

Title: Leveraging Oracle Identity Manager (OIM) to Improve Costs and Control

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Leveraging Oracle Identity Manager (OIM) to Improve Costs and Control

Agilent implemented OIM to automate user access management (provisioning, access reviews, deprovisioning) for Oracle EBS. The project took less than 6 months to define requirements, prototype, and deploy. *John Hill, Agilent Program Manager*

EXECUTIVE OVERVIEW

Agilent Technologies wanted a centralized, reliable, and automated approach to handle user access. The IT organization manages more than 200 applications, 24 of which contained highly sensitive data around financials and intellectual property, with a mix of manual, home grown, and COTS (Commercial off-the-shelf) user provisioning systems. This environment creates multiple processes across the business units and applications, making it complex, and expensive to manage and maintain. Access reviews are time consuming and difficult to approve due to multiple sources of data and inconsistent processes. Agilent purchased Oracle Identity Manager (OIM) and leveraged Oracle Consulting Services (OCS) to provide a centralized, enterprise-grade solution to handle user provisioning, de-provisioning, and access reviews to reduce IT costs and protect their critical business applications.

AGILENT INTRODUCTION

Agilent Technologies is the premier measurement company for communications, electronics, life sciences, and chemical analysis. Engineers, scientists, manufacturers, businesses, researchers, and government agencies rely on Agilent tools and solutions. Agilent helps:

- Test more than half of the world's 1.13 billion cell phones
- Equip more than 200 communications service providers
- Advance next-generation integrated voice, video and data
- Analyze the causes and cures for disease
- Enable the military to be more flexible, mobile and reliable
- Make the world more safe and secure from crime and drugs
- Aid the discovery and quality of medicines
- Keep our air, water, soil and food clean and safe

The company with 19,000 employees and facilities located in 30 countries, spun off from HP in 1999, and operates in two primary businesses – electronic and bio-analytical measurement. Agilent had net revenue of \$5.8 billion in fiscal year 2008 and serves customers in more than 110 countries. The measurement

company holds many product and market leadership positions, including being the first worldwide in overall test and measurement products, as well as in gas chromatography, liquid chromatography and mass spectrometry.

AGILENT IDENTITY MANAGEMENT REQUIREMENTS

Agilent wanted to implement a provisioning solution to automate user access for their critical applications. The first phase focused on user administration for Oracle E-Business Suite, the second phase will bring Siebel into the fold, and future phases will focus on additional enterprise applications and infrastructure components.

The primary drivers for a centralized Identity Management solution were around cost and control. Cost was a concern, since Agilent had several provisioning systems that required many manual steps. These manual steps were costly and difficult to support and audit. In addition there were costs for creating, retaining, and producing audit and test evidence.

Control, was the other major driver for implementation of Oracle Identity Manager. Agilent was confronted with de-provisioning issues including excess access, manual errors and delays, and incomplete or inconsistent information, which had to be reconciled for access reviews.

Agilent implemented, with the help of OCS, the following OIM features to improve costs and control.

- Provisioning workflow for account requests and modifications
- Account and password set up
- Self Service password reset
- User access reviews
- Transfer and termination detection
- Account de-provisioning
- Illicit provisioning detection
- Approval logging information for auditing requirements

Oracle Consulting Services was selected as Agilent's implementation partner based on their in-depth knowledge of Oracle's Identity and Access Management portfolio and easy access to product development.

ORACLE CONSULTING SERVICES METHODOLOGY

Oracle Consulting offers applications, technology, partner, and upgrade services. There are 11,000 Oracle Consulting experts working with more than 20 million end users every day.

OUM Overview

- **Business:** Focus on the business and assure stakeholder acceptance and delivery of the development's efforts.
- **Architecture:** Define architecture before resources are committed for development and implementation.
- **Adaptability:** Encourages adaptability for scalable delivery across small and large projects possessing disparate resources and skill levels.
- **Implementation:** Provides rapid implementation techniques to ensure business solutions in short timeframes
- **Standards:** Leverage the Unified Modeling Language and the Unified Software Development Process.

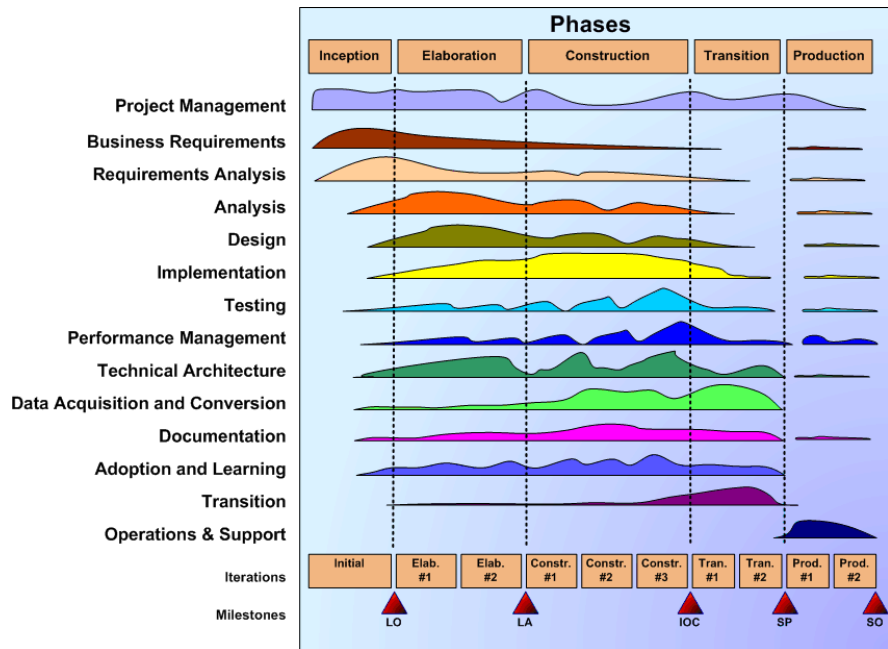
OUM Benefits

- **Improved Business – IT Alignment:** Improving enterprise business modeling efforts increases the chances that systems will be built to support business goals.
- **Reduced Project Risk:** Implementing an iterative, cross-functional method mitigates development over schedule and over-budget risks.
- **Reduce Costs:** Implementing a strategic, repeatable approach significantly reduces the cost of developing software.
- **Higher Quality Development:** Leveraging mature, iterative lifecycle management processes significantly reduces defects, misalignment with requirements, and other causes for project re-work.
- **Improved Planning:** Insight into overall business needs and vision; improved strategic tools for repeating project success allows IT management to more accurately forecast resource and budget needs.
- **Greater Adaptability:** Improvements to business and IT planning enable an enterprise to react more effectively to changes in the marketplace.

For projects such as Agilent, Oracle Consulting employed the Oracle Unified Method (OUM), which helps to develop and implement technology-based business solutions with precise development and rapid deployment. OUM can be tailored to support a specific project situation. With ready-made templates, guidelines, and scalable work breakdown structure, OUM provides the programmatic tools needed to manage the risks associated with information technology-based projects. OUM supports the complete range of technology projects including deep support for Identity Management (IdM), and Governance, Risk and Compliance (GRC).

OUM Project Phases

Workflows within an OUM project are categorized into five phases: Inception, Elaboration, Construction, Transition, and Production. These phases are described below:



Technology Full Lifecycle View

PHASE 1: INCEPTION

Agilent wanted a single system – Oracle Identity Manager (OIM) - to replace their existing user provisioning systems, which included in-house solutions and COTS systems with heavy customizations based on Sun Identity Manager (formerly Waveset). OIM now provides a common interface and technology platform to streamline business processes to grant and revoke user access to key applications.

OIM will help Agilent with the following Identity Management challenges.

- Routing user requests and approvals
- Automating provisioning of accounts after approvals
- Assigning privileges to users
- Detecting transfers
- Automated de-provisioning on termination
- Periodically reviewing access
- Detecting unapproved user access
- Handling account de-provisioning
- Simplified sign-on with AD authentication

The long-term objective of Identity and Access Management initiative at Agilent is to provide a common interface and technology platform for all users (Internal Employees, Non-Agilent Workers, External Users, and Business Partners). Agilent's business growth has significantly increased the complexity of managing identities and granting secure access across multiple platforms, utilizing multiple software applications across an expanding global footprint.

PHASE II: ELABORATION

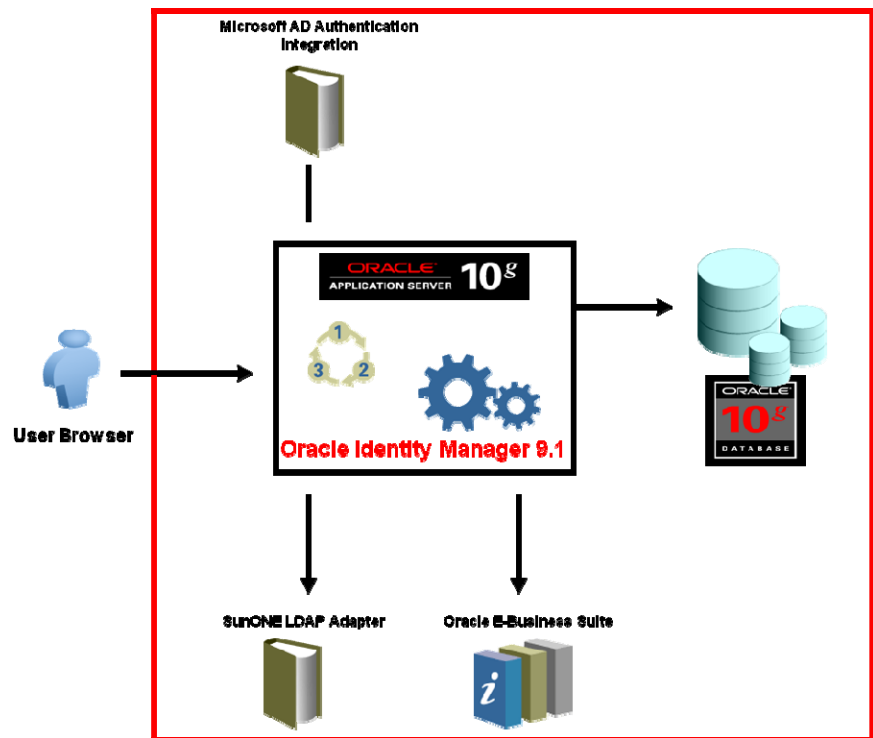
Oracle Consulting Services assisted Agilent with architecture planning sessions to articulate a long-term strategic vision with their IAM initiatives. Through collaborative sessions, OCS helped define a strategic IAM roadmap for deployment of selected technologies within their enterprise applications and key infrastructure systems.

Agilent defined 20 use cases including events and outcomes. Once a prototype was created, they presented it to the business users for feedback. Business and IT groups revised the prototype multiple times before completing the final design. The design ensured out-of-the-box functionality with a minimal set of changes to avoid heavy customizations to the overall solution.

PHASE III: CONSTRUCTION

As part of deployment, OCS executed on Phase I of the project to deploy the identity management solution to manage their Oracle EBS application. OCS presented the client with high caliber and seasoned consultants to plan an end-to-end enterprise security solution. To meet the tight timelines and costs, OCS leveraged their Global Services Delivery (GSD) team and partner network to provide quality work products.

OCS worked in conjunction with Agilent teams to develop a testing strategy by leveraging the OUM methodology. The appropriate teams and tools were selected to ensure independent testing of functional and technical requirements, as originally documented. This process also included performance testing and tuning the solution to handle day 1 loads. OCS performed detailed analysis, defined requirements, designed, tested, and deployed the OIM in less than six months.



Agilent will continue to have multiple phases for their Identity Management roll out. The first phase was a global deployment, which included provisioning for 15,000 employees and extended workforce, mostly in North America and Asia for Oracle E-Business Suite. Future phases will include other strategic applications, such as Siebel, with the goal of replacing all COTS and legacy provisioning systems.

PHASE IV: TRANSITION

OCS on-shore and offshore teams assisted with transitioning the solution from development into other environments. OCS in conjunction with the Agilent business teams successfully executed on the necessary data quality and the conversion tasks. Other key activities included, creating documentation and educational collateral for the business and technical user community.

PHASE V: PRODUCTION

Production release was controlled through a careful rollout of solution against global sites. Agilent created three OIM instances: Testing, Development, and Production. Each instance had a node for the Database and a node for the application server. After thorough testing and validation, the solution was rolled out officially over one weekend and was immediately accessible to all global locations. The first users to come online were in Asia, followed by Europe and North America within 24 hours. The core team was available to address any critical questions and handled the transition to in-house support and

infrastructure teams. Appropriate individuals were identified to monitor the system performance in production and solve any unforeseen problems. Finally, the team put in place a plan for continuing management and support of the system – and an enhancement plan for long-term success.

BENEFITS

OIM reduced the complexities and time to provide users with the appropriate privileges to the EBS applications. OIM benefits included:

- Automated workflow across the resources/targets, which reduced the time to get new users on-board
- Automatic detection and deletion of accounts upon termination to prohibit the misuse of sensitive data
- Detection of employee transfers triggers actionable attestation to prevent excessive access
- Single platform to handle provisioning, de-provisioning, and access reviews
- Improved response time to provisioning requests from 24 hours to real time.
- Elimination of approximately 2000 manual provisioning events per month.

CONCLUSION

Agilent successfully reduced provisioning costs and risk to their organization by implementing a single Identity Management solution. OCS deployed the out-of-the-box solution with minimal code customization in less than six months to ensure immediate ROI to the business. The first phase included provisioning for 15,000 employees and contract workers in Asia, Europe and North America. The second phase will include Siebel. Oracle Identity Manager will continue to be their provisioning solution, which will ensure a common platform for user access.



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