Deloitte.

Identity and Access
## Management (IAM)

Your challenges are industry-wide, turn them into opportunities

"IAM is viewed as an IT program instead of a risk and compliance program, resulting in security issues from inappropriate access."

"Managing the regulatory landscape is burdensome on our employees. They are not able to focus on other projects."

"Our IAM program is not enabling our business transformation and the pace of adoption is too slow."

"Our business is fragmented, and our technology is dated. We're worried it's not very secure."

"We currently have high costs and significant audit issues due to a combination of heavy manual user administration processes and ineffective IAM controls."

OUTCOMES OF A SUCCESSFUL IAM PROGRAM

REDUCE AUDIT EXPOSURE

OPERATIONS CHANGE MANAGEMENT

ENHANCE USER AND CUSTOMER EXPERIENCE

DRIVE ADOPTION AND ENABLE DIGITAL TRANSFORMATION

REDUCE OPERATING COST

IMPROVE PRODUCTIVITY and AGILITY

SECURE AND MONITOR USER ACTIVITY

REDUCE RISK AND MANAGE INFORMATION ACCESS

Our overarching methodology— IAM Methods 2.0™

Deloitte's IAM Methods 2.0TM engagement delivery methodology provides a structured approach, standard tools, accelerators, samples, and templates to accelerate engagement delivery, allowing us to serve our clients more efficiently and effectively while adapting to the client environment and circumstances.
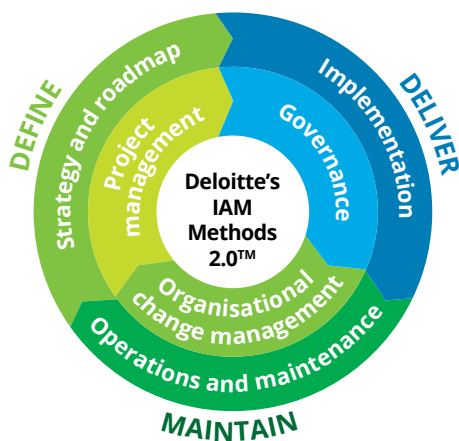
Key benefits

- Reduction of project execution risks
- Increased quality of project deliverables
- Reduced time and effort to deliver business value
- Ability to address business, information, end user, and technology perspectives
- Integrated solution into line of business processes and applications as opposed to stand-alone technology silos

1. DEFINE

- **Planning** — Confirm scope and coverage of IAM goals and vision
- **Current state analysis** — Gain an understanding of the current state, including business challenges, business processes, and existing infrastructure
- **Target state analysis** — Identify required IAM services for the short, medium, and long term. Discuss business process and technology options to deliver on these IAM needs
- **Gap analysis** — Perform gap analysis of IAM environment from current state to target state. Define maturity model for IAM. Identify technology tool options
- **Strategy and roadmap** — Create an IAM strategy that outlines IAM initiatives with timelines, priority, and costs considered. Prepare IAM program business case
- **Cost analysis** — Determine budget requirements and cost analysis for the IAM program

2. DELIVER

- **Planning and analysis** — Collect and confirm IAM requirements and document desired end states
- **Design** — Workshop and document the solution architecture and design, including functional and non-functional components and hardware and software requirements. Define and document the test plan
- **Build** — Establish solution code base. Develop code and perform configuration according to design specifications
- **Test** — Perform system integration testing to confirm functional correctness, performance testing to confirm non-functional expectations, and support customer User Acceptance Testing
- **Deploy** — Assess production readiness, prepare for production deployment, and develop rollback strategy. Deploy solution to production and confirm deployment
- **Transition** — Conduct knowledge transfer sessions and oversee managed transition to Operations and Support team
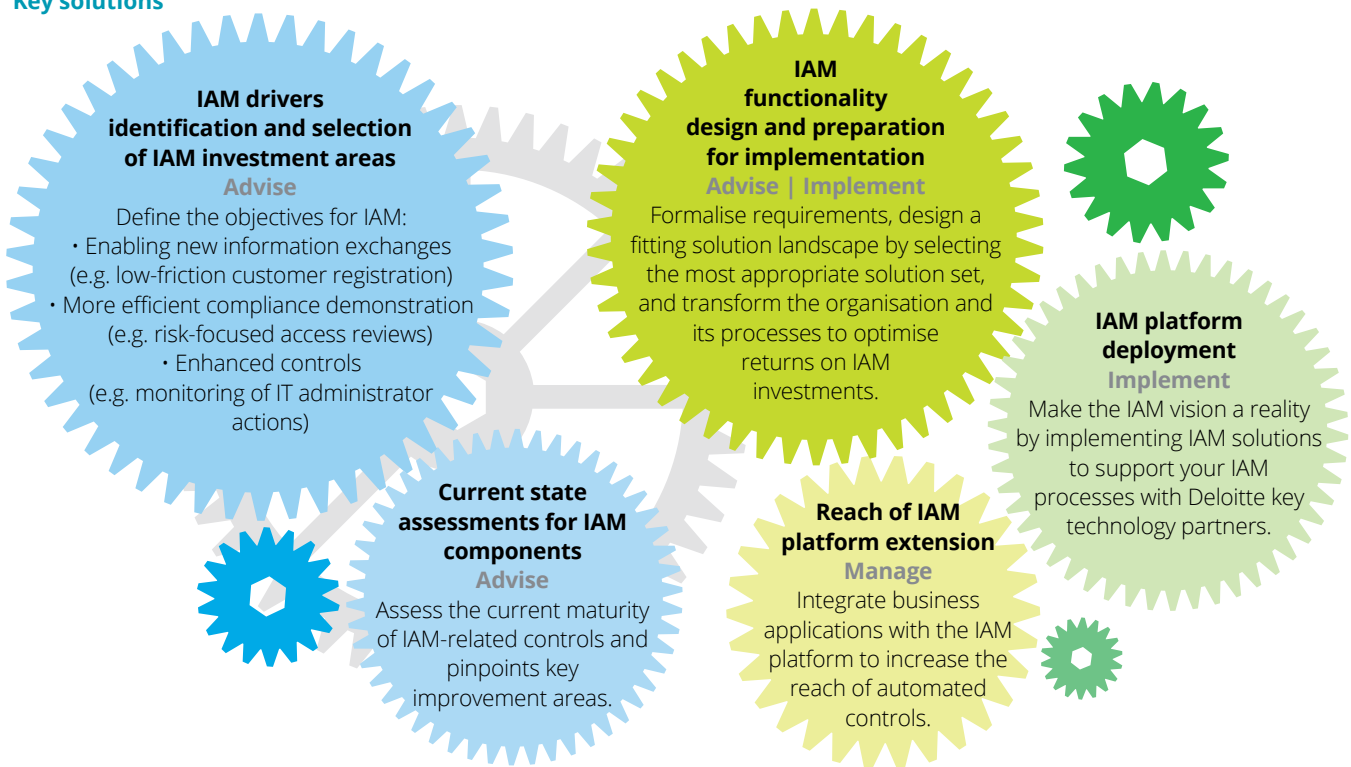
3. MAINTAIN

- **Planning** — Confirm scope, discovery, and high-level transition plan
- **Service enablement** — Gain an understanding of the client's current IAM processes in terms of business process, platforms, and stakeholders through knowledge transfer and shadowing
- **Service delivery** — Deliver the development, support, and platform administration services by leveraging the processes established during the service enablement phase
- **Handover** — Conduct knowledge transfer sessions and oversee managed transition to Operations and Support team

How we can help

Identity and access are two of the key elements that underpin digital commerce and automated business processes. Deloitte has established proven methodology to guide clients through the full IAM program lifecycle, from defining a clear vision and strategy for secure access to information assets, to the actual deployment and operation of IAM platforms, and integration with IT platforms.

Key solutions

IAM drivers identification and selection of IAM investment areas
Advise
Define the objectives for IAM:
· Enabling new information exchanges (e.g. low-friction customer registration)
· More efficient compliance demonstration (e.g. risk-focused access reviews)
· Enhanced controls (e.g. monitoring of IT administrator actions)

IAM functionality design and preparation for implementation
Advise | Implement
Formalise requirements, design a fitting solution landscape by selecting the most appropriate solution set, and transform the organisation and its processes to optimise returns on IAM investments.

IAM platform deployment
Implement
Make the IAM vision a reality by implementing IAM solutions to support your IAM processes with Deloitte key technology partners.

Current state assessments for IAM components
Advise
Assess the current maturity of IAM-related controls and pinpoints key improvement areas.

Reach of IAM platform extension
Manage
Integrate business applications with the IAM platform to increase the reach of automated controls.

Key differentiators

Business and user-centric view of IAM as part of the Deloitte DNA.

Close solution partner network with major IAM capability providers.

Experience of global best practices and IAM solution architectures.

Meet our cyber leaders

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