

# Identity Management

*Minimising Administration and Improving Efficiencies*

Written by: **Dave Bennett, Technology Director**

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T 0870 11 22 000  
F 0870 11 22 001  
[www.teamsolve.co.uk](http://www.teamsolve.co.uk)

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## 1. Background

Identity Management is currently a hot topic. Identity theft is the UK's fastest growing crime and world events are pushing the process of managing personal data to the top of the political agenda.

Implemented correctly, Identity Management should not be seen just as a way of securing data; rather it can cut process costs, resource and improve the overall productivity of your organisation.

## 2. Introduction

Within a network, identity management software mainly refers to the automation of administrative tasks, such as, resetting user passwords. Painfully, over 30% of all helpdesk calls are password queries (source: Roberta Witty, Research VP, Gartner). Obviously the less passwords your organisation utilises, the less time will be spent resetting them.

It also provides control measures. From a single access point, users can be authorised and access granted or restricted across all the organisation's data and systems.

Identity Management impacts not only your technical infrastructure, but also your business processes. It is also one of the only security solutions that can yield ROI through head count reduction and increased productivity. ROI from an ID Management solution can be realised within 3-6 months (Witty, Gartner), so it's easy to see why IT departments are scrambling to secure greater Identity Management budgets.

### 3. Key areas of focus

There are many different subsets to consider within the wider Identity Management arena, here are some critical points to consider if you're looking to invest in a new system or optimise your existing solution.

#### 3.1 - Managing Change

Just because an organisation decides to move towards a consolidated I.D Management infrastructure, does not mean that their internal processes have to change. Process change should happen where there is real business need or benefit, not just as a given to mirror implementation change.

#### 3.2 - One For All and All For One

One sign in, with access to all your enterprises' applications will improve the user experience and reduce man-hours lost to administration, but only if the reach incorporates ALL applications and disparate systems across your business.

#### 3.3 - From 'Cradle to Grave'

It is essential to manage an identity from the moment they join the organisation to the moment they leave. This all-encompassing approach will give you the best possible visibility across your enterprise operations As well as making the ongoing administration easier, it is also critical for auditory or compliance purposes.

### 3.4 - Define Deliverables

Project deliverables should relate directly to a business need(s). By defining these deliverables early on in the project it will ensure that your Identity Management solution will add value to your IT function.

### 3.5 - Lead From the Back

It's all well and good spending considerable amount on a powerful, fully automated Identity Management Suite - however you have to make sure that you have the right technology to reinforce it. Robust, resilient back end systems within your infrastructure are paramount prior to any Identity Management implementation.

## 4. What Makes Teamsolve the Best in the Business?

Teamsolve have an intricate understanding of the Identity Management concept, and have experience of implementations spanning organisations of all types and sizes. From multi-national financial institutions, to small single site manufacturers our specialised team get to know the ins and outs of your organisation, tailoring an integrated solution to suit your business perfectly.

We have a dedicated team of highly skilled business analysts and developers. We work strategically to assess your requirements, and build a robust and scaleable Identity Management solution that could significantly improve the way in which your business uses information.

Teamsolve are able to quickly and efficiently review the current environment, quiz key business users and understand the overall organisation's goals and suggest ways to improve functionality based upon delivering real business value.

We have offices in both Derby and London and have clients all over the UK and world. Contact us today for more tailored information on how Teamsolve can improve your business productivity, streamline your IT procedures and boost your service levels.

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