

SAP NetWeaver Identity Management

# SAP NetWeaver® Identity Management at Accenture

Adaptive Security Management at Lower Cost



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The Best-Run Businesses Run SAP™

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# SAP NetWeaver® Identity Management at Accenture

You're at the airport and it's mobbed. Queues lengthen. Tempers quicken. Flights are missed, time schedules scrapped. Why? Airport control couldn't check passports fast enough. The result: costly chaos. So how to maintain security when there are no faces or passports, but those you let in go right through the gates of key banks or nuclear plants? How to **admit only the right people** to do only what they are permitted to do? That's the high-risk IT identity management challenge Accenture has mastered.

## ABOUT SAP NETWEAVER® IDENTITY MANAGEMENT

In large organizations, bringing consistency to the management of user identities presents numerous challenges. User identity management typically needs to span applications from multiple vendors deployed in a complex, ever-changing IT environment. Even in these heterogeneous software landscapes, the SAP NetWeaver® Identity Management (SAP NetWeaver ID Management) component eases user provisioning dramatically. With it, organizations can grant and manage user access to diverse applications securely and efficiently, in alignment with business processes, and in accordance with audit and compliance requirements.

## ABOUT ACCENTURE

Accenture is a global management consulting, technology services, and outsourcing company, with some 257,000 professionals serving clients in more than 120 countries. The company combines in-depth experience and skills across all industries and business functions, including the public sector. Accenture generated net revenues of US\$27.9 billion for the fiscal year ended August 31, 2012.



Accenture advises banks, oil companies, power plants, airline companies – companies **where security is critical** – on how to achieve and maintain security. Obviously, Accenture can't just be good. Accenture must be best.

# Responsible Software Access for High-Security Businesses

Accenture advises banks, oil companies, power plants, airline companies – companies where security is critical – on how to achieve and maintain security. Obviously, Accenture can't just be good at the game. Accenture must be at the top of the game, and the game is incomparably complex.

The game spins on two axes: user identity and access control. The scope is global. Accenture must manage user access of all SAP® software installed at its sites worldwide. It must ascertain that each individual logs in only to the software where he or she has official work to perform. In addition, each user is to perform only the tasks approved ahead of time. But Accenture takes access control a degree further. Often a user has one set of responsibilities in business context A and another set in business context B. Accenture can handle that. It has the control to grant a single user access to the appropriate software and the assigned tasks based on the physical location or business context where the user logged in.

Not only does Accenture maintain this complex control consistently and reliably, it also does so efficiently, thereby increasing the efficiency of every single user. This is due to the fact that, regardless of where the user is working, the tasks to be performed are clear, the critical path of performance distinctly demarcated, and software guidance unwavering. The source of Accenture's efficiency is its reliance on SAP NetWeaver ID Management, which was designed specifically to support a complex access matrix based on individual, role, software, and context. And not just for SAP software.

## MANAGING ACCESS IN A VARIED SOFTWARE LANDSCAPE

For its global business needs, Accenture relies on a wide range of applications from many vendors, SAP among them. The applications support key business disciplines, including financials, management reporting, human resources management, sales and opportunities management, and consolidation. Accenture has found that SAP NetWeaver ID Management is the ideal software to manage the access control for them all – not just as separate applications, but as a heterogeneous, consolidated software landscape. Requesting, granting, and managing user IDs for these applications used to tie up a growing number of resources at Accenture. The situation was made more challenging by the company's mandate to embrace change and growth in its application landscape.

"We were looking for robust identity management software that will evolve with our business," notes Matthew Pecorelli, principal at Accenture. The identity management software had to scale with the company's growing needs and adapt readily to application extensions and customizations.

Without an advanced identity management solution, the work required to provision and manage user access in a compliant and auditable way proved to be labor-intensive, repetitious, and error-prone. "When it came to adding new functionality and access permissions, the identity management software we had in place required a lot of effort to maintain and extend. We experienced a considerable amount of downtime and inaccuracies in assignments. It also called for skills that were hard to come by in our delivery centers," adds Pecorelli. "The software was not in lockstep with the way our SAP software landscape evolved at Accenture because the vendor did not have a vested interest in being compatible with new versions and functionalities in our SAP application landscape."

Today, SAP NetWeaver ID Management enables Accenture to assign identities to roles and contexts as required to best serve business needs.

# User Provisioning on a Global Scale

In the IT world, you can be superman. And you don't need a cape. All you need is the right ID. It's powerful. It's invisible. It's a ticket to everywhere. And it could be threatening.

Accenture was very aware of this and put in place strict, automated measures to safeguard the right people gaining appropriate access to software and tasks within the right business context. But with so many people to monitor and so many different roles to define and manage, not to mention people changing positions or subbing for others on vacation, keeping track was essential. But not tricky. SAP NetWeaver ID Management handles the work automatically, providing Accenture with status reports and auditable logs to track user provisioning activities, as well as alerts whenever questionable actions are attempted in the software. That was the reason Accenture decided to bring SAP NetWeaver ID Management on board.

## A 12-MONTH IMPLEMENTATION IN FOUR PHASES

Accenture implemented SAP NetWeaver ID Management in four distinct phases within a time frame of 12 months. The first phase connected all of the company's productive software to SAP NetWeaver ID Management. At this time, information was collected, and Accenture gained experience using the software.

During the second phase, ID management workflows were established. Using these workflows, IDs for some 4,000 users in the company's production support community were approved and provisioned and 6,000 user ID requests managed.

The third phase focused on stabilizing the implementation of SAP NetWeaver ID Management. Accenture also found out what there was to fix and improve. In addition to enhancing the user interface, critical performance fixes and a support package were applied.

In the fourth and final phase, SAP NetWeaver ID Management was rolled out for 100,000 end users across Accenture. Today, Accenture relies on a central instance of SAP NetWeaver ID Management for managing and provisioning users. The software spans all the company's SAP applications and several non-SAP applications. Self-service requests are entered through the Microsoft Active Directory account. Key data related to a user's ID is updated automatically.

## SIMPLIFIED, MORE POWERFUL USER PROVISIONING

To simplify identity management, Accenture detached user IDs from individual applications and associated IDs instead with roles and business contexts, with each ID specifying a person, a role, and a business context. This allowed Accenture to bring its security policies in line with its business models. It also dramatically reduced the number of roles Accenture required for its global business operations.

Any number of users can be assigned the same role, the same context, or the same role and the same context. A user can be assigned one role for multiple contexts. A user can be assigned different roles for the same context. When a role is assigned to a user, the user acquires with it access to all the software associated with that role.

For example, a user is assigned the role "CRM data change." This combination of user and role is then associated with a context such as "Health and Public Services in the Asia-Pacific region." The user receives an ID that permits the user to change customer relationship management (CRM) data for Accenture's health and public services business in the Asia-Pacific region. If required, the same role and the same context can be assigned to a different user. Similarly, the same role can be assigned to a different context, such as "Financial Services in North America."

Accenture's approval concept distinguishes between requestors and approvers. Requestors are users who request a role for accessing functionality they need for their work. They select their desired approver from a select list. Only the approver selected sees the request.

# Customized Look and Feel

Although Accenture customized the look and feel of SAP NetWeaver ID Management, it did so without altering any SAP code. The idea was to keep the company’s implementation of SAP NetWeaver Identity Management standard. “This way, we can bring SAP software upgrades into our identity management solution without disrupting functionality,” states Elmir Becirovic, application manager at Accenture. The result is ideal: requestors and approvers can perform all their request, approval, and provisioning tasks in two screens.

Accenture created this customized user interface using the representational state transfer (REST) application programming interface (API) that comes with SAP NetWeaver ID Management. The interface – based on the HTTP protocol – is well-known and highly praised. It allows existing layered proxy and gateway components to perform additional functions on the network, such as HTTP caching and security enforcement. Pecorelli explains, “Accenture is a global company, and we have a good track record in the development of lightweight front-end applications. Any application we provide to our end users must be easy to understand and simple to follow.”

Becirovic adds, “Our customized user interface makes the same standard calls that the Web interface of SAP NetWeaver ID Management would have made. That’s attractive to us because it enables tens of thousands of end users to submit self-service requests without guesswork while still leveraging standard SAP functionality.”

## USER INTERFACE FOR REQUESTORS

Users submit their requests for user ID provisioning through the *Request* screen, specifying the roles they would like to have assigned. They are then prompted to specify for whom the request is being made: themselves or another user. The requestor specifies the start and end dates for the role assignment and the approver. Another aspect of the request is to specify the applications or software components to be assigned to the role.

Figure 1 shows an approved request for the role “PS – Security – APM Production Support – Non US” for the context “SAP Business Reporting.”

Users can use search strings to search for roles. In Figure 2 the user has entered the search string “CFM.” The search returns a list of all role names containing the string, a list of the associated business areas (PS, FIN, and OM-GPS, among others), and a list of approvers.

## USER INTERFACE FOR APPROVERS

The *Approve* screen lists the users who have made requests. The history of requests of each requestor within the approver’s scope is displayed as well as the approval and provisioning status for each role. The business reason for granting a role may be specified. The applications requested, software components, or a selected subset of them, are approved here. The approver can state why a request was granted or denied. Regulatory codes, standards, corporate security policies, and any alert conditions that may apply to a user’s request may be specified as well.

Figure 1: Approved Request for Role Assignment

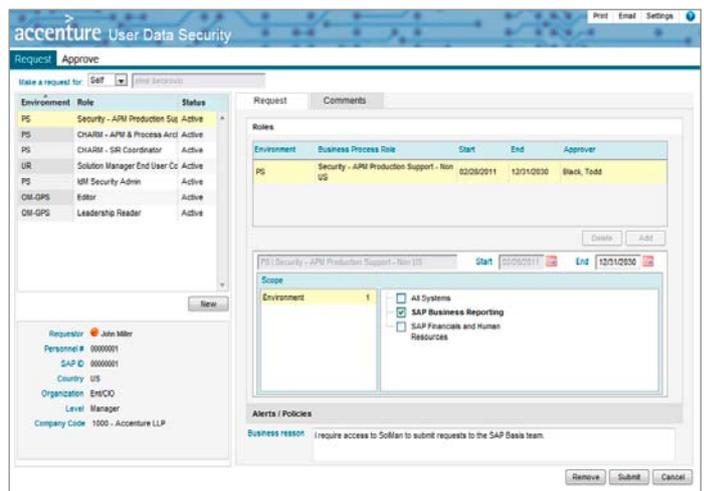
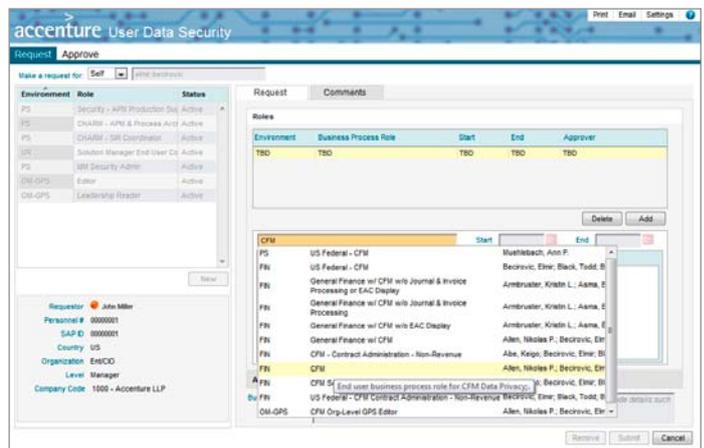


Figure 2: Searching for Roles



# Self-Aware Software for Accelerated Issue Resolution

Introducing SAP NetWeaver ID Management has helped Accenture achieve greater efficiencies in a number of areas. To start with, Accenture reports that support costs for SAP NetWeaver ID Management are about 20% lower than they were for the legacy application that was replaced. In addition, Accenture estimates that over a three-year period its total cost of ownership will sink by 40%.

SAP NetWeaver ID Management has helped Accenture significantly reduce user provisioning complexities and made life easier for end users. The number of steps a user performs to be granted a role was reduced from 35 to as little as eight. Today, all users of the production software at Accenture are provisioned via SAP NetWeaver ID Management, which saves Accenture time and effort and keeps user satisfaction high. And because the software is aware of what users may and may not access in the back-end software, the IT organization at Accenture can identify and resolve problems faster and more efficiently than in the past: the software tells them where their attention should be focused.

“Our legacy application was not self-aware. We didn’t find out about identity assignment problems until we performed reconciliations. Today, with SAP NetWeaver ID Management, we know when provisioning requests have been successful. User provisioning has become much more reliable and accurate,” affirms Pecorelli.

## LESSONS LEARNED FOR THE NEXT LEVEL OF ID MANAGEMENT

In terms of scale, Accenture ranks among the top partners of SAP, has in-depth experience, and commands comprehensive skills. Yet, without support from SAP, the project would have been challenging. “We did everything we set out to do. But maintaining a close relationship with SAP was key to meeting our complex requirements,” underscores Pecorelli.

Currently, Accenture is acquiring experience in the use of SAP solutions for governance, risk, and compliance. The software will help the company put policies and controls in place to address its regulatory compliance obligations and to identify and mitigate risks. At the same time, the software will gather vital information to support Accenture in its business.

The source of Accenture’s efficiency is its reliance on SAP NetWeaver ID Management, which was designed specifically to support a [complex access matrix](#) based on individual, role, software, and context.



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