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3 best practices for making the most of Identity and Access Management

Help your organization and avoid common pitfalls

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Are your IT support teams struggling to meet today’s business demands?

There are many signals that IT and security teams are struggling to meet the requirements of a modern workplace. These include large backlogs, audit non-conformities, high levels of complaints, and escalations with urgent tasks.

Many organizations employ an identity management system, but this likely lacks capabilities available in modern identity and access management (IAM). This adversely affects the efficiency of IT personnel and delivers a poor service experience to employees.

With rising expectations in this ever-changing world and without an efficient way to manage IAM requests and data, many IT organizations will struggle to keep pace with business goals. There is a greater need for automated user account management and self-service, and organizations cannot afford to ignore identity management solutions that aren’t delivering the desired experience. The expectation for high-quality identity management solutions continues to grow regardless of where employees work.

3 key IAM best practices for better IT service delivery

There’s a solution though—the adoption of modern IAM best practices and tools can improve the efficiency and security of your IT services. There are 3 IAM best practices that will help your IT service team provide employees with the service they want, at a cost you can afford without forgetting the cyber risks. These are:

1. Making the most of automated user account management
2. Understanding the regulatory requirements
3. Managing your total cost of ownership for IAM

Best practice 1:
Making the most of automated user account management

Many Appmore customers say it's good IAM practice for the IT services team to automate joiner, mover, and leaver processes.

Joiner process refers to an employee or external user joining the organization and needing access to IT services relevant for the job. In this ever-changing world the systems, as well as the IT services relevant for the job, are likely to change. Modern self-service portal and structured workflows should support the IT teams in managing the changing needs of the employees, this process is called the mover process.

According to a survey by CareerBuilder, the average length of time spent at a job is for millennials (25-40) 2 years and 9 months. For a modern IAM solution, it is essential to ensure all accesses are removed when the person leaves the organization, this process is called the leaver process.

Over 37 000 tasks were automated during the first year.

Based on a recent study, Appmore customers automated on average over thirty-seven thousand (37 000) IAM tasks during the first year of the deployment.

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Best practice 2: Understanding the regulatory requirements

Due to the increased amount of IT services, data, and cyber threats, complying with regulation is more important than ever before. Data protection regulations such as GDPR and financial record keeping regulations such as the Sarbanes–Oxley Act require good technical and organizational measures for security and data protection.

International standards such ISO/IEC 27001 include requirements for managing information security. Modern IAM applications can help to comply with access control requirements for example by providing *a formal user registration and de-registration process to enable assignment of access rights* as well as by enabling *asset owners to review users' access rights at regular intervals*.

60% of the ISO 27001 – Annex A.9: Access Controls covered.

Based on a capability assessment, Appmore helps to comply with 60% of the ISO 27001 – Annex A.9: Access Controls.

Best practice 3:
Calculating your TCO for Identity and Access Management

The total cost of ownership (TCO) for IAM is the sum of the licenses, development investments, and operating costs for its lifetime.

Many of the existing identity management tools cost more than they provide. Modern IAM applications embedded on existing business platforms ensure the maintenance and license cost are reasonable compared to legacy identity management systems.

With productive development tools as well as no-code and low-code solutions value can be generated in an agile culture instead of a need for old-fashioned IT program.

Appmore customers received ROI during the first year of production use.

Based on the automated tasks, Appmore IAM customers received return on the investment already during the first year of production use.

EASILY ADOPT THESE BEST PRACTICES WITH APPMORE

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Appmore provides and manages business applications with a mission to create more value for customers. Customer Satisfaction (CSAT) score measured by ServiceNow is 4,75 out of 5.