

Overview

While automating the Access Management process seems natural, most IAM implementations fail due to a number of issues. These issues include: lack of clear objectives and planning, incomplete assessment of infrastructure components, improper IAM product selection, over-automation, time consuming schedules, complexities, capabilities, and cost. Organizations are thus driven to rely on manual IAM processes through ticketing systems. This approach, by its very nature, is prone to errors, delays, security breaches, lost productivity and audit issues. Businesses may also potentially experience compliance, regulatory and operational risks.

Enterprises that have implemented ITSM/IAM fall into different maturity levels depending on how users within their organization (employees, partners, customers) are being provisioned and de-provisioned with assets and application access. In such cases, while ITSM is managing access to a certain set of applications and IDM is managing another set, there are some that are not managed by either, and the application team manages them ad hoc. Users in such situations complain that the combination of application interfaces is confusing, that using multiple interfaces is inefficient and doesn't support a unified approach to management.

This highlights the need for an automated solution that gives enterprises the flexibility to allow ITSM to be the single centralized service hub for all types of requests and facilitates the IAM approvals process.

Tuebora ITSM

Tuebora ITSM enables enterprises to manage the process of access provisioning and provide evidence for certification. Its automated approach enables organizations to leverage and optimize their existing processes. Each ITSM activity is funneled to a user-specific interface. It provides tight security and governance across all asset entitlements, both physical and logical. Tuebora ITSM can act as a central service request system driving all of your IAM infrastructure. The following Tuebora functionality is essential for a successful ITSM implementation:

Request Details

Request ID: TASK0010042	Request Date: 29 September 2015	Priority: Priority3
Final Approval Date: 29 September 2015	Request by: System Administrator	Completed Date: -
Request Type: Create User	Closed Date: -	Current Status: Assigned
Has violated SLA: No	Customer: LifeCare Services	

[Add Approver](#)

Approval Level	Approval	Approval Date	Comments	Action
1	Angelo Ferentz	29 September 2015 06:43 AM	-	
2	Adela Cervantsz	29 September 2015 06:48 AM	-	

Figure 1 - Administrators can view complete details of requests

- Data modeling and machine learning that constantly looks for process efficiency.
- Quick on-boarding of on-premise and SaaS applications into the IAM platform through an exhaustive list of out-of-box connectors.
- Request any IAM service through service tickets in the ITSM system with an approval process placed either inside IAM or ITSM.
- Optional auto-provisioning available as a service.
- Data retention for governance of certification grants supporting compliance reporting.
- Finally, continuously monitoring provisioning effectiveness and keeping unused access in check means improvements in governance and a significant reduction in the cost of audits.

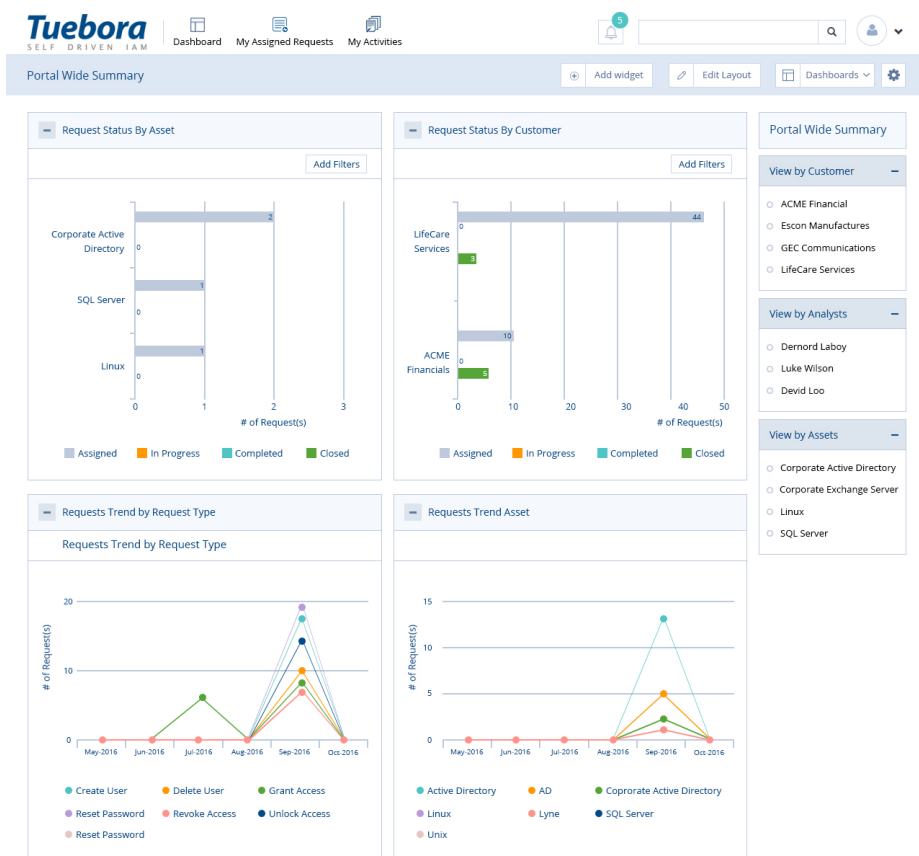


Figure 2 - Monitor and report on requests from personnel

Tuebora ITSM for MSSPs

Enterprises are looking for an increasing number of self-help and self-healing options which are used to drive down the cost of support. Tuebora ITSM not only helps MSSPs bring down costs and improve quality, but also keeps you competitive against in-sourcing initiatives. Tuebora provides:

- A single platform allowing users to manage service requests, on premise or in the cloud.
- Multi-Tenant. Support multiple customers through a single interface.
- Reduce/eliminate errors with a hassle-free handling of service requests.
- SLA tracking and management.
- A reduction in cost for customer and service provider.