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SIMPLE USER ADMINISTRATION – EVEN WITHOUT THE IT DEPARTMENT

Reference Project

DEVK

DEVK Performs Access Rights and Role Assignment with SAM Enterprise Identity Manager

SIMPLE USER ADMINISTRATION – EVEN WITHOUT THE IT DEPARTMENT

Giving specialist departments the ability to self-administrate certain access rights greatly reduces the workload of IT staff. The DEVK insurance group implemented this strategy for optimized access management with the help of SAM Enterprise Identity Manager from Beta Systems. For DEVK this means much simpler and faster access rights allocation across all corporate IT systems. Even employees with little or no technical skills can assume basic user administration tasks. The upcoming update to the latest SAM Enterprise Version 2.1 underscores the insurer's goal of further intensifying 'specialist department self-governance': The group is planning to introduce SAM Business Process Workflow, which will enable simple, browser-based individual request processes on the department level.

DEVK started to set up a professional identity access management (IAM) infrastructure in 2000. Up until then, the sales teams, some 3,000 employees strong, had been using an offline premium calculator. In order to improve their customer service, the sales reps were connected to the central, home-grown master data management application. This allowed them to access customer data directly from corporate headquarters via an online connection. In addition, the new sales force portfolio management system introduced a completely new user interface that presents information in a user-friendly format.

Administrating 3,000 Additional Staff – Without any Increase in the Expenditure!

Prior to introducing the new system, an IT team of five had handled administration and rights assignment for internal core system users via the host-based RACF access system. Adding the manual administration of 3,000 new users to their list of

ABOUT THE COMPANY

DEVK has been insuring German policy holders against the risks of everyday life for over 125 years. At present, the DEVK Group is tending to approximately 4 million customers, insuring them against 14 million risks across all segments. A total of over 6,000 employees go the extra mile to provide customers with quick and effective assistance. Sparda bank has also been a trusted partner for many years. In terms of active contracts, DEVK is Germany's third-largest household insurer, fifth-largest car insurer and it ranks seventh in the liability insurance segment.

FACTS & FIGURES

Year of founding: 1886
Employees: 6,000
Headquarters: Cologne
Chairman of the Board: Friedrich W. Gieseler

SECTOR

Insurance industry

CHALLENGE

The IT department of DEVK had to connect a large number of sales representatives to the central, home-grown master data management application at short notice. Manual administration of these new users would have resulted in a significant increase of the workload, which would have forced the insurer to substantially expand the IT team.

PRODUCTS EMPLOYED

SAM Enterprise Identity Manager 2.1
SAM Business Process Workflow

BENEFITS OF THE BETA SYSTEMS SOLUTION

SAM Enterprise Identity Manager enables DEVK to assign access rights to all corporate IT systems much simpler and faster than before. Even employees with little or no technical background can take on certain user administration tasks. Moreover, SAM Enterprise not only manages and assigns authorizations in the SAP production system, but also in the various testing, development and pre-production environments.

COMPETITIVE ADVANTAGE

Thanks to being able to outsource more and more standard tasks to the specialist departments – which is further facilitated by SAM Business Process Workflow – the IT staff has more time to address core tasks and can administrate a much larger user base with the same number of people.

KEY FIGURES

Systems administrated with SAM Enterprise Identity Manager (2015): 90

Employees added to the system in 2000: 3,000

Reduction of the time it takes to assign rights to new users: from 5 days to 3 hours

duties would have resulted in a significant increase in the work-load, which, in turn, would have forced the company to sub-stantially ramp up the IT team. The key objective was to avoid this increase and to simultaneously simplify rights administra-tion. Towards this end, the company implemented the precursor of SAM Enterprise Identity Manager from Beta Systems back in 2000. The solution efficiently connected all distributed IT platforms with the z/OS core system for centralized access allocation. This included various host systems and client/server applications that are increasingly taking the place of traditional mainframe systems at DEVK – and across the insurance sector in general. "One of the key strengths of SAM Enterprise is its excellent RACF support. This is important for us since the mainframe is still used to manage master data and to run a large number of client-based applications as well as several core systems – and they need to be supported as best as pos-sible," says Lutz Becker from DEVK Operation and IT Service Infrastructure, who has been in charge of SAM product support since early 2005. SAM Enterprise allows him to set up a mod-ular structure and to run the individual systems on the most cost-effective platform.

To ensure secure communications between the head office and sales staff, who largely use notebooks, each workstation was additionally equipped with a smartcard. In the meantime, the smartcards have been replaced with RSA tokens. Autho-rizations for tokens and all other IT systems – RACF, SAP and the LDAP/Active Directory directory services – are automati-cally managed based on SAM Enterprise: For each TSI (target standard interface), the rights for a total of roughly 90 corporate applications are controlled. The DEVK Group has been shifting its focus more and more to the SAP world. Today, SAP applica-tions make up the major portion of the insurer's identity access management. In 2009, DEVK first introduced SAP, starting the first wave with SAP FI/CO and several line-of-business

applications. In May 2015, group-wide coverage was completed when the Legal Expense Insurance department was connected to SAM Enterprise.

Rapid Assignment of Individual Access Rights Based on Higher-Level SAM Roles

The sophisticated role scheme of DEVK combines specialist competencies of the SAP system with the superordinate SAM Enterprise authorization management. A workgroup creates the specific SAP roles together with the specialist departments and then hands them over to IT service and operations. This means that the SAP team is only responsible for defining the roles, but it does not allocate any users to them. This is the sole domain of the IAM system, which takes these SAP roles and combines them with authorizations for additional IT systems, creating high-level SAM roles. "The SAM role has the highest authority; it bundles the entire specialist function range of each employee," explains Lutz Becker.

Using this system, the authorizations needed for IT systems such as SAP, the insurance application or Windows depending on the specific task profile are defined as roles. In SAM Enter-prise, these roles are then connected with the personal autho-rization profile of each respective employee. Given this setup, authorization management basically maps the entire organiza-tional structure of the insurance company. This allows specialist departments to rapidly assign individual access rights to new employees. All that is left to do for IT staff is to resolve issues in collaboration with the specialist department. Previously, new employees sometimes had to wait for up to five days before they had been properly and fully set up in the IT systems. Now it takes only two to three hours before they are connected to all systems they need to do their job.

One of the key strengths of SAM Enterprise is no doubt its excellent support of RACF.

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Lutz Becker

Senior Specialist IAM Architecture and Access Manager, Operation and IT Service Infrastructure Department

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One of the things Lutz Becker likes in particular about SAM Enterprise is that the solution not only manages and assigns authorizations in the SAP production system, but also in the various testing, development and pre-production environ- ments. In the SAP world alone, 70 individual target systems are integrated with SAM Enterprise – which represents a major share of the total system landscape managed with the Beta Systems application. There are dedicated roles for each testing, development and pre-production system, so over the years a "colorful bouquet of SAM roles" has been generated, as Lutz Becker puts it. This is used to provide employees across the group with quick access to the relevant systems.

Higher Operating Safety Thanks to Automatic Reconciliation with the HR System

As regards information on who has left the company and may therefore no longer access corporate data, this is still manu- ally sent to IT by the HR department. But this is due to change as soon as the solution is upgraded to the latest SAM EIM Ver- sion 2.1. The current release provides DEVK with a user-friendly interface that features an optimized menu structure, improved reporting and extended web services. Lutz Becker is hoping to implement automatic reconciliation of SAM EIM 2.1 with the PIA/Loga HR software by the end of 2015, as this will allow the insurer to immediately block the accounts of employees who leave the company. The new version will even make it possible for DEVK to manage authorizations for the Oracle database with SAM EIM via a standard TSI. This will greatly ease the workload of the Oracle administration team.

Meeting Governance Regulations

Thanks to the new version, it will become much easier for DEVK to comply with access governance requirements. This is a high-priority topic for the insurance company. SAM EIM 2.1 offers the option of defining dedicated risk parameters and information for the various entities: groups, roles and users. Given this capability, DEVK is planning to introduce user classes once the new version is in place.

SAM Business Process Worklfow

Moreover, DEVK will implement SAM Business Process Work- flow as a new product when migrating to SAM Enterprise 2.1. The new tool will introduce business process-oriented release workflows for assigning, changing and revoking authorizations. Also, this new application will further streamline and simplify the access rights allocation process. "The workflow empowers us to transfer additional routine tasks relating to role creation to the specialist departments," says Lutz Becker. "The respective approval officer of each business unit can assign the special- ist role of each new employee in the workflow by defining their functions and duties. Designed for intuitive and user-friendly operation, the user interface of the workflow is expected to inspire more key users and team leaders of the specialist departments to autonomously manage access authorizations in SAM Enterprise. Owing to the Business Process Workflow's web-based technology and easy-to-use graphical interface, technical know-how is not required of users.

> *Today, access governance is a top priority for DEVK. SAM EIM is of great value in this context, as it makes it much easier for DEVK to comply with access governance requirements.*
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> Lutz Becker
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> Senior Specialist IAM Architecture and Access Manager, Operation and IT Service Infrastructure Department

Creating New Users Accounts as Easily as Ordering a Book via Amazon

It does not take any complex actions to set up new users – in fact, it's simple as can be, and IT specialist Lutz Becker agrees: "Without the IAM solution from Beta Systems, we would need at least ten more IT people to implement an authorization con- cept that complies with all applicable governance requirements. SAM Business Process Workflow will also help us to transfer even more routine tasks to the specialist departments."