SAM Business Process Workflow

Let’s talk Business – from application to authorization

- Reduced susceptibility to errors and quicker processing times for issuing authorizations
- Compliance with legal regulations
- Protection from compliance violations
What are the key benefits of an authorization workflow?
For recurring work processes of the same type, using a workflow generally increases the efficiency, transparency and control of clearly defined processes. When using a workflow for authorization management, there is another important aspect to consider: this workflow connects IT with the department. It acts as an interpreter (IT – Business and Business – IT) and creates simple work processes which are easy to understand for all involved.

Let it flow!
Control the exceptions!
**The right authorizations are assigned to the right people at the right time in a clear process.**

<table>
<thead>
<tr>
<th>Compliance</th>
<th>Process optimization</th>
<th>End user/department</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
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</tr>
<tr>
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</tbody>
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**Modern authorization workflow with maximum flexibility**

What are the requirements for modern authorization workflow systems? A workflow standardizes work processes of the same type. It usually includes a large number of static applications and pre-defined approval levels. Despite this high level of standardization, the workflow must still offer maximum flexibility to cover as many situations encountered during everyday business as possible. After all, it is the exceptions, escalations and special cases that take up the most time.

**Creating ad-hoc workflows**

With the SAM Business Process Workflow, these exception processes are controlled by intelligent escalation, delegation and last but not least the option of ad-hoc changes during the run time. This flexibility and ability to make changes makes the process quicker and ideally suited for use in practice. The workflow is not interrupted by irregularities or error sources, but is continued in a solution-oriented way. It is also possible to trace all activities completely thanks to the automated full documentation.
With the SAM Business Process Workflow, you gain control and transparency over your business processes relating to authorization management. The responsible people can view all activities in the process overview and intervene if necessary.

This means that processes can be controlled and monitored much more effectively and the digital process display also helps to reduce through-put times. Using escalation rules, defined time periods can be specified for processing tasks and deadlines can be secured with e-mail notifications.

Each process is recorded, improving the documentation with no additional work. Colleagues are informed of new tasks and processes automatically via e-mail.

The information flow between colleagues, departments and sites is significantly improved, which helps to optimize the process quality.
Today, the workflow of IAM systems forms an indispensable part of the compliance policy in many companies. The process reliability, transparency, traceability, flexibility and performance afforded by workflow systems forms an intrinsic part of modern IT concepts.

**Process overview**
Transparency – each process step is documented clearly and can be evaluated optimally for revision/audit

**Any number of approval levels**
Any number of approval levels can be incorporated. They can be arranged according to hierarchy, for example, or cross-departmental functions.

**Substitute regulation**
Substitutes can be named (e.g. during holidays).

**Escalation rules / SLAs**
Precise processing times can be defined here. If these times are exceeded or in the event of other SLA violations, rule-based follow-up activities are triggered.

**Queries**
There is an option for sending queries to the applicant or approver for clarity. All questions and answers form part of the workflow process and are therefore documented and cannot be changed.

**Ad-hoc changes / questions**
The option of sending questions to anyone involved in the process speeds up the process and makes it easier, particularly with complex issues. All questions and answers form part of the workflow process and are therefore documented and cannot be changed.

**Delegation**
Work or approval steps can be delegated to either a pre-defined person or anyone at any time.

**Additional data sources**
Information from additional data sources can be incorporated in processes. For example, access to a holiday database is used to check whether the approvers involved are available.

**E-mail**
An e-mail tailored to the people involved in the process can be sent at any time (e.g. an e-mail can be sent to an approver requesting approval for an express application). A link is included in the e-mail directing the recipient directly to the relevant application.
Simple management of the people involved in the workflow with SAM Enterprise

Rule and role-based management of authorizations for the workflow via SAM Enterprise

Fully automated implementation based on the last approval step

Clear management of the workflow clients in SAM Enterprise

Example from practice:
A company has introduced the following policy on authorization management: The department manager is usually the approver for all applications.

The suitable approver is therefore determined based on the department the applicant belongs to. The organizational data, rules and roles saved in SAM Enterprise are used in this process.

Another policy could specify that: The owner of the resources (e.g. the authorization, the role) also has to give approval for certain applications (6-eye principle).

Depending on the authorization, this additional approval step is sent automatically to the resource owner. The authorizations for workflow members, department managers and resource approvers are issued based on the information in SAM Enterprise. If both members approve the application, it is implemented automatically through SAM Enterprise in all connected systems.
Governance in authorization management – also known as access governance – means transferring more responsibility to the departments to secure important business resources. Access activities of employees in the company are monitored more stringently as soon as access authorizations are approved and by carrying out regular checks (recertification) on existing rights.

With the Business Process Workflow, Beta Systems offers a wide range of workflow-supported application and approval processes, offering maximum transparency and control of GRC-relevant security processes.

Access governance transfers the responsibility and decision-making power for assigning access rights to the departments. The Business Process Workflow from Beta Systems Software AG provides simple, business-oriented processes, which can be used to implement efficient, revision-proof requirement workflows. The “need to know” approach and multi-dimensional approver structures can be broken down to the individual user level for requirement processes.

Beta Systems has also expanded its portfolio to include “Garancy Access Intelligence Manager” access intelligence solutions, which can be used to obtain transparent assessments of the issued employee authorizations at any time with business-oriented evaluations, analyses and reports.

Workflow as a key component of Identity Access Governance
# SAM Business Process Workflow

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|                            | • Full documentation – all activities can be traced  
|                            | • Reduced compliance costs  

| Process optimization        | • Fully automated implementation based on the last approval  
|                            | • Pre-prepared templates for authorization applications  
|                            | • Freely configurable workflows extending beyond authorization management (e.g. asset management)  
|                            | • Maximum flexibility combined with process reliability  

| End user/department         | • High acceptance thanks to simple and intuitive operation  
|                            | • Front end for end users in the departments available in 12 languages  
|                            | • Translation from IT to the language of the department  
|                            | • Escalation, delegation ad-hoc changes help shorten throughput times  
|                            | • End users can see the status of their application at all times (individual tracking)  

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7 of Europe’s 10 largest insurance groups employ solutions from Beta Systems

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Our solutions help you to meet business requirements related to governance, risk management and compliance (GRC) and make your corporate IT more powerful in terms of availability, scalability and flexibility.

An ever increasing number of major insurance companies rely on solutions from Beta Systems to manage their IT infrastructures. There are numerous company-wide installations that have been in use for many years.

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