *Web self-service.*
- *An embedded workflow engine for automated submission and approval of user requests.*
- *An embedded provisioning engine to automate the implementation of administrative requests.*
- *Automatic synchronization of user data from different repositories such as human resources databases and enterprise directories.*
- *Broad out-of-the-box support for applications and systems that can be managed either remotely or with a local adapter.*
- *Application management toolkits for extending the management model to new and custom environments.*

Centralize control over your environment

Provisioning users with access to the right systems, applications and data can be a challenge when multiple native interfaces must be used. This challenge is magnified when the number of users increases dramatically. Tivoli Identity Manager helps centralize the definition of users and the provisioning of user services across your enterprise.

This centralized model can help reduce errors and inconsistencies caused by managing user access from multiple consoles and interfaces. The intuitive task-based interfaces of Tivoli Identity Manager let you enable and rescind user-access rights from a single control point, helping you manage your environment as you take on new business initiatives and expose critical applications, systems and processes to the extranet.

Delegate management tasks

As your company's users change and grow, it is important to maintain control while still allowing for distributed management along organizational and geographical boundaries. Tivoli Identity Manager contains Web interfaces that include self-service and role- and rule-based delegated administration. You can group users according to business needs and can delegate functionality — such as who can add, delete, modify and view users and reset user passwords — to other organizations and business units as needed.

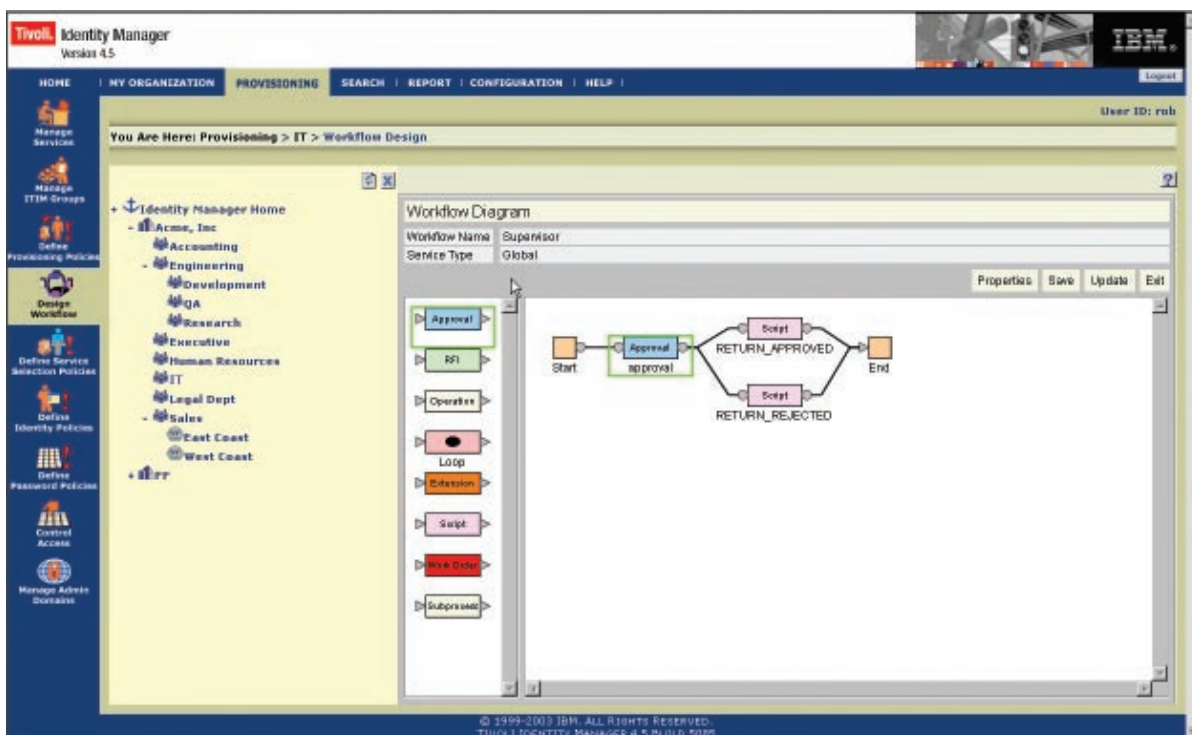
Enable end users for self-care and password management

With Tivoli Identity Manager, end users can perform password resets and password synchronization and can modify a set of administrator-configurable personal attributes from a Web

browser. Tivoli Identity Manager can be configured to take password updates from a frequently used system, such as Microsoft® Windows® 2003, and propagate the changed password out to all other systems.

Self-service attributes can be configured to let you define which attributes are allowed for self-service and which

attributes require approval through the workflow. A challenge/response system handles situations where users forget their passwords, and a change of attributes can be requested by sending the change to workflow for approval. A set of self-registration and self-enrollment interfaces lets you automatically collect information from end users.



The workflow engine in Tivoli Identity Manager helps implement your business processes and automate security administration.

Automate administrative processes

Tivoli Identity Manager lets you implement service-level agreements by providing automation tools, which off-load much of the burden that administrators bear. With the Tivoli Identity Manager Web self-service interface and embedded workflow engine, users can securely and easily manage portions of their own information without intervention by help-desk or IT staff. The workflow engine automates the submission and approval of user administration requests, helping reduce the potential for errors and inconsistencies from manual processes. You can approve, modify or reject requests electronically through a Web browser, and then users are automatically notified of the status of their requests.

Another burden for administrators is keeping up with the different attributes that must be entered for every application. Tivoli Identity Manager automates the generation and validation of these attributes with a set of rules defined by the default and validation policies. Tivoli

Identity Manager also automates the management of user churn and the growth of applications, by attaching policy to the access control and by grouping users.

Implement life-cycle management

With Tivoli Identity Manager, you can capture your business process by tailoring the business logic for every event in the life cycle of accounts and identities — or define your own events, such as periodic revalidation of accounts for contractors, and the business logic associated with them.

Leverage self-registration capabilities

Often, the best way to gather identity information is to ask people directly. By using the self-registration features, you can provide a way for people to register themselves with Tivoli Identity Manager. Linked with the ability to automate business processes, newly registered people can go through an approval workflow before they get added to the Tivoli Identity Manager identity store. Together, self-registration and the approval workflow provide an organization with a complete identity data management solution.

Consolidate your data

Tivoli Identity Manager centralizes the management of identity and account data, allowing your company to leverage consolidated user information to drive business initiatives based on user identities. Uses of this type of information include security audits, reporting, company directories, data-mining projects and applications. To speed return on investment, more than 30 common reports are provided out of the box.

Simulate impact of provisioning policy before committing changes

With Tivoli Identity Manager, you can simulate the impact changes to provisioning policies will have on your users' account access before committing changes in production. Tivoli Identity Manager delivers a powerful "what if" capability by allowing you to simulate and preview how many accounts will be added, removed, modified, suspended, or become noncompliant with policy, helping eliminate user downtime that may have resulted from an errant provisioning policy.

Integrate applications with included extensions

By leveraging the power of Tivoli Identity Manager for self-care, users can request new accounts from within your existing corporate portal or integrate it into your interactive voice response system, allowing users to reset their passwords even when they have locked themselves out of the desktop.

Support your existing environment while extending to new and custom environments

Tivoli Identity Manager provides out-of-the-box support for more than 40 end-point managed systems and offers your company the choice to manage end systems either remotely or with a local adapter, simplifying deployment. And because companies typically deploy new applications to remain competitive, Tivoli Identity Manager provides tools to help assimilate these new business resources as they are added.

Although Tivoli Identity Manager can manage user accounts on more than 40 different platforms, organizations often have “homegrown” software packages. These packages are usually important applications that the organization wants to provision with Tivoli Identity Manager; however, organizations do not want to write code to connect Tivoli Identity Manager to these applications. Through its dynamic schema discovery process and flexible architecture, embedded Tivoli Directory Integrator technology can provide Tivoli Identity Manager with administrative control over organizations’ homegrown applications without code having to be written and maintained.

Tivoli Identity Manager manages your end points through robust vendor APIs, unlike systems that rely heavily on fragile screen-scraping techniques. Because almost all vendor APIs support client/server operation (also known as “remote” operation), Tivoli Identity Manager gives

you the flexibility to choose the deployment option that makes the most sense in your environment.

Maintain integrity of the user data through account discovery

User data can be updated from several sources and touch points, especially as companies support their older processes along with newer self-care interfaces. Users and administrators may continue to update user information through native platform interfaces.

To help avoid inconsistencies in user information, Tivoli Identity Manager provides account discovery support and searches for out-of-policy account changes made directly on a managed resource and deals with them appropriately. For example, Tivoli Identity Manager can be configured to enforce strict policy compliance on some systems but allow for greater local administrative latitude on less-sensitive systems.



For more information

To learn more about Tivoli Identity Manager and integrated solutions from IBM, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli/solutions/security

Tivoli software from IBM

An integral part of the comprehensive IBM on demand infrastructure solution, ITIL-aligned Tivoli IT Service Management software helps traditional enterprises, emerging on demand businesses and Internet businesses worldwide maximize their

existing and future technology investments. Backed by know-how such as the Tivoli Unified Process methodology for linking IT operations to business processes and by world-class IBM services, support and research, Tivoli software provides a seamlessly integrated and flexible on demand business infrastructure management solution that uses robust security to help you connect employees, business partners and customers, and achieve your pressing, top-of-mind business agenda.

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