"Leap Forward" with Oracle Identity Management

ORACLE APPLICATIONS

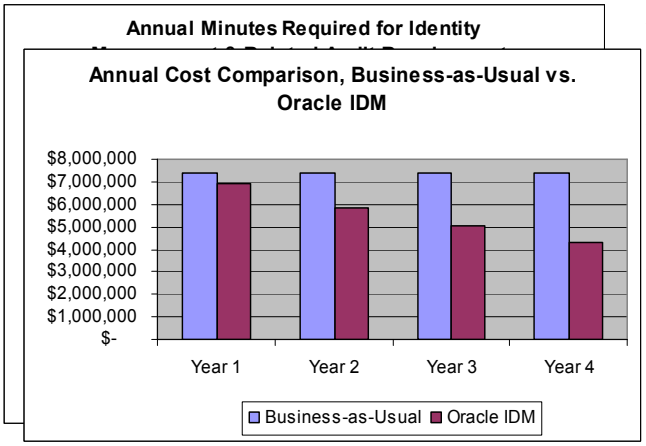
Leverage. Extend. Automate. Protect.

Chris Fox, CISSP | Overview of Oracle IdM for Oracle Apps | March 18, 2009

"Leap Forward" with Oracle Identity Management for ORACLE APPLICATIONS

- **L**everage - Your Oracle Application investment
- **E**xtend - Its capabilities to solve common security problems, drive down costs and boost end user productivity
- **A**utomate - Costly and Time-Consuming User Management, User Access, Access Recertification and Reporting processes
- **P**rotect - Your Oracle Application "to the Core" with strong access controls, segregation of duties and data protection

Oracle IDM Drives Productivity!



Productivity

User Satisfaction

Identity & Audit Costs Down 55%

Identity & Audit Tasks:
- User Administration
- Password Reset
- Internal Audit

$7.4M Savings over 4 Years
$3M Year-Over-Year Savings Year Once Fully Deployed!

Leverage Extend Automate Protect

Today's Agenda

- Security + Compliance Issues Application Customers Face
- Solving Issues with Oracle Identity Management and Security
  - *Automating User & Password Management*
  - *Simplifying Sign On & Centralizing Access Management*
  - *Streamline Governance, Risk and Compliance*
- 'Real World' Case Studies
  - *Oracle Application customers using Identity Management today?*

Oracle Applications are a Great Foundation!

Develop
Contracts
Market
Projects
Sell
HCM
ORACLE APPLICATIONS
Order
Finance
Plan
Maintain
Procure
Service
Make
Fulfill

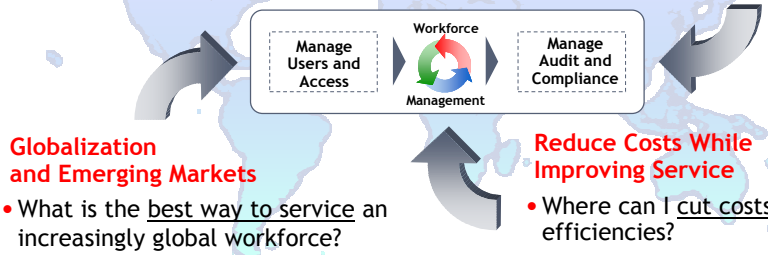
Overall Business Pressures

Ever-Changing Workforce

- How can I cost-effectively manage a mixed set of users?
- How can I develop an agile workforce to support changing business?

Governance & Compliance

- How can I keep pace with changing privacy laws & safety regulations?
- How can I gain greater control of processes, data, and approvals?



Globalization and Emerging Markets

- What is the best way to service an increasingly global workforce?
- How can I simplify complex processes across the organization?

Reduce Costs While Improving Service

- Where can I cut costs & improve efficiencies?
- How can I manage and improve workforce utilization?

ORACLE APPLICATIONS

"Top Security Issues"

- Managing Users and Entitlements
- User Access and Password Management
- Governance, Risk and Compliance

Leverage Extend Automate Protect

Issue #1: *Managing Users and Entitlements*

1. Creating user accounts and granting fine-grained entitlements (Roles, Responsibilities) is manual and costly
2. Transfers are hard to handle and removing excessive privileges doesn't happen fast enough
3. Requesting new user access is a manual effort that takes too long
4. Access approvals are manual, email-driven, aren't unique for the access request and aren't auditable
5. Removing user access and entitlements upon termination takes too long and has lots of spot issues

Issue #2: *Access and Password Management*

1. We want to make access to applications easier by either using SSO or the user's AD password
2. Users forget their passwords, we need a way for them to reset it themselves
3. We'd like to use SSO, but have to be sure we know who the user is and prevent fraud
4. We'd like to expose our applications externally to all users over the web vs. VPN but don't have confidence
5. We need fine-grained access control of application data (at the UI and database levels)

Issue #3: *Governance, Risk and Compliance*

1. "Who has" and "Who had access to what?" and "Why?" reports are manual and sometimes impossible
2. Segregation of Duties (SoD) within the application is difficult to achieve even at a 'detective' level
3. Orphaned/ghost accounts are very hard detect and eliminate. There could be hundreds or thousands?
4. We can't ensure the protection of our application's database data and prove controls are working
5. Out of all these issues, "Periodic Access Reviews" are the most complex, costly and time-intensive task

What Application Customers Are Asking For…

Business Users

- Business Users
  - Need User Accounts and Entitlements As Fast As Possible
  - Want Simplified Access To ALL Applications
  - Minimize or Synchronize the passwords

IT Personnel

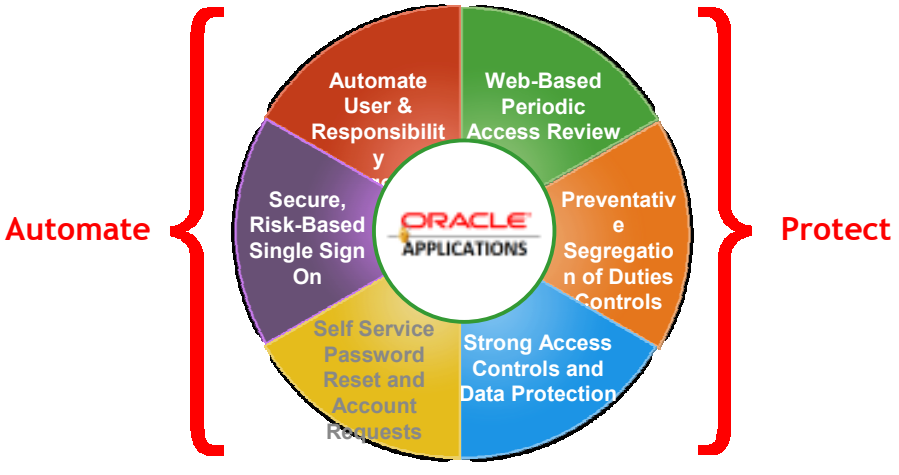
- IT Personnel
  - Needs Help Simplifying User Management For:
    - Employees
    - Customers
    - Partners
  - Want to workflow to automate manual processes
  - Need Tools To Manage IT Systems With Less Effort

Info Security and Audit

- Information Security and Audit
  - Need To Understand Risk And What To Protect
  - Want to Protect Data From Compromise
  - Looking to Review User Access in less time
  - Need Reports For "Who Has (And Had) Access To What?"

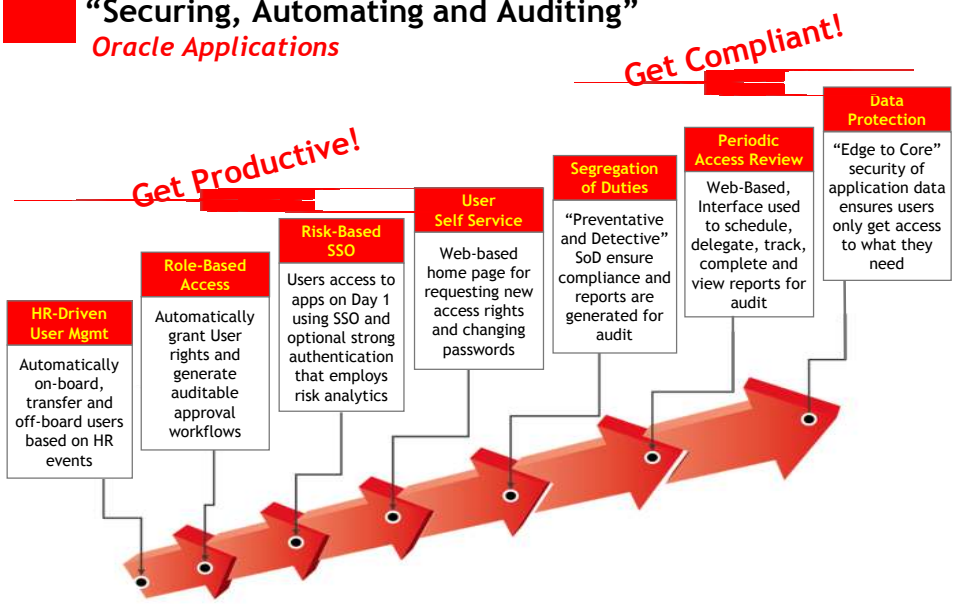
Extend.

We Can Fix These Issues Today



"Securing, Automating and Auditing"

Oracle Applications



Leverage Extend Automate Protect

Oracle IdM is "Certified and Ready"

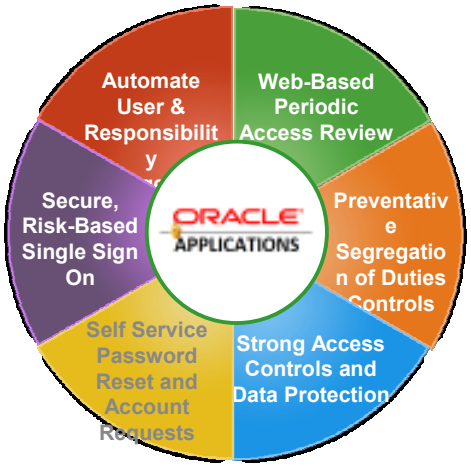
	E-BUSINESS SUITE	PEOPLESOFT ENTERPRISE	JD EDWARDS	SIEBEL
Access Manager	✓	✓	✓	✓
Adaptive Access Manager	✓	✓	✓	✓
Identity Federation	✓	✓	✓	✓
Entitlement Server	In Progress	In Progress	In Progress	In Progress
Enterprise SSO Suite	✓	✓	✓	✓
Identity Manager	✓	✓	✓	✓
Role Manager	✓	✓	✓	✓
Internet Directory	✓	✓	✓	✓
Virtual Directory	✓	✓	✓	✓
Web Services Manager	✓	✓	✓	✓

Out-of-The-Box Connectors Certified Interoperability

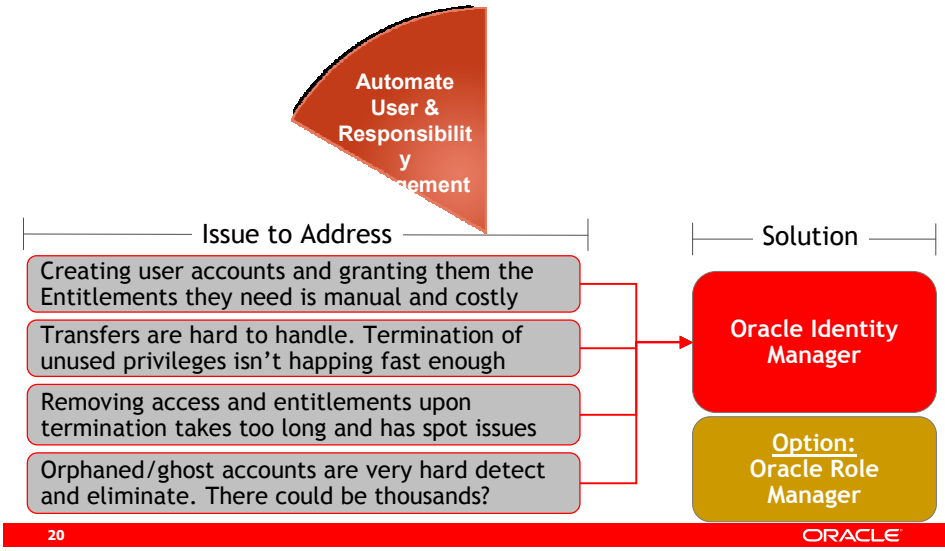
Automate.

How Do We 'Automate Security'?

Automate



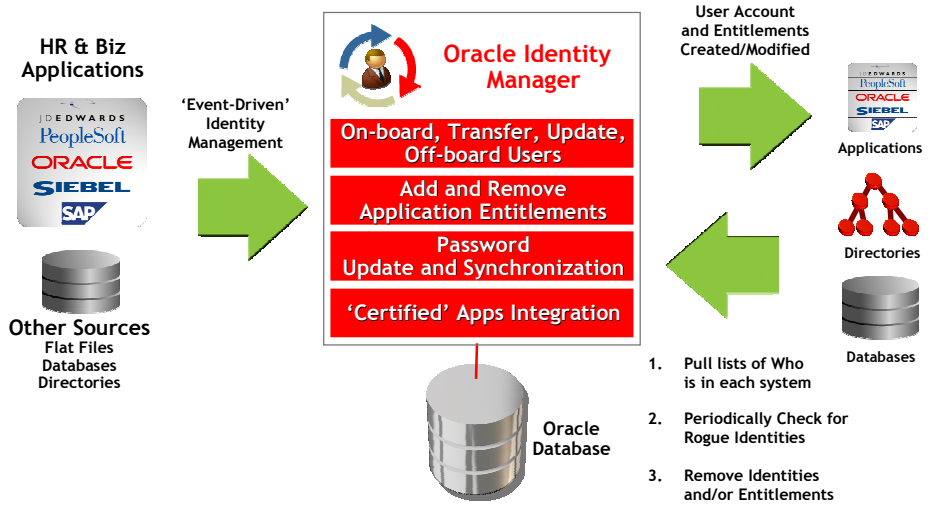
Automated User and Responsibility Management



Leverage Extend Automate Protect

Automatic User and Entitlement Mgmt

'Single Global Instance' of All Users



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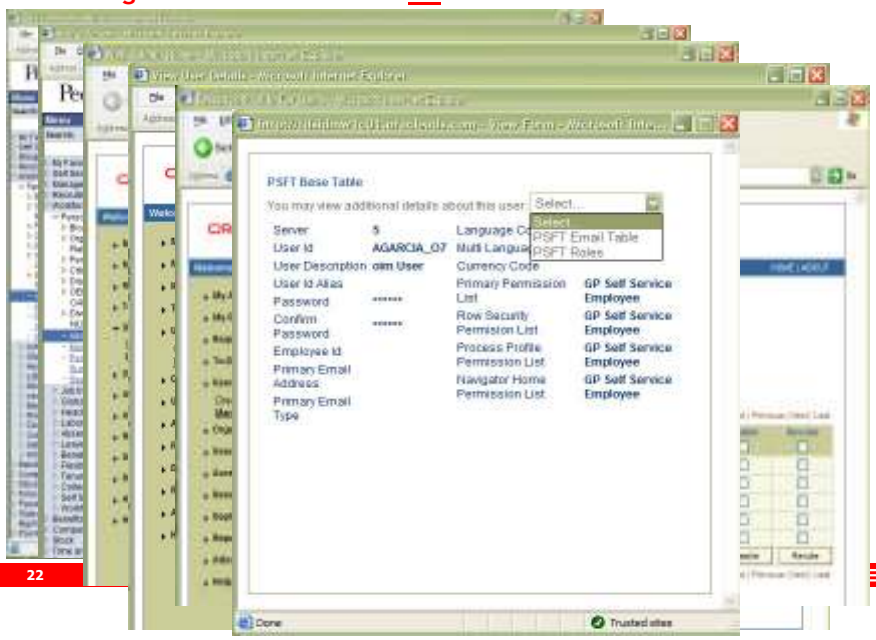

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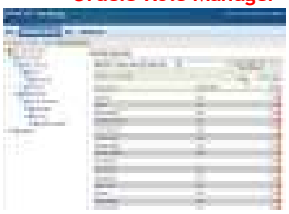
Manage Roles, Approvers & Orgs

Oracle Role Manager



MAPS:

- Business Roles TO
- IT/System Roles TO
- Entitlements TO
- Approvers

Applications | Directories | Org Hierarchies

Oracle Role Manager

- Role Mining
- Role Management
- Organization and Hierarchy Management
- "Who is the Approver?"

Go To Identity Manger's Self-Service and Approve Chris' Request?

HR and Other Applications

Oracle Identity Manager

- Account Reconciliation
- Account Provisioning
- Entitlement Management
- Approval Workflows

Directories | Applications | Databases

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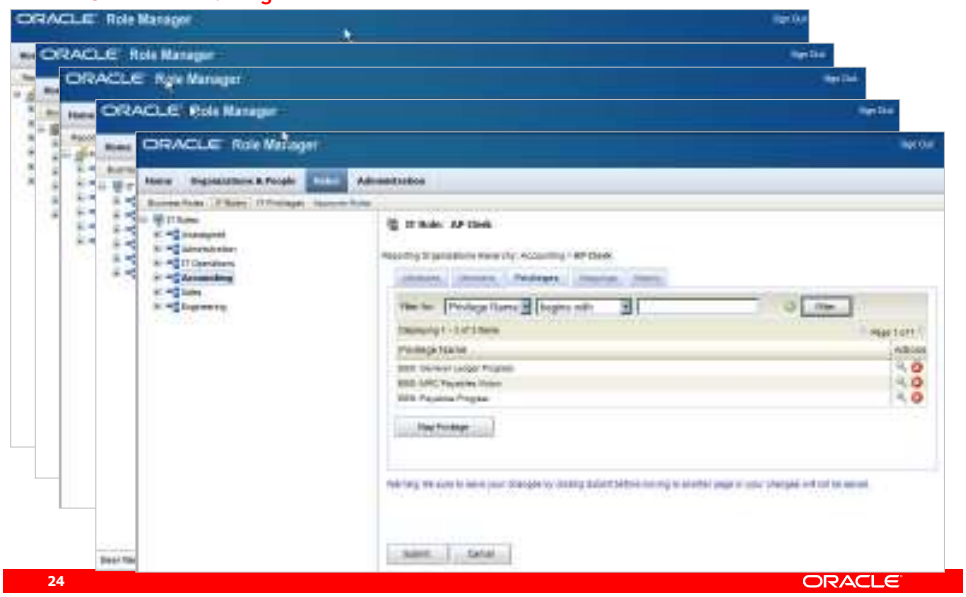
ORACLE

Leverage Extend Automate Protect

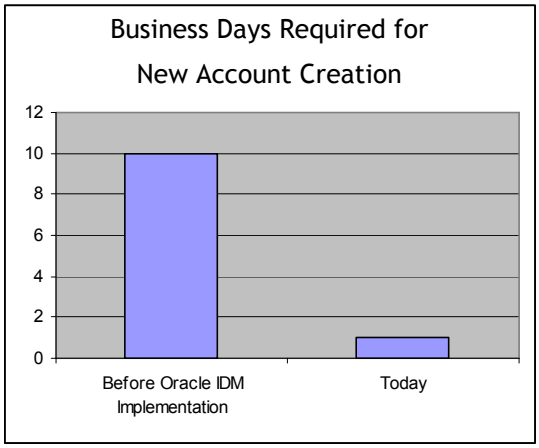
Manage Roles, Approvers & Orgs

Oracle Role Manager



Leverage Extend Automate Protect

IDM Impact on User Management

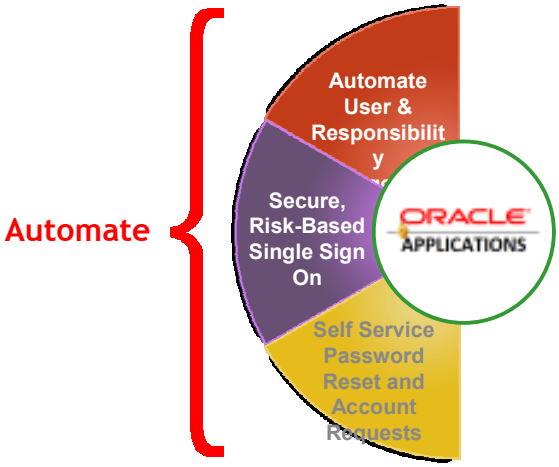


Key Takeaways

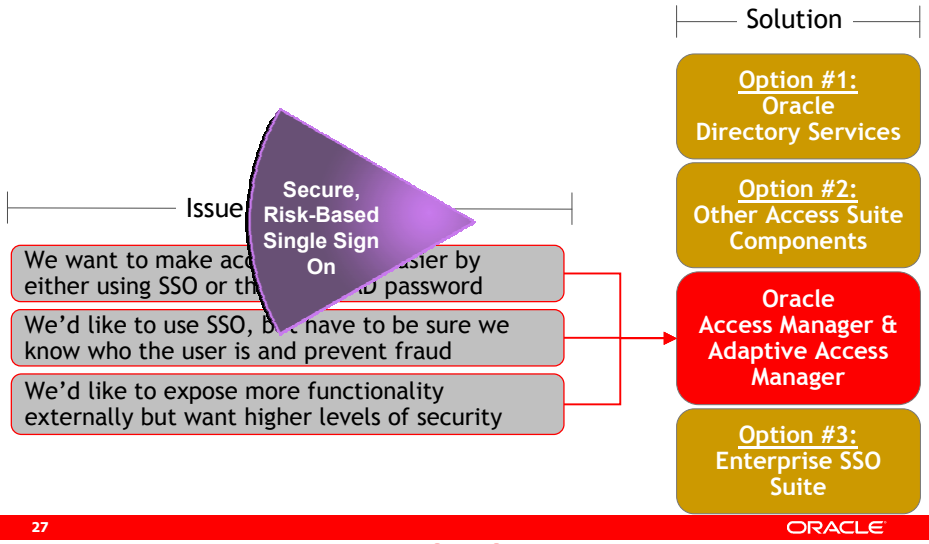
- Then: 10 business days for account creation/modification and sometimes termination!
- Now: Under 1 day (could be real-time without approvals)
- Results:
  - Improved Customer Service
  - Reduced Cost

"This has fixed so many problems and really streamlined how we do our business; it's great! We can spend time providing our service and not chasing problems."

‘Automated Security’ for Oracle Applications

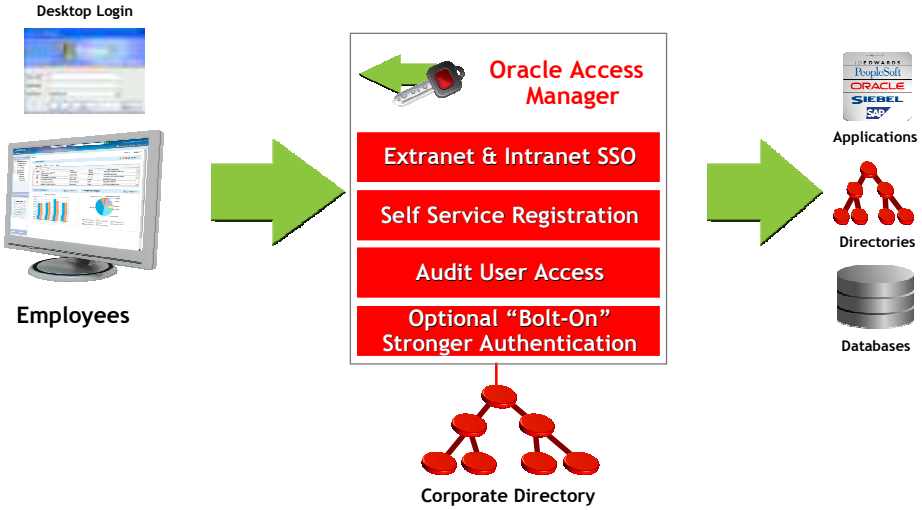


Secure, Risk-Based, Single Sign On

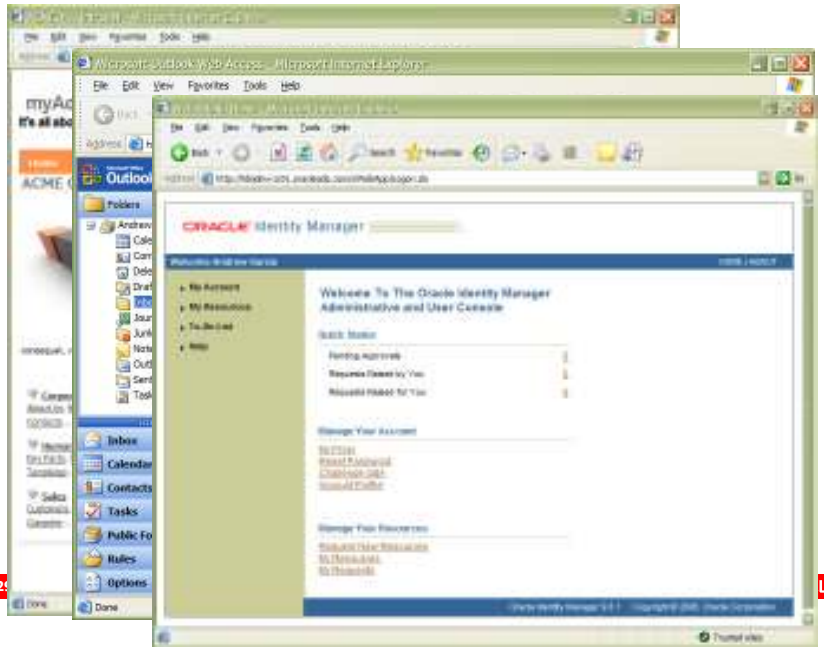


Enable Single Sign-On

Oracle Access Manager (with/without OSSO)

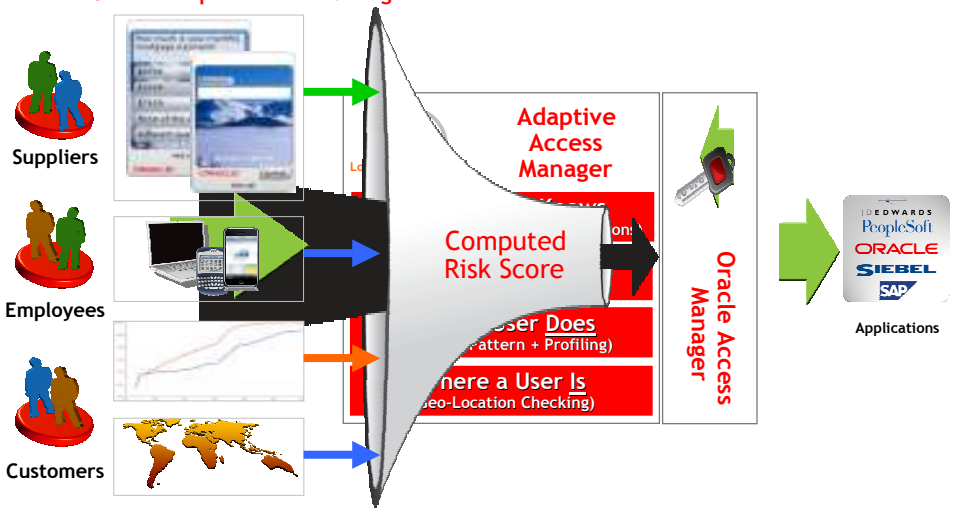


Automating User Sign-On



‘Bolt-On’ Fraud Prevention and Strong AuthN

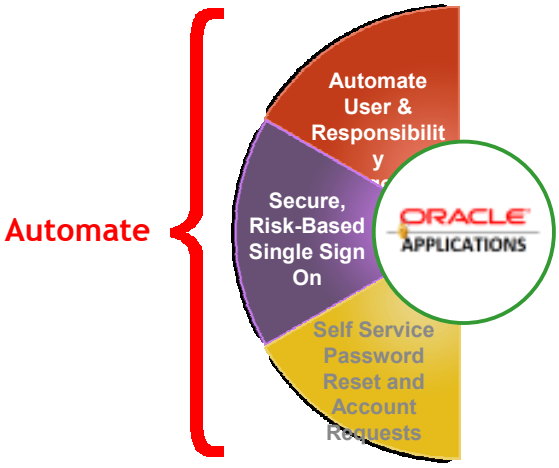
Oracle Adaptive Access Manager



Prevents: Phishing, Pharming, Trojans, Key logging, Proxy Attacks, Insider threats

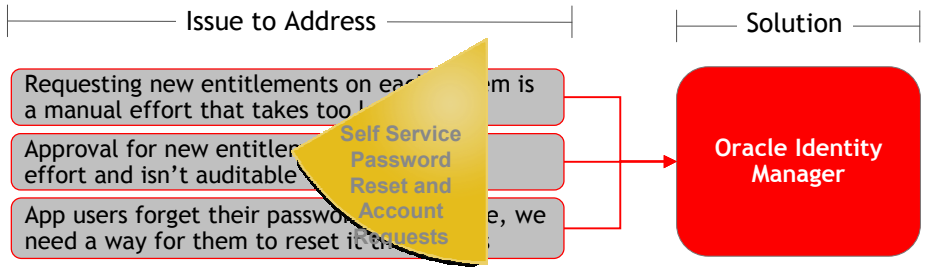
Leverage Extend Automate Protect

‘Automated Security’ for Oracle Applications



Leverage Extend Automate Protect

Self Service Password Reset & Account Requests



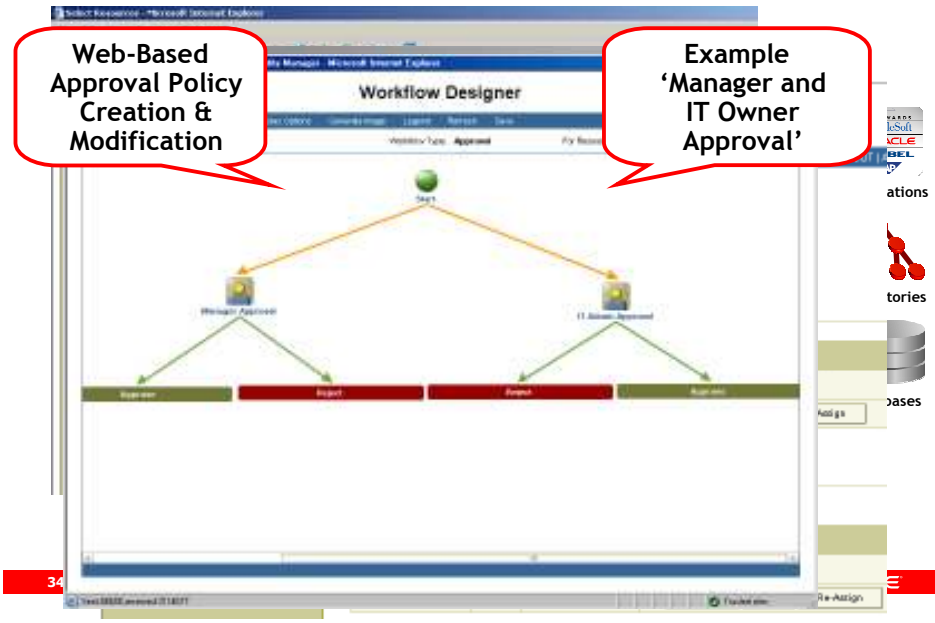
Leverage Extend Automate Protect

Web Based, User Self Service

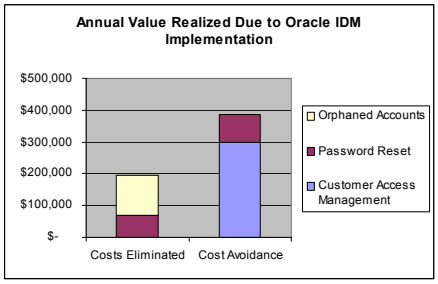
Oracle Identity Manager

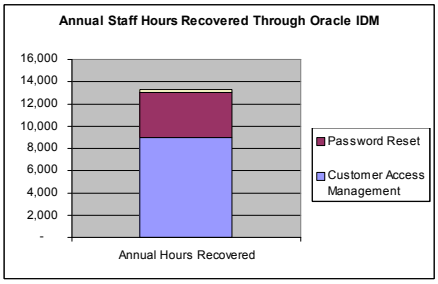
Leverage Extend Automate Protect

Options for Obtaining Responsibilities



The Impact of IDM!



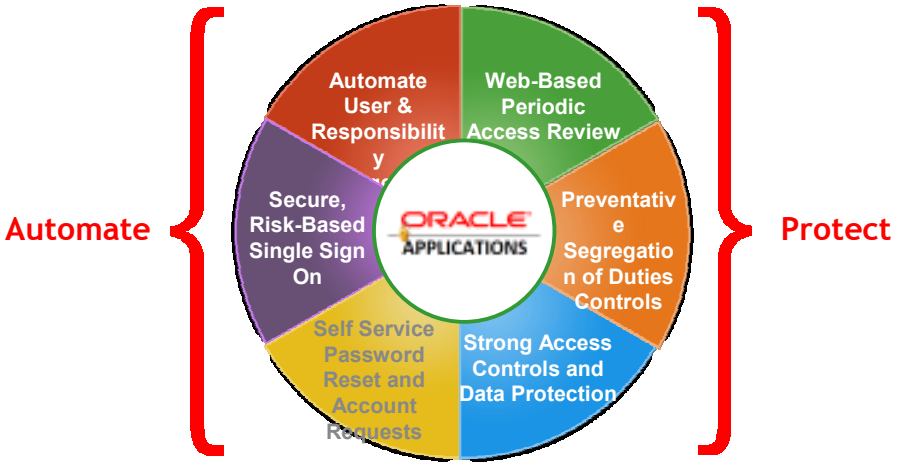


Key Takeaways

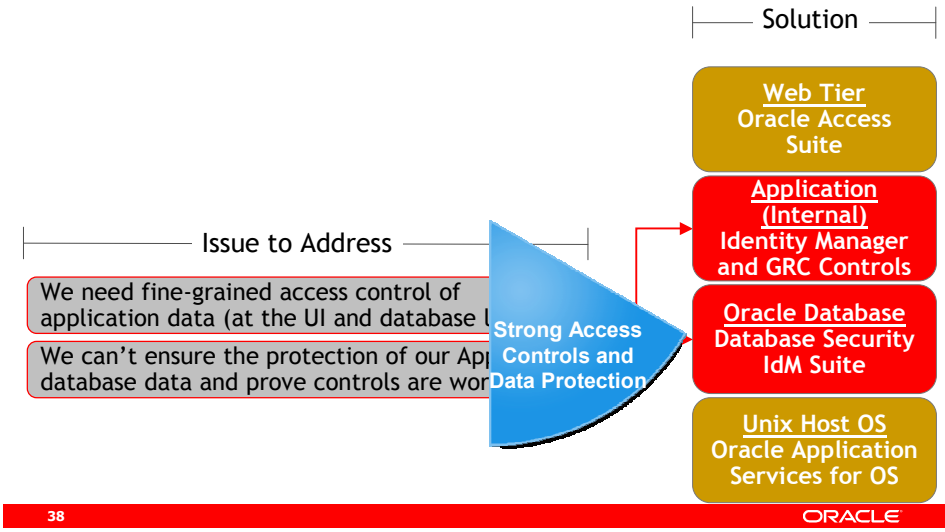
- $582,492 realized annually in cost savings or cost avoidance
  - More than 13,000 staff hours recovered annually
- Significant improvements in user customer service & customer satisfaction

Protect.

‘Lock Down and Protect’ Applications

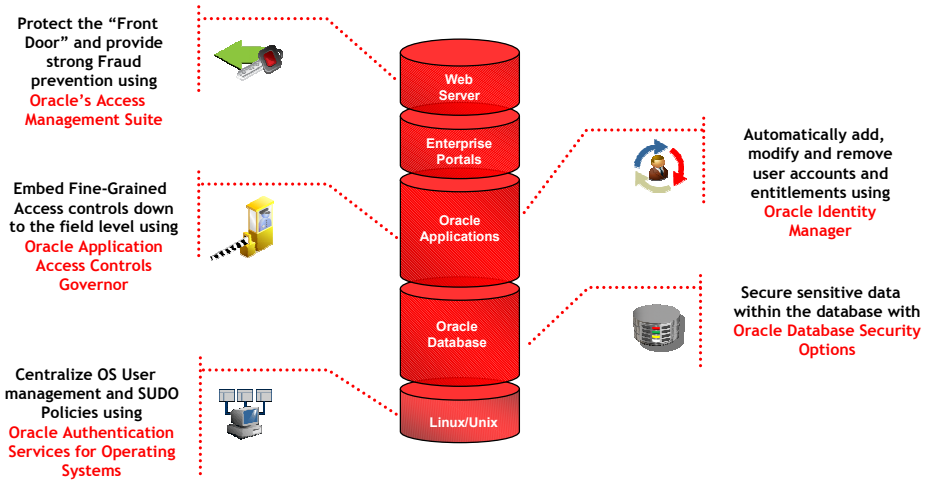


Strong Access Controls and Data Protection

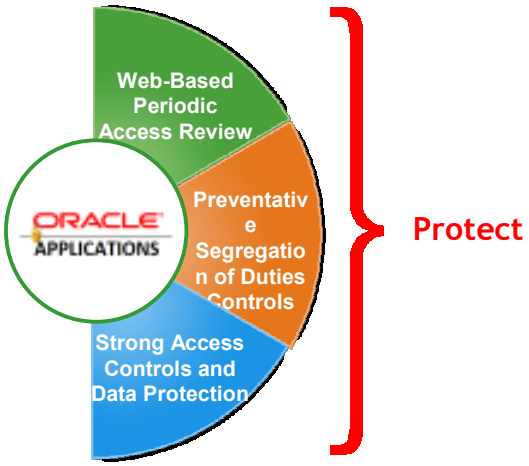


Protecting Oracle Applications

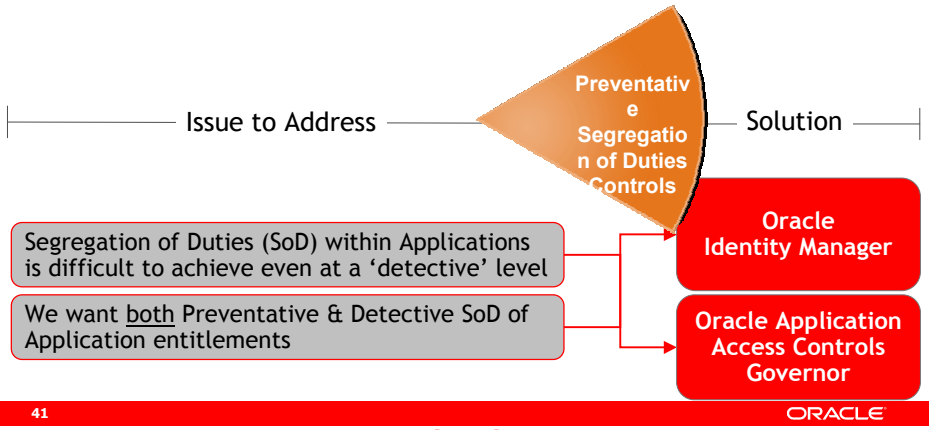
Top to Bottom Security



‘Lock Down and Protect’ Applications

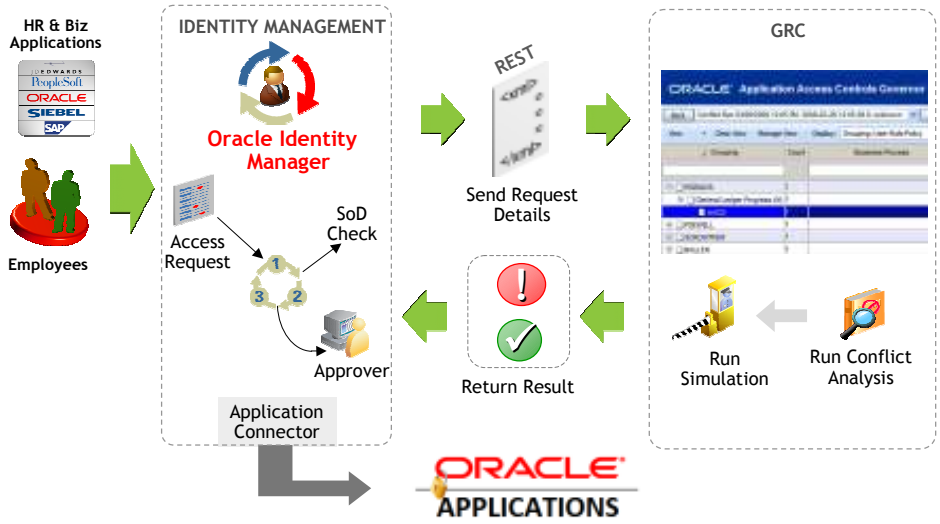


Preventative + Detective Segregation of Duties

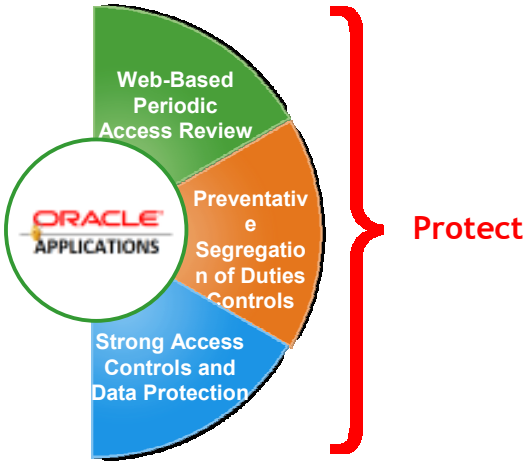


IDM and GRC Working Together

'Proactive' SoD Compliance means Simplified Compliance!

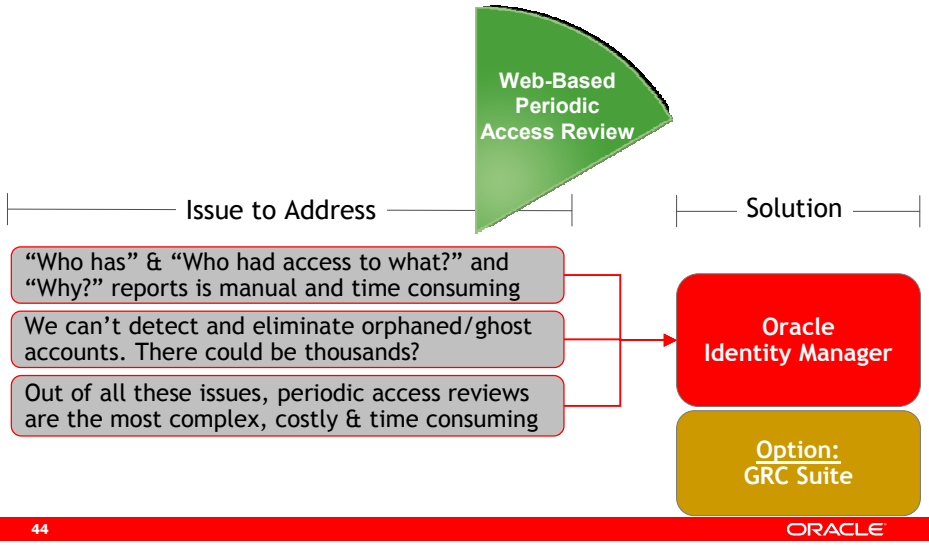


'Lock Down and Protect' Applications



Leverage Extend Automate Protect

Web-Based Periodic Access Review



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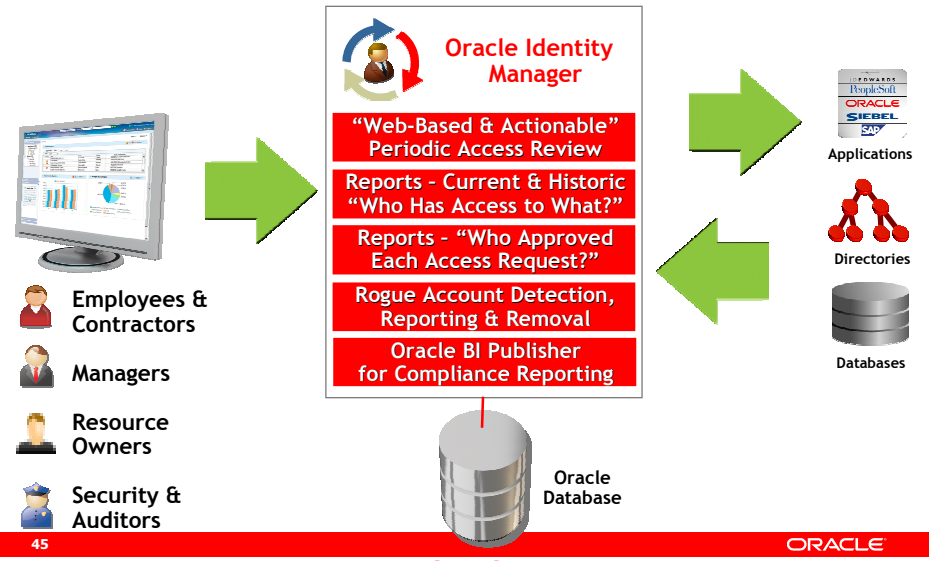
Periodic Reviews and Compliance Reporting

Complete System Right Out-of-the-Box



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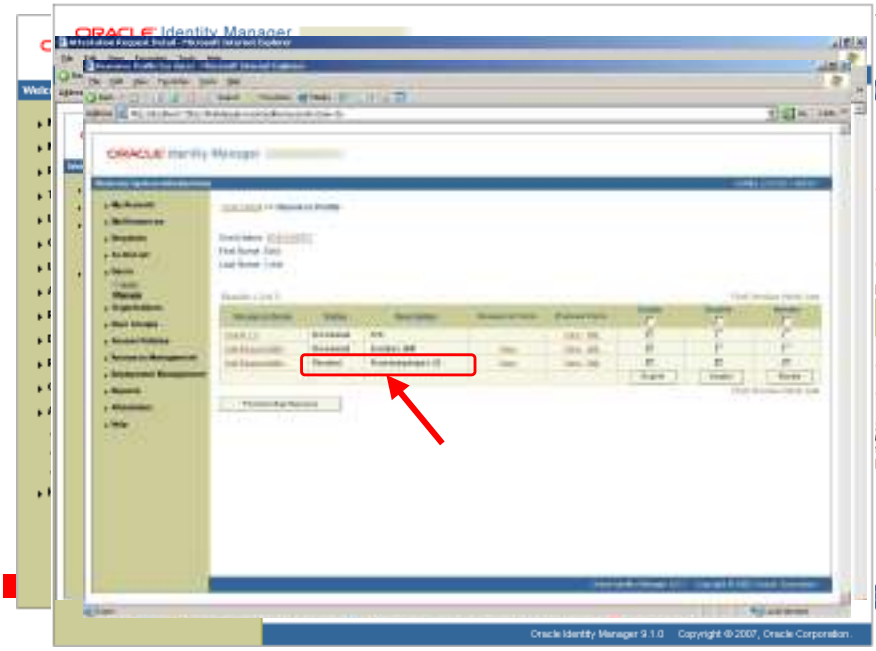
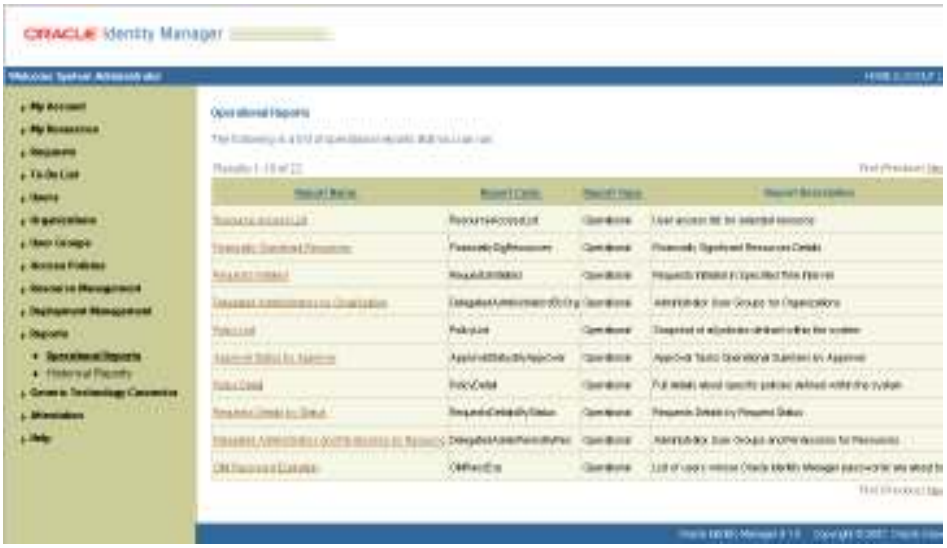
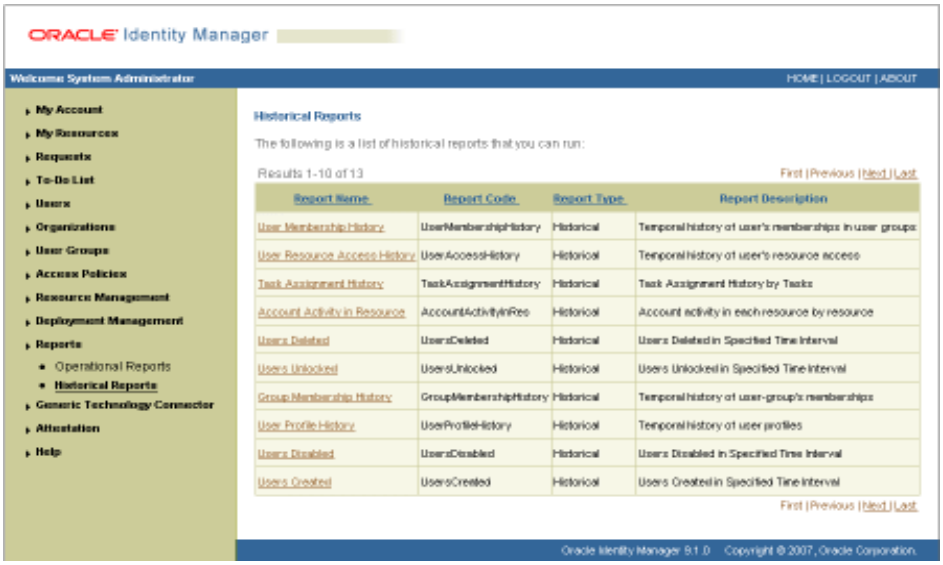
Web-Based "Actionable" Access Reviews



22 Out-of-the-Box "Current State" Reports



13 Out-of-the-Box "Historical" Reports



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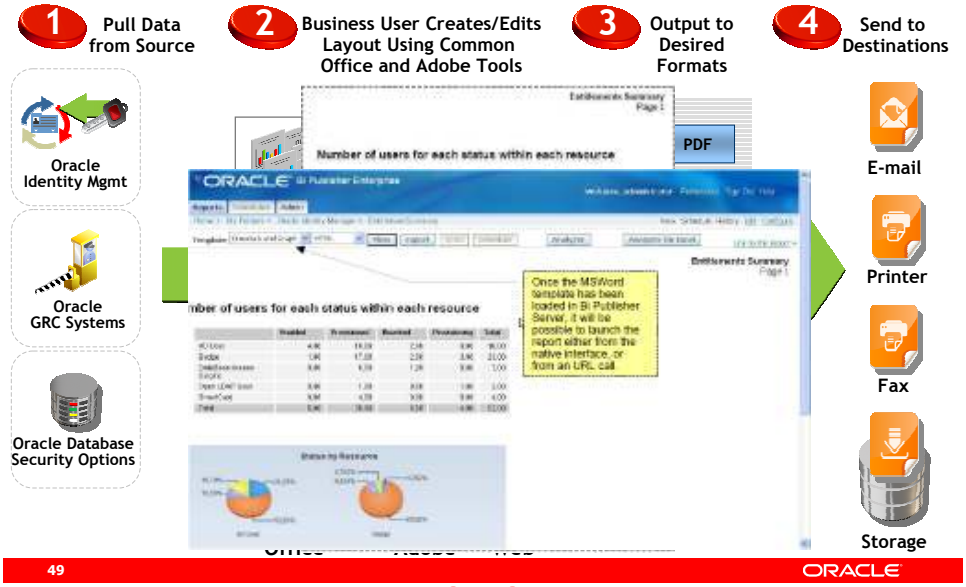
Leverage Extend Automate Protect

Unified Compliance Reporting

Using Oracle BI Publisher



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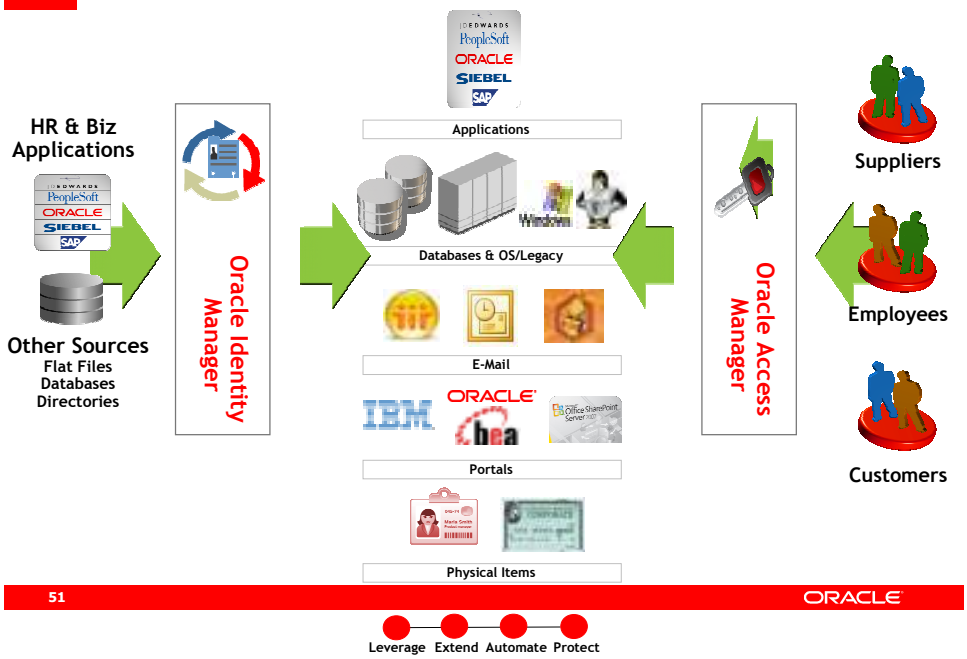
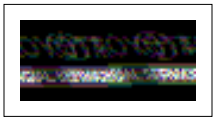
Leverage Extend Automate Protect

Provision & Access Accounts 'Enterprise-Wide'



Customers Success with Oracle IDM

Benefits They Are Receiving



- PeopleSoft HR as source of truth for identity
- Eliminated > 90% of ghost, orphaned and rogue accounts
- Self-service password management reduced help desk calls

accenture

- Over $750,000 annual savings in help desk cost
- Saving $500,000 (400 hours/month) on SAP administration
- High quality IT compliance data for core SOX applications

BARCLAYS

- Over 1,100 applications under centralized management
- Comprehensive "Who has (and had) access to what" database for compliance and process automation
- "Near Zero" wait for new resources

intuit

- Embedded Application "Preventive, Detective and Contextual" Controls manage over 358 Business Processes
- 42% reduction in external auditor testing
- Less than 5 months payback period

Oracle is #1 in IDM with "Big 3" Analysts!!

FORRESTER®

The Forrester Wave™ :
Identity And Access Management, Q1 2008

ORACLE

Leverage Extend Automate Protect

Oracle is #1 in IDM with "Big 3" Analysts!!

Gartner

User Provisioning Magic Quadrant

Magic Quadrant for User Provisioning
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Web Access Management Magic Quadrant

As of November 2008

Magic Quadrant for Web Access Management
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This Magic Quadrant graphic was published by Gartner, Inc. as part of a larger research note and should be evaluated in the context of the entire report. The Gartner report is available upon request from Oracle.

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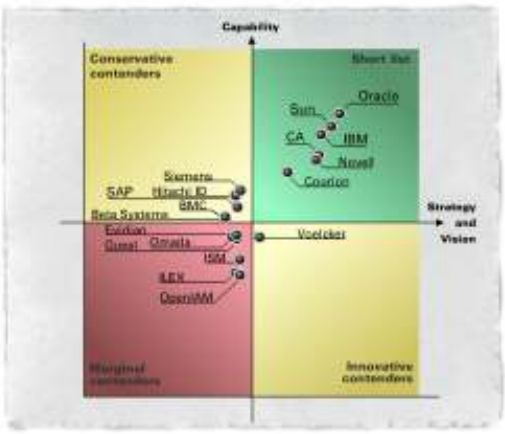
Leverage Extend Automate Protect

Oracle is #1 in IDM with "Big 3" Analysts!!

Burton Group Provisioning Market Landscape Report



Oracle IDM is the "Best and Safest Choice" for Oracle customers

Only Oracle Provides…

Most Comprehensive:

- ☑ End-to-End Security for Applications, Middleware and Databases!
- ☑ Industry's #1 IdM according to Gartner, Burton and Forrester reports

Deepest Set of Capabilities:

- ☑ HR-Driven, Role-based Oracle Application user management
- ☑ Deepest Integration for Management of Users, Roles and Entitlements
- ☑ Out-of-the-Box Single Sign-On to Oracle Applications
- ☑ Self-service Home Page for requesting/removing access requests
- ☑ Out-of-the-Box, Approval workflows per user access requests

Unmatched Compliance Options:

- ☑ "Actionable", Periodic Review of Users and fine-grained entitlements
- ☑ Proactive and Detective SoD with remediation (IDM and GRC)
- ☑ Fine-Grained Access control down to the form/field level
- ☑ Database Vault to secure sensitive application data in the database
- ☑ Current and Historical Reporting of "Who has what responsibility?", "When did they get it?", "How did they get it?" and "Who approved it?"

"Leap Forward" with Oracle Identity Management for

ORACLE APPLICATIONS

- **L**everage - Your Oracle Application investment
- **E**xtend - Its capabilities to solve common security problems, drive down costs and boost end user productivity
- **A**utomate - Costly and Time-Consuming User Management, User Access, Access Recertification and Reporting processes
- **P**rotect - Your Oracle Application "to the Core" with strong access controls, segregation of duties and data protection

ORACLE

Leverage Extend Automate Protect

COLLABORATE09
Technology and Applications Forum for the Oracle Community

Oracle Identity Management Activities

Collaborate 09 - May 3 through May 7 in Orlando, FL
- Website: http://collaborate09.com/

Sessions:
- May 6th, 11am-12pm - *"Using Oracle Adaptive Access Manager to Detect and Prevent Fraud in Oracle Applications"*
- May 6th, 4:30pm-5:30pm - *"Using Governance, Risk and Compliance Solutions to Achieve Segregation of Duties with Oracle Identity Management"*

Product Demonstrations
- Exhibit Hall, May 4 - 6

Hands On Lab
- May 5th, 3:15pm - 5:15pm
- *"Automate, Secure, and Audit Your E-Business Suite and PeopleSoft Applications with Oracle Identity Management"*
- Click Here to Register Now

More Information: Viewlets and Whitepapers
- Oracle Fusion Middleware Best Practice Centers
- http://www.oracle.com/technology/tech/fmw4apps/index.html

"Leap Forward" with Oracle Identity Management for

New Mini-Cast Series

Mini-Cast #1	Mini-Cast #2	Mini-Cast #3
Simplify User and Password Management	Simplify and Strengthen User Access	Simplify Governance, Risk and Compliance

Questions?

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