Understand Why SUN Identity & Access Management

Is good for business

7th November 2007

Ramsey Rosario
Jim Craig

Agenda

- Business drivers for deploying I&AM solutions
- Realism, no really
- The importance of provisioning
- Dealing with federated identity
- Information security and data leakage
- The continuing need for strong authentication
- Single Sign-On (SSO) – The 3 SSO's of SSO
- Summary

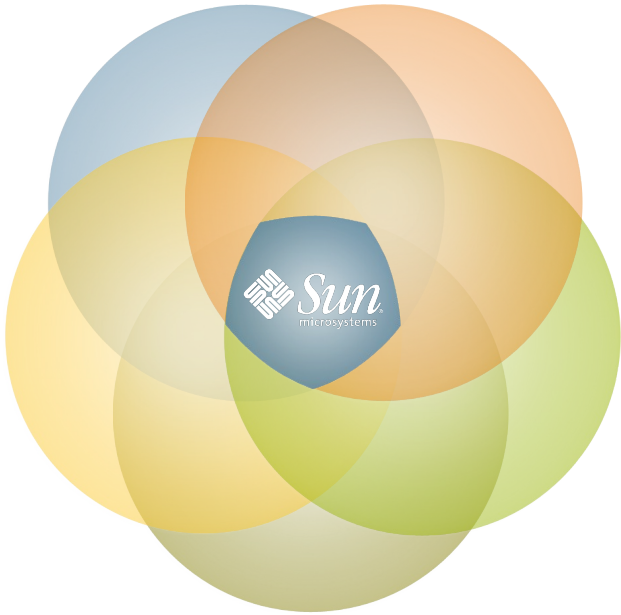
Sun Software Overview

Network Growth Implications for IT

New Consumers. New Content.

On the Network...

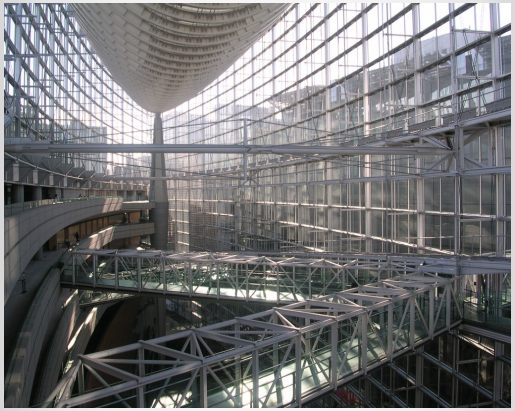
Drives Infrastructure Demand.



New Devices. New Services.

Our Strategy: Create the Industry's Best Network Services Infrastructure

Invest in R&D
Delivering Value



Sharing Technology
Sharing Technology

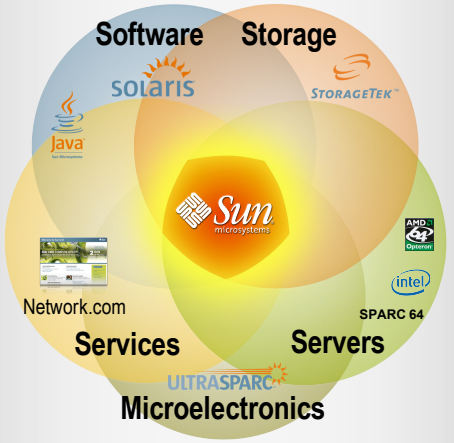
solaris

NetBeans

Java

ULTRASPARC

Network
Infrastructure



Business Challenges

Connect More Customers/Devices

Speed Delivery of New Services to Market

Reduce Security Risks

Enable Productivity

Increase Cost Efficiency

Maintain Privacy

How Can Software Help?

- Access to any application or service from anywhere and any device

- Secure, conditional access
- Management of users and assets
- Compliance and Auditing

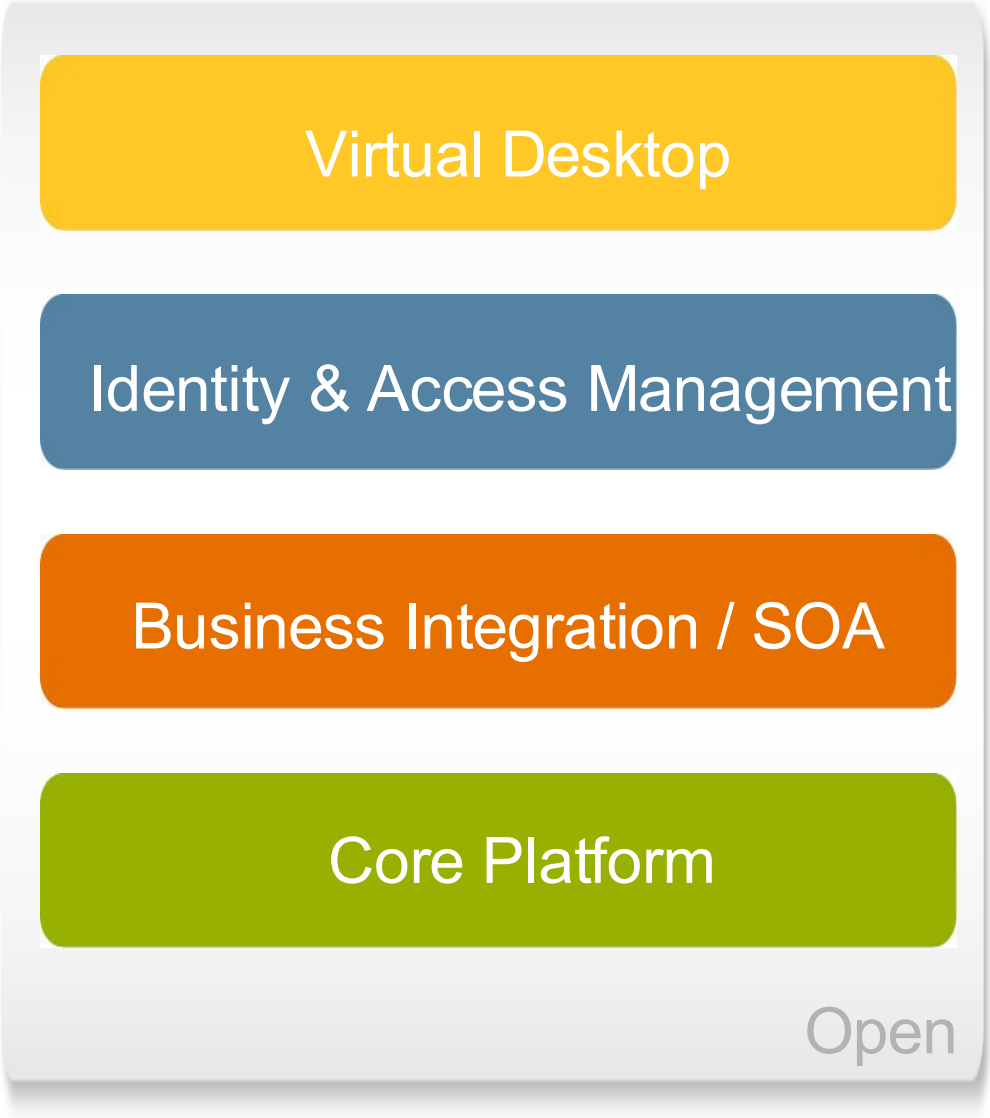
- Connecting to back end systems
- Creating and assembling new composite applications, business processes and services

- Run all this on a scalable, reliable, secure, highly available, high performance platform

- Protection of investment by using open and interoperable standards on multiple platforms

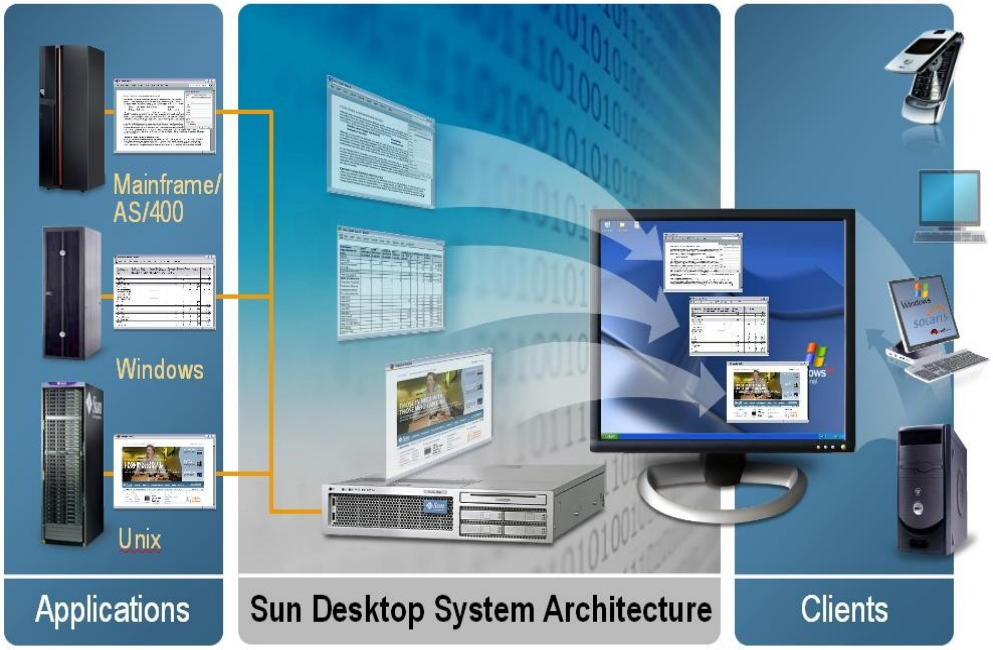
Sun Software

- **Virtual Desktop**
  - Move applications, data and configuration off the desktop and into the data centre
- **Identity Management Suite**
  - Address challenges such as compliance, secure access, user provisioning and identity federation
- **Java Composite Application Platform Suite (CAPS)**
  - Unified product suite for all styles of integration and composite application implementation in a fully SOA based framework
- **Infrastructure Platform**
  - Standards based, scalable, secure, reliable, high performance software servers on which to build and deploy applications and services



Virtual Desktop

- Secure Global Desktop
  - > Software for Virtual Desktop
  - > Supports Windows, Solaris, Linux
  - > Any app on the desktop
  - > Scalable, Manageable, Secure
  - > Minimised support costs
- Sun Ray Clients
  - > Hardware option for desktop
  - > Ultra-Thin Client
    no s/w, os, configuration, data or support
  - > Session Mobility
  - > Reduced Desktop refresh cycles



Secure Access to all your applications and data from anywhere

Identity Management

Identity & Access Management

Identity Manager

- User provisioning
- Identity auditing
- Extreme scalability

Directory Server Enterprise Edition

- Directory services
- Security/ failover
- AD synch services

Access Manager

- Access control
- Single sign-on
- Federation

Federation Manager

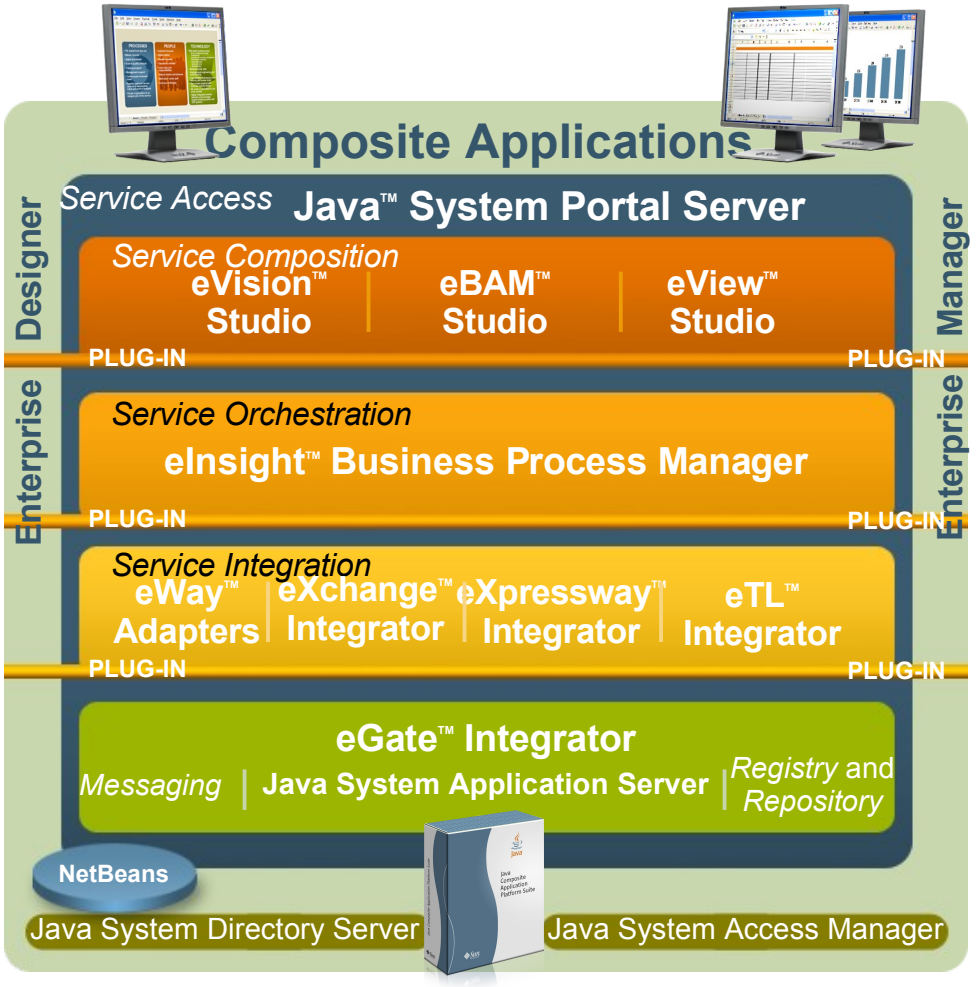
- Partner single sign-on
- Account linking
- Global log-out

A Complete Network Identity Management Solution

Java Composite Application Platform Suite (Java CAPS)

Business Integration / SOA

- SOA Implementation
  - > Service Orchestration
  - > Service Enablement
  - > Enterprise Service Bus
  - > SOA Governance Framework
- BPM & Workflow
- Single Customer View
- Business Activity Monitoring
- Composite Applications
- A2A, B2B, Adaptors, ETL Portal



SOA Inside & Out, Full Integration Suite, Single Unified Product, Open

Core Platform

Infrastructure / Platform

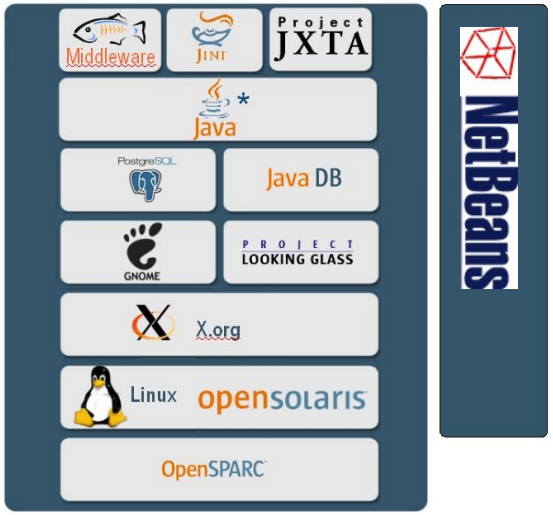
- Community / Web 2.0
  - > Identity Based Content Delivery / Portal
  - > Collaboration Tools
  - > Mail, Calendar, IM...
- Web Server
  - > Web Tier Delivery
  - > Security, Management
- Application Server
  - > Java EE engine
  - > HA support
  - > Open Source Base

Secure, Highly Available, Scalable, High Performance Platform

Open Standards & Open Source

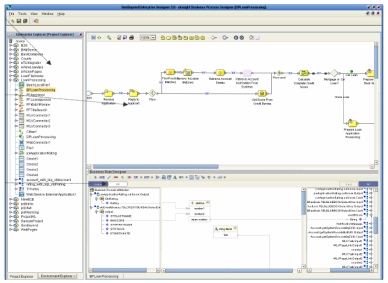
- Open Standards
  - > Interoperability
  - > No lock-in

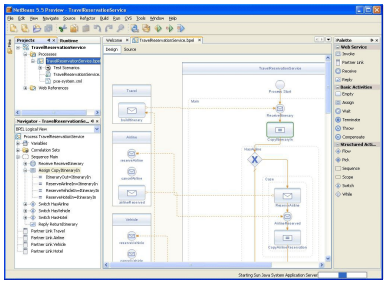
- Open Source
  - > Community development with Sun backed products
  - > Shared Innovation

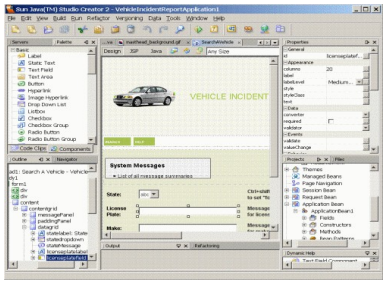


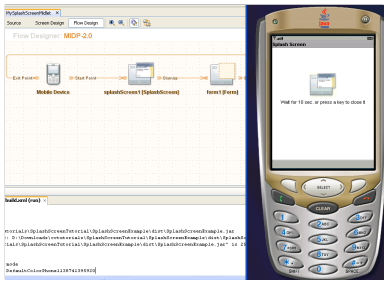
The development and business model for the participation age

Sun Developer Tools









C/C++
Fortran
Web 2.0
...

Java CAPS Enterprise Designer

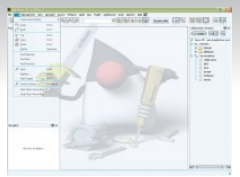
Enterprise Pack

Visual Web Pack

Mobility Pack

...

NetBeans IDE /
NetBeans Platform



Java

The right tools for what you do

NetBeans

Software: A Broad & Diverse Portfolio

Software Infrastructure

solaris
opensolaris

Solaris/OpenSolaris

Java/Client/Mobility

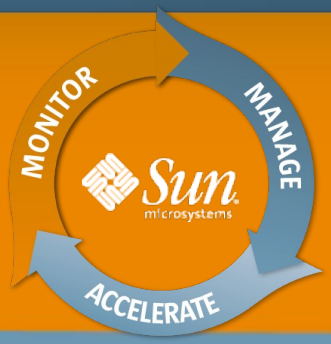
Network.Com

NetBeans

Sun Developer Network

Sun Studio

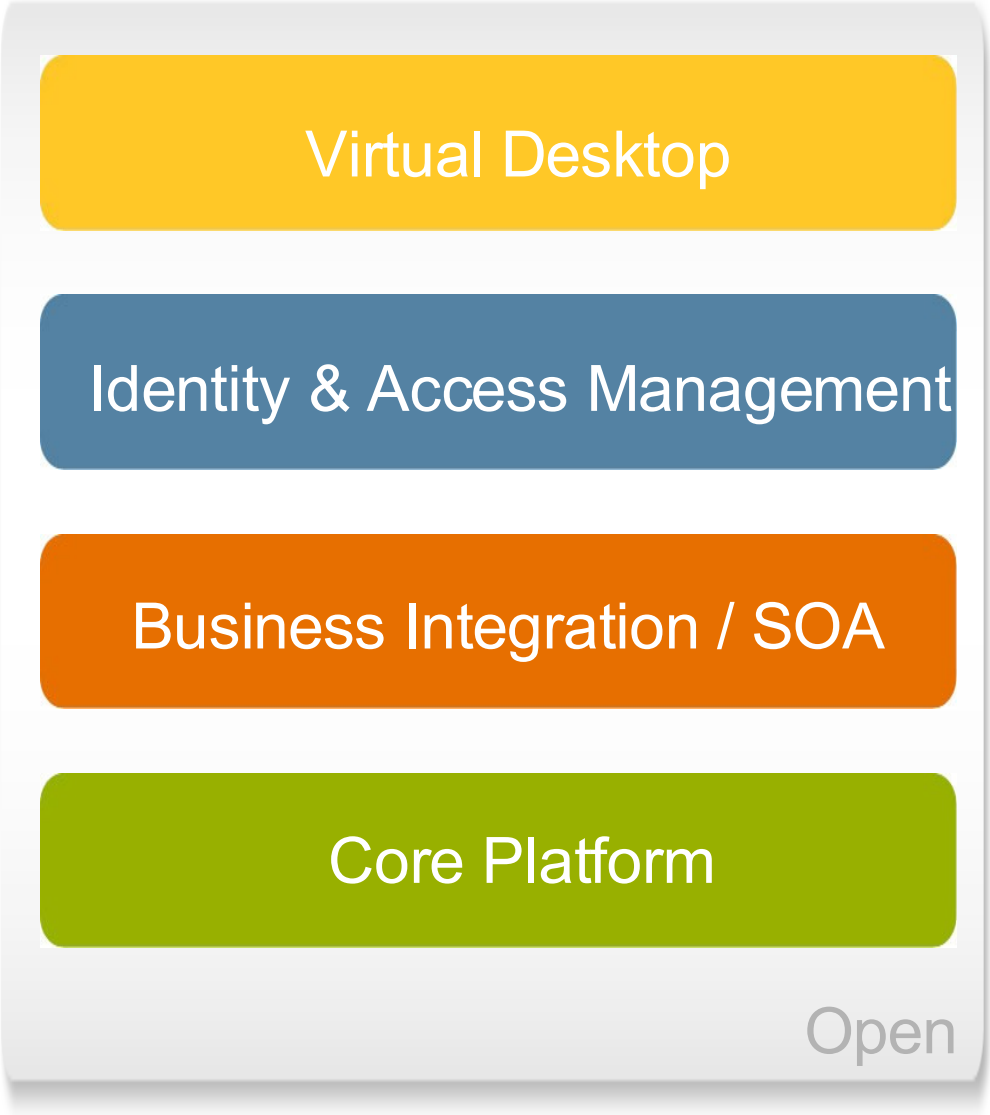
Developer



Sun Connection

The Business Benefits

- A more manageable, scalable and flexible solution which dramatically lowers Total Cost of Ownership and increases Business Agility
- Improve service access, enhance security, reduce costs and deliver ROI in the shortest time
- Delivers speed to market, ease of implementation and operations, unequalled business agility and the lowest Total Cost of Ownership
- Investment protection, reduced risk, improved service levels and better flexibility



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- Summary

Top 10 Security Violations

1. **Unidentified or unresolved segregation of duties**
2. **OS access controls on financial apps or portal not secure**
3. **DB access supporting financial applications not secure**
4. **Dev staff can run business transactions in production**
5. **Lots of users with access to "super user" transactions**
6. **Previous employees or consultants have system access**
7. Posting periods not restricted within GL application
8. **Custom programs, tables and interfaces are not secured**
9. Procedures for manual processes not exist or not followed
10. System docs does not match actual process

Source: Ken Vander Wal, Partner, National Quality Leader, E&YISACA Sarbanes Conference, 4/6/04

...what (some) ex-employees do

Worrying!
50% continue to use corporate networks
55% retain their laptop's if not taken back
58% use cell phones if not taken back
67% to steal and use proprietary information

Alarming!!
6% plant a logic bomb/delete critical files
4% release a virus

Case Study: NASA

Company Background

Since its inception in 1958, NASA has accomplished many great scientific and technological feats in air and space. NASA technology also has been adapted for many non-aerospace uses by the private sector.

Business Challenges

- 16 locations with different card controlled access systems
- No central repository of identity information
- No way to de-provision employees and contractors when contracts finished

Solution Benefits

- Extracted identities from all systems
- Id's created for 20,000 staff and 100,000 contractors HR or badging system
- Changes propagated through Sun Identity Manager
- Identity data also gets pushed to the enterprise directory and asset directory
- Reduced cost of ongoing operations

"...if somebody leaves, our checkout process disables the identity and starts a workflow identifying accounts [to disable]."

Sharon Ing, integrated services environment project manager

Case Study: General Electric

Company Background

Global organisation with 11 business units and 450,000 users worldwide.

Business Challenges

- Automated and secure provisioning of user accounts based on an individual's specific job function, geography and role provides centralized visibility and control
- Comprehensive auditing and reporting improves audit performance and ensures compliance

Solution Benefits

- Enhanced overall security and audit performance
- Get employees up and running faster
- Reduced operational costs

"Sun Java System Identity Manager gives us an exceptional platform for managing identity profiles and permissions, which enhances our overall enterprise security while allowing us to reduce operation costs,"
Tom Sheffield, manager, Identity & Access Management at GE.

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Realism, no really

Nothing more political than identity

People	Security officer, Audit officer, Operations Manager, Line of Business Manager, End Users (staff, contractors, 3rd parties
Places	Office(s), head quarters, branch offices, over-seas offices, home offices, 3rd parties (suppliers, partners, customers)
Things	Systems (HR, payroll, security, etc.), data, platforms, formats, devices, and there is much more...
Priorities	Customer delight? Single sign on? Audit compliance? Security policies? IT Operations Efficiency? End User efficiency? Business Agility? And so on...

Where to start?

- Consider how best to address priority objectives
- Is it best to address a technological stack first?
  - Full Provisioning
  - Deep Provisioning
  - Policy Automation
- Or is it best to address a layer such as:
  - Perimeter first
  - then add deep provisioning and policy automation?
- Keep a clear head - address priorities

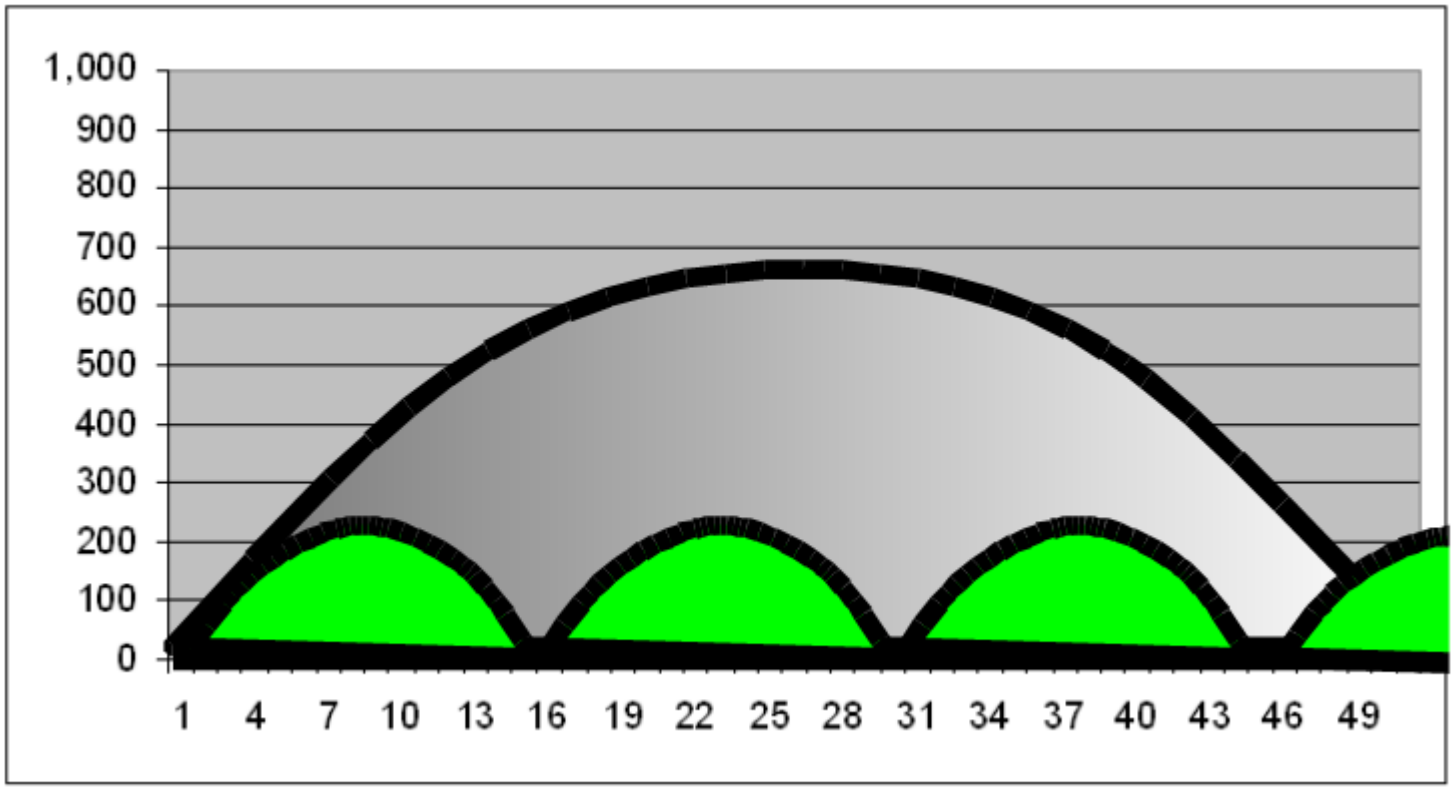
Keep things flexible

- Requirements **WILL** change over time based upon:
  - changes in your business
  - changes in regulation
  - mergers, acquisitions
  - new technologies
  - politics
- The impact of the project
- Better understanding of:
  - what is required
  - technical capabilities

Back to the elephant!

Reduce Risk and gain a quicker time to value with **shorter**, **well defined sub-projects** that can leverage the work done in previous projects

"Discovery and design are required to maximize return on investment, and the process of developing business justification and migration strategy is iterative Source: Creating a Strategic Business Case for Identity Management" Randall Gamby Burton April 2004



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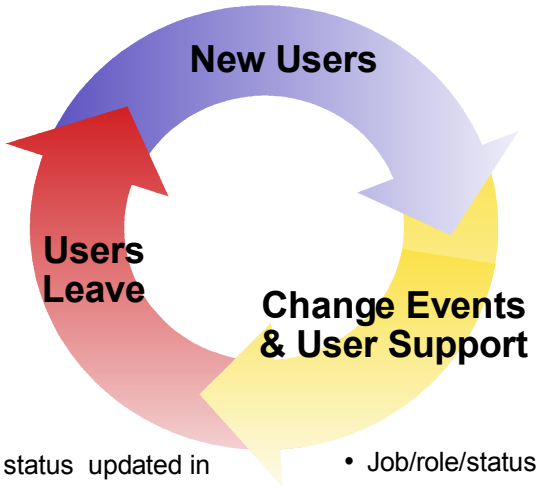
Provisioning Means...

Open and Secure Access to Information

Identity Lifecycle Mgmt & Identity Auditing

Identity Lifecycle Management
*(What **should** a user access)*

- User info entered in HR or user self-registers
- Accounts provisioned to enterprise systems, applications, directories
- Non-digital resources assigned and/or initiated

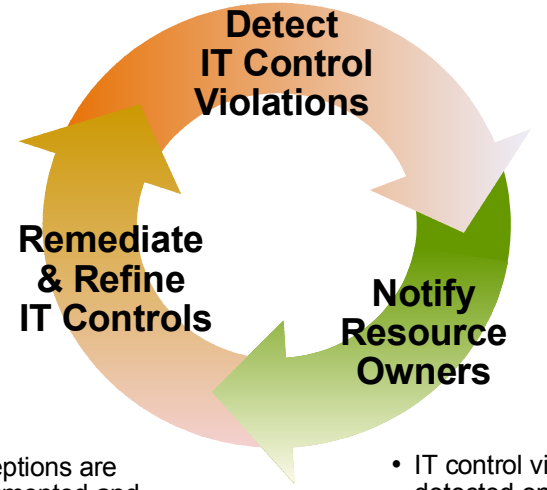


- Employee status updated in HR
- Partner contact changes
- Customer closes account
- Accounts disabled & removed
- Non-digital resources retrieved and/or cancelled

- Job/role/status changes
- Pwd changes and resets
- Profile info changes
- Additional requests for account access or non-digital resources

Identity Auditing
*(What **can** a user access)*

- Compliance regulations (e.g. Sarbox, HIPAA, FSA, Basel II) drive definition of IT controls
- Periodic access reviews are scheduled
- Systems are checked to ensure compliance with IT controls



- Exceptions are documented and approvals gathered
- Other IT control violations are fixed by removal of accounts
- IT controls modified and fed into user provisioning process

- IT control violations are detected on several applications
- Application compliance owners are notified of violations

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Federation

http://www.sun.com/software/media/flash/demo_federation/index.html?intcmp=30

Case Study: General Motors

Company Background

GM is the world's largest automaker with 321,000 employees worldwide, manufacturing operations in 32 countries and vehicles sold in 200 countries.

Business Challenges

- Streamline management of outdated, inconsistent silos of identity information from multiple directories
- Eliminate reliance on proprietary approaches to identity management
- Reduce additional authentication requirements for secure, easy access to applications for all users

Solution Benefits

- New identity infrastructure based on open standards to current and future business needs
- Quickly and securely collaborating with new and existing business partners while also enhancing quality of services for employees, partners, and customers
- Reduced system administration costs

"It supports our objective of increasing the value of our development investment while reducing operating costs,"

Fred Killeen, GM's Information Systems and Services Chief Technology Officer.

“Live long and prosper” With Sun Identity Manager Federation Server

Another examples of large scale external access...

Case Study: T-Mobile

Company Background

T-Mobile is the UK network of T-Mobile International, one of the three strategic growth areas of Deutsche Telekom AG.

Business Challenges

- To provide subscribers with access to content-rich services, through t-zones,T-Mobile's next-generation service delivery portal for almost 20 million subscribers

Solution Benefits

- Improved customer service
- Deployment of new and incremental revenue
- generating opportunities
- Reduced administrative costs
- Stores up to 10 million customer records, and purchases
- in excess of 1,000 supplier service definitions

"... produce a truly high availability, best-of-class third-generation portal at substantively reduced cost"

Kevin Cunnington, T-Mobile's executive vice president for Portals and Portal Infrastructure.

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Information security and data leakage

Guardian Unlimited

New data theft scandal rocks subcontinent's call centres

Conal Walsh
Sunday September 3, 2006
The Observer

Leading British and American companies face being dragged into an emerging fraud scandal at a call centre company in India.

The McGraw-Hill Companies BusinessWeek

APRIL 15, 2005
COMMENTARY
By Stephen H. Wildstrom

Personal Data Theft: It's Outrageous

It's long past the time to hold companies that collect personal info to higher legal standards when it comes to protecting that data

The Register®

Indian data theft 'exposed'

Britain gripped by fear of keyboard-wielding foreigners

By Mark Ballard → More by this author
Published Thursday 5th October 2006 15:08 GMT
Why Businesses need Business Continuity - Free whitepaperMobile cor whitepaper

A man in India offered to sell the front man of a Channel 4 details of 200,000 people, the programme *Dispatches* wi

TJX says theft of data may go back to 2005

The Boston Globe

By Ross Kerber, Globe Staff | February 22, 2007

TJX Cos. yesterday said computer hackers may have gained access to its consumer data in 2005, a year earlier than it had previously thought, potentially exposing millions more customers of stores such as T.J. Maxx and Marshalls to identity theft.

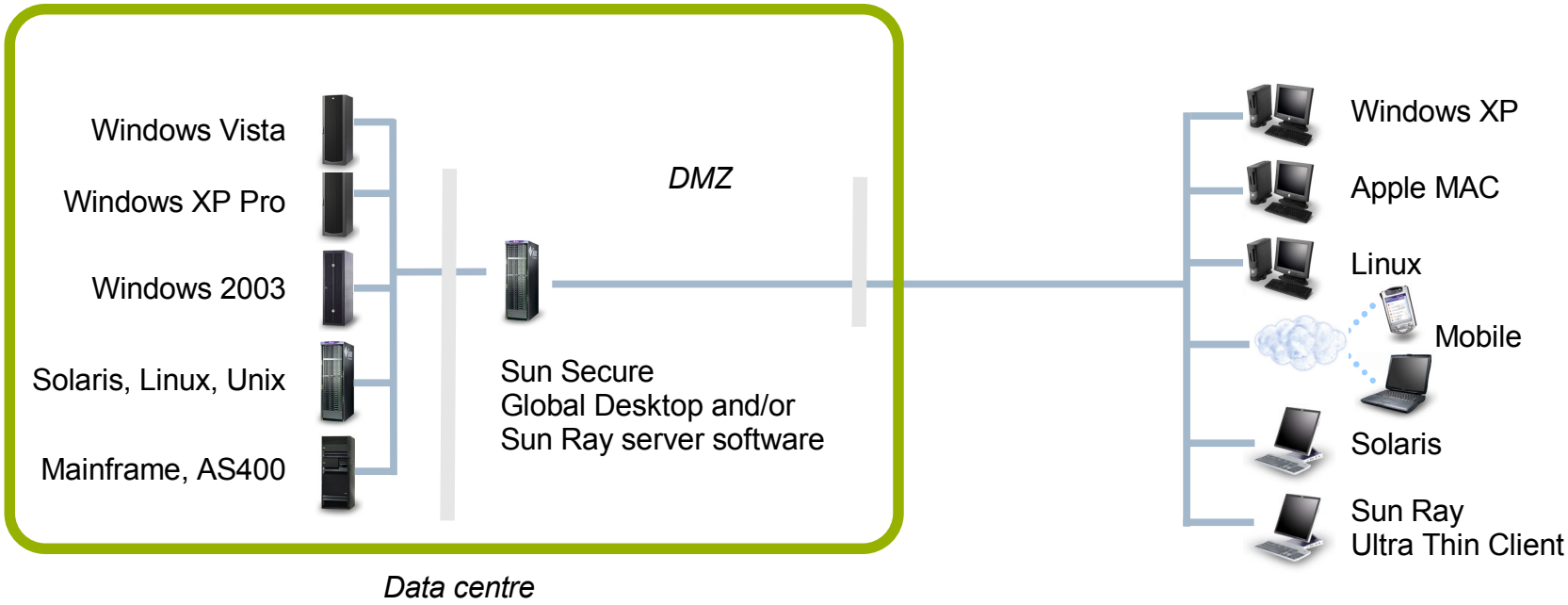
Information security and data leakage

- Data has a significant (and increasing) value
- Social engineering
  - Is making this easier to extract
  - Outsourcing/offshoring can make social engineering easier and less traceable
- Remeber the innumerable ways data can also be extracted?

Popular data “leakage” devices

- USB Devices
  - Flatbed Scanners
  - Digital Cameras
  - Printers
- Mass storage devices
  - Hard Drive
  - Zip Drive
  - Flash Disk
- MP3 Players

Virtualising the desktop



"If you can't see it, it's not real"

Homer J. Simpson

Mix of Applications on your desktop

Sun Ray[TM] Virtual Display Client Portfolio

Sun Ray™ 2
Virtual Display Client
Low cost, low power, small footprint

Sun Ray™ 2FS
Virtual Display Client
Ultra-secure, fiber, dual-head

Sun Ray™ 270
Virtual Display Client
All-in-one client with 17” screen

CEA
Consumer Electronics Association
Producer of CES

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Integratable (flexible) identity management

- Provide broadest cross-platform compatibility
  - > Protect customers' existing investments
  - > Provide maximum flexibility
- Support standards at EVERY touch point in the portfolio

Integrated *and* Integratable

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Common myths expelled

SSO ≠ Identity Management

What does the 'S' mean?

- Single
  - One user name and password for all systems
- Simplified
  - Series of common user names and passwords for multiple systems
- Synchronised
  - Machines and systems
  - Authorisation points on each system
  - Easiest and quickest to implement
  - **80% benefit for 20% overall cost**

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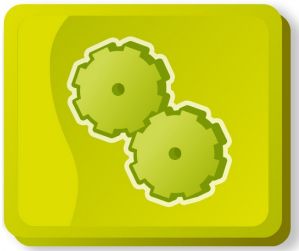
Everything you need in one integrated and integratable suite

Identity Manager

- User provisioning
- Password management
- Synchronization services



Identity Auditor

- Audit policy review
- Automated attestation
- SEM identity services

Access Manager

- Access control
- Single sign-on
- Federation

Identity Manager SPE

- Identity administration & synchronisation services
- Federation provisioning
- Carrier grade scalability

Directory Server Enterprise Edition

- Directory services
- Security/failover
- AD synch services

Federation Manager

- Partner single sign-on
- Account linking
- Global log-out

Tried and tested by serious businesses, in every sector, worldwide

Very VERY positively viewed by analysts

FORRESTER®

- "Sun is a market leader for a reason - by a large margin its product delivers superior provisioning functionality, highest ease of use.
- ...most function-rich solution
- ...functionally superior
- ...sets the gold standard for user account provisioning
- ...ranked #1 in both current offering and market presence"

Gartner

- Demonstrates balanced progress and effort in all execution and vision categories.
- Sun's actions raise the competitive bar for all products in the market, and they can change the course of the industry.

More information

sun.com/identity

Thank you!
Tea, coffee and a chat

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