One Identity Manager On-Demand Silver Plus Enablement Package

Overview

The One Identity Manager On-Demand Silver Plus enablement package builds on top of the automation in the Identity Manager On-Demand Bronze Plus enablement package and extends capabilities to allow managers and employees to manage their own information and request access to additional computing resources. In addition, the Silver Plus package provides the ability to set up scheduled Attestation reviews (Identity Governance) of accounts and entitlements and remove unneeded access.

Like the Bronze Plus package, the Silver Plus package utilizes out of the box functionality and a predefined set of features and use cases to extend birthright provisioning realized when the Bronze Plus platform was configured to include User Self Service and Identity Governance processing.

The Silver Plus enablement package includes setup and configuration by One Identity Professional Services for a predefined set of features and use cases.

Additional functionality is available for purchase with the One Identity Manager Gold Package.

In-Scope Services

The Silver Plus enablement package includes the following:

- Initial setup and testing of One Identity Manager On-Demand Silver Plus features and functionality in the One Identity Manager On-Demand Dev/Test environment
- Access to our IT Shop web services portal
- Customer branding (logo and company title) information and colors applied to the web service portal
- Ability for employees and managers to manage selected information (e.g. phone numbers, preferred name, Job Title, etc.) for employees
- Creation of Service Catalogs and Requestable Items to select and order additional access to applications configured in the Identity Manager Bronze Plus package
- Up to 3 Attestation Campaigns to perform scheduled reviews and approval of accounts and entitlements assigned to your workforce
- Approval policies and workflow rules for access requests and Attestation Campaigns based on your own company rules
- Provide up to 12 hours of technical support and remediation configuration changes to Customers during their User Acceptance Testing of the Use Cases configured during the setup of One Identity Manager Silver Plus package
- Install and configure IT Shop Web Portal in the One Identity Manager On-Demand Production environment
- Import configuration settings from the One Identity Manager On-Demand Development/Test environment into the Identity One Manager On-Demand Production environment
- Configure imported settings to access the Customer's Production environment
- Provide 6 hours of One Identity Manager knowledge transfer for product handover

- Update the One Identity Manager Administration Manual with Customer specific configuration settings
- Update the One Identity Manager Implementation Documentation with Customer specific configuration settings

To support the deployment, the One Identity Professional Services will perform the following:

Discovery

- Project Kickoff
- Conduct Workshop and Discovery meetings (up to 12 hours)
- Document In-scope Configuration Requirements on One Identity standard templates
- Develop One Identity Deployment schedule
- Review and approve In-scope Configuration Requirements

Design

- Conduct Use Case definition workshop (up to 8 hours)
- Document Use Cases on One Identity standard templates
- Review and approve design phase documents

Configuration in One Identity On-Demand Dev/Test Environment

- Installation of IT Shop Web Portal module
- Configure Web Servers
- Apply Customer branding to IT Shop Web Portal
- Setup IT Shop Catalogs, Approvals and Requestable Items (up to 10 maximum)
- Setup standard reporting and dashboards
- Setup Attestation Campaigns (up to 3 maximum)
- Perform up to 8 hours of Unit Testing
- Confirm configuration conforms to Functional Requirements and Use Case documents

User Acceptance Testing

- Perform sync and data imports of authoritative data source and target systems, and verify readiness to begin testing
- Start User Acceptance testing and provide up to 12 hours of Customer support for Customer testing assistance configuration remediations required based on requirements and use cases documented
- Validate In-scope Configurations Requirements and Use Cases are configured
- Review and signoff testing is complete

Production Standup and Cutover

- Import configurations from One Identity Manager On-Demand Test environment to One Identity Manager On-Demand Production environment
- Configure Web Servers
- Perform synchronization of data from Customer's authoritative data source and target systems

- Determine readiness/go-live and provide up to 8 hours of post go-live support

Project Management Support

Throughout the project, One Identity Professional Services will provide up to 28 hours of project management to perform the following:

- Develop, jointly with Customer, an implementation plan indicating both One Identity and Customer tasks to perform, dependencies and responsibilities
- Ensure the right resources attend the right sessions at the right time and manage overall scheduling
- Produce weekly project implementation reports detailing milestones, risks, controls and other implementation elements
- Coordinate and monitor the tasks performed against the project plan
- Monitor and escalate any support tickets needed

Out of Scope:
- Configuration of Use Cases or Functionality outside of the Use Cases or Functionality described above
- Customizations (e.g. development of any scripting or coding that alters the base out-of-the-box functionality offered by One Identity Manager)
- Post implementation technical support of configuration changes
- End User training

Prerequisites, Assumptions and Limitations:
- Customer has purchased the necessary licenses for One Identity Manager On-Demand
- Customer has purchased the One Identity Manager On-Demand Bronze Plus services package
- Only Out-of-the-box functionality will be used requiring only configuration
- Customer will identify a single point of contact to ensure that all engagement tasks are completed within the specified time
- Customer must commit the appropriate technical resource(s) to assist the One Identity expert as required to complete the activities and deliverables
- Customer will provide adequate and appropriate access to servers, systems and data as required
- Customer is responsible for providing and defining the internal processes related to the use cases
- All services will be provided remotely from One Identity locations
- The activities will be performed remotely between 8 a.m.-5 p.m., local time, Monday through Friday, excluding holidays
- This package will not exceed more than 132 Consulting hours, 24 Architect hours, and 28 Project Management hours by the One Identity Professional Services team
- Use Cases and Success Criteria created during Discovery and Design activities will be used to guide User Acceptance Testing and verification readiness to migrate the solution to the Production environment
- All service activities with One Professional Services are expected to be completed with ten (10) business weeks from the jointly planned start date

Customer Skill Requirements and Guidelines

One Identity recommends the availability and participation of the following Customer personnel to ensure the deployment and integration of One Identity Manager is completed successfully and within the expected deployment timeline listed above.

Customer personnel that may need to be involved with this services package include the following:

- Customer Project Manager
- Technical Architect(s)
- Networking Team (IP addresses/networking/firewalls)
- Application owners and SMEs
- Administrators for the One Identity Manager solution
- Power users (involved in testing and verification)

During Deployment, the following Customer resources are recommended to participate:

o Security and Identity Management administrators – Individuals will have an understanding of the security environment within your organization and will provide input for business processes. The individuals typically become the administrators of the identity solution. It is also expected that after deployment these individuals will perform day to day security administration with the One Identity tools deployed.

  Estimated participation is 25% of the time during deployment

o Network Administrators – Individuals with the knowledge, understanding and the ability to provide information about your networking environment, ensure firewalls are open and VPN connectivity is established in order to connect your environment with One Identity Manager On-Demand

  Estimated participation is 5 to 15 hours during deployment.

o Applications administrators – Individuals will be knowledgeable from a technical standpoint of the application environment and the servers they run on. During User Acceptance Testing, the individuals will help verify Use Cases are working as expected and validate test results.

  Estimated participation is 15% during deployment

o Identity Management application technical administrators – These individuals will be responsible for the day-to-day application support and maintenance from a technical standpoint. It is expected that they will be working alongside the One Identity deployment team, participating in the deployment and gaining valuable knowledge transfer in preparation of being able to support Identity Manager once deployed in Production.

Estimated participation will be 15 to 30 hours per week during deployment

Success Criteria

- Successful testing of the documented and agreed upon Requirements and Use Cases prepared
- Production environment is configured with In-Scope functionality tested and verified during User Acceptance testing
- Upon completion of services for all In-Scope services performed, Customer will be presented with a Completion Acknowledgement form for signature

Payment/Invoicing

The Silver Plus package will be invoiced to Customer ninety (90) days from the date of purchase, or at the completion of services (whichever occurs first).

SKU

ABC-VOL-FF   ONE IDENTITY MANAGER SILVER PLUS IMPLEMENTATION ADDON PACKAGE