

GLOBAL IDENTITY MANAGEMENT

A CASE STUDY



CHALLENGE: IMPLEMENTATION OF A COMPREHENSIVE IDENTITY MANAGEMENT SOLUTION FOR A LARGE, GLOBAL BIOTECHNOLOGY COMPANY .

Solution: A comprehensive implementation that includes strategy development, business process analysis, process establishment, system selection and rollout.

The Client:

The client is one of the world's foremost public, product development companies with dozens of enterprise systems in use internationally, serving over ten thousand employees in close to hundred countries.

Business Need:

The company's employee base has more than tripled globally over the past six years. In addition, it had a number of legacy and new systems to handle a variety of enterprise and country-specific activities. Owing to its rapid growth, the current process for provisioning users - both employees and non-employees - into core systems, such as Active Directory and Exchange was made up of disjoint sub-processes and relies heavily on manual intervention and the transfer of paper-based documents. The process involves duplicate data entry of several user identity attributes at multiple points, resulting in erroneous and incomplete data in different systems. Further more, different processes are employed to fulfill users request for access to other applications, such as its enterprise document management system, portal, ERP and other systems. Dollars spent in redundant processes and lost productivity of the user while waiting for access were significant. The processing of terminations to revoke access involved manual effort, and often occurred in a batch mode at a frequency of several days, resulting in dormant accounts and increased exposure to abuse.

In addition, the company lacked a secure Role-Based Access Control infrastructure that ensured that users have access to resources if and only if required. Users constantly change roles resulting in volatility in access requirements thus compromising enforcement of access rights. The problem was that only the right users needed to get access to the right applications.

Solution:

Virtify successfully defined and implemented a global identity and access management system. Specific responsibilities and goals of the associated activities included:

- Select and design a global RBAC infrastructure. The RBAC must define on a high level the systems and applications that users get access to. It must not be the intent to divorce authorization privileges from their respective systems and embed those within the RBAC. All subsequent user requests for access into systems, either on a one-off basis or as a result of a change in users' job duties (example, promotions, transfers, etc.) must be affected through the new system, in order that the system can at any time provide accurate reports.
- Leverage RBAC mechanism to securely implement provisioning and de-provisioning of employees and non-employees into IT-controlled enterprise systems. The provisioning system must feature the appropriate workflows to ensure the user is granted access to systems in keeping with compliance requirements. The acts of account creation and revocation must be automated to the maximum extent possible.
- Define and implement standard processes to ensure users' requests for access to enterprise systems, irrespective of a user's location, are handled in a uniform and consistent manner. For example, a request from an employee based in UK, for access into the ERP system must be approved or rejected in the same manner as those from US-based employees.
- Define new access rights management processes to replace those that are currently in place during onboarding, termination, and role changes, while ensuring the business objectives are not negatively impacted.
- Define approach to extend provisioning/de-provisioning to non-enterprise systems as well as local systems.

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Specifically, Virtify used its proven requirements definition and analysis methodology to enable the client to develop the requirements for the system that optimally addresses its needs. Specific activities include:

- Requirements and strategy development
- Development of URS and other validation artifacts (IQ/OQ, VMP etc)
- Vendor RFP Development
- Evaluation/Selection of vendor
- Development/modification of all processes including processes for a number of countries globally.
- Implementation of the system including integration with enterprise-wide systems
- Deployment/rollout/validation and training.

Benefits:

The system facilitates central, automated, global provisioning and de-provisioning activities, along with integrated role-based access control. The following are the key benefits of the system;

- Improved IT Risk Management through Automation of User De-provisioning and Provisioning.
- Improved Regulatory Compliance through establishment of a Secure Access Control Infrastructure.
- Enhanced planning and tracking of global provisioning/de-provisioning activities.
- Improved collaboration and productivity within the IT Help Desk, Information Security and other IT groups.
- Centralized access to information on global access control to employees and non-employees.
- Seamless integration of enterprise systems.
- Centralized event management.
- Powerful keyword and advanced search and reporting capabilities.
- 21 CFR Part 11 Compliance.
- Roles-based access control and security for both data and system functionality.

About Virtify

Virtify is a global company, with headquarters in Cambridge, MA and other international locations in India, Philippines and Bulgaria. We use cutting edge web-based technologies and global delivery capabilities to develop and implement innovative software products and solutions for the Life Sciences industry.

One of our strengths is our deep domain knowledge and demonstrated leadership in emerging global standards. Virtify is one of the first companies to introduce a pure web-based Structured Product Labeling (SPL) solution for managing the entire life cycle of labels. Virtify was the first to submit a SPL demo to the Food and Drug Administration (FDA) and the first company to submit a Regulated Product Submission (RPS) drug device and combination drug submission to the FDA. The first RPS Viewer was also introduced by Virtify we were the first to submit an Electronic Common Technical Documents (eCTD) drug and device submission to the FDA. In addition, we have recently been the first to submit messages in emerging standards such as eStability and ICSR. Such leadership on standards has enabled us to work closely with clients in effectively planning for emerging standards while addressing current mandates and standards for clinical and regulatory submissions.

Virtify's clients include several pharmaceutical, biotechnology, medical device and animal health companies, and its projects have spanned the R&D lifecycle, from discovery through commercialization. For information about our offerings, please contact us at:

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