Enhancing auditing and compliance automatically

Jemena in Australia mitigates access management risks with automated attestation processes

Key Facts

Company
Jemena

Industry
Utility

Country
Australia

Employees
2,500

Website
www.jemena.com.au

Challenges

The company wanted to automate identity and access management (IAM) and enhance attestation processes for improved compliance.

Results

Jemena mitigated risk through improved access control augmented with scheduled automated attestations based on a single source of the truth through Identity Manager.
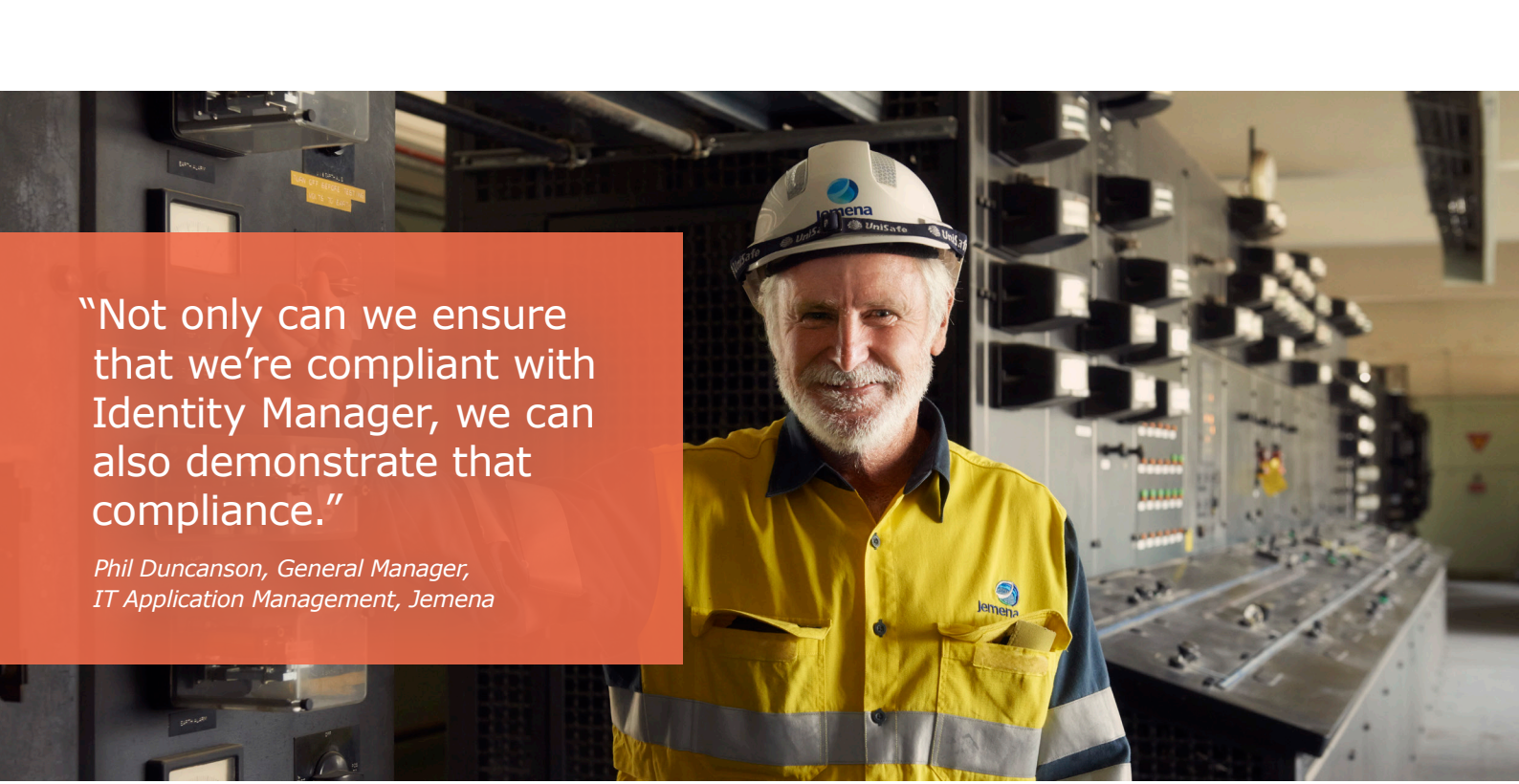
Products

Identity Manager

Jemena operates a diverse portfolio of energy and water transportation assets across the east coast of Australia. The company has a core group of around 2,500 permanent employees working alongside as many as 1,500 non-permanent staff who are employed for specific projects. Around 20 key business applications support the business, the SAP enterprise resources planning (ERP) suite being one of the most important.

Too many manual processes

The challenge for Jemena was automating processes and reducing management time for IAM processes. For example, mandatory user-account attestations were manual and time-consuming. Likewise, accounts for terminated employees were not always deprovisioned in a timely manner because some systems required manual interventions. An accurate single view of user accounts was problematic.

ONE IDENTITY

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>
> *Phil Duncanson, General Manager, IT Application Management, Jemena*

This was because IT staff had to manually extract and merge data from various systems, including multiple SAP modules and Active Directory. Phil Duncanson, general manager of IT Application Management, Jemena, says, "It was frustrating. It was clear that we could make several improvements, not least around attestations to support auditing."

Jemena issued a request for proposals to leading IAM solution providers, including One Identity. Says Duncanson, "We were impressed by Identity Manager. This is a next-generation IAM solution in our view." Jemena stakeholders valued how easily Identity Manager integrated with other systems regardless of database schema, which facilitates data accuracy and consistency for IAM processes. "Identity Manager would talk to each system in whatever schema the system understood," says Duncanson.

A next-generation IAM solution

Besides the technical capabilities of Identity Manager, Duncanson and his colleagues were impressed with the One Identity Services (OIS) team, which would support deployment. "When we met with the OIS team, we knew everyone in that room would be involved in the implementation so we knew exactly who we would be working with. In addition, the OIS team demonstrated a lot of expertise. It gave us a lot of confidence," comments Duncanson.

Services support that increases solution value

Jemena began the deployment with the OIS team, which included a dedicated Project Manager (PM). The project was divided into phases covering the initial base build, attestation automation and account lifecycle management. Says

Duncanson, "We liked how the PM was very proactive in engaging stakeholders across the business to help accelerate implementation. Together, the PM and I scoped the work, and then the rest of the team worked out the deployment details. There was good communication between all parties, and the services team encouraged us to extend the scope of work, deepening our understanding of Identity Manager as work continued." The project was completed within one year; however, the OIS team remains engaged on other projects at Jemena to increase the value of the One Identity Manager platform.

Automates and improves attestations

Today, user-account attestations are automated. These target certain SAP accounts in ECC and ISU with specific SAP roles, certain AD accounts with specific group memberships, and four other target systems with specific roles. There are around 20 attestation policies defined across eight target systems/platforms with specific roles/entitlements. "Not only can we ensure that we're compliant with Identity Manager, we can also demonstrate that compliance," says Duncanson.

Decreasing manual service desk tasks

Jemena can provision, deprovision and re-provision user accounts in a timelier manner. Because processes are largely automated, IT staff on the service desk spend less time on managing user accounts. Comments Duncanson, "We can terminate accounts more effectively with One Identity because our systems no longer require manual intervention."

Creates a single version of the truth for user identities

The company can source an accurate consolidated view of all user accounts from just one system. Identity Manager gives the company a single version of the truth, which delivers a solid base on which to execute security activities. "Overall, we have reduced our level of risk with Identity Manager because we have better visibility and control over our user accounts," says Duncanson. "I also believe the value of One Identity will increase to the business over time as we improve processes still further."

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential – unimpeded by security, yet safeguarded against threats.

For more information, visit: http://www.oneidentity.com

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