SailPoint

BCHIMPS Breakfast Learning Series: Identity & Access Governance

Brent McCormick, Sr. Sales Engineer

Agenda

- Who is SailPoint?
- What is Identity Governance?
- Zero Trust Architecture Overview
- Healthcare Customer Case Studies
- Summary and Wrap up

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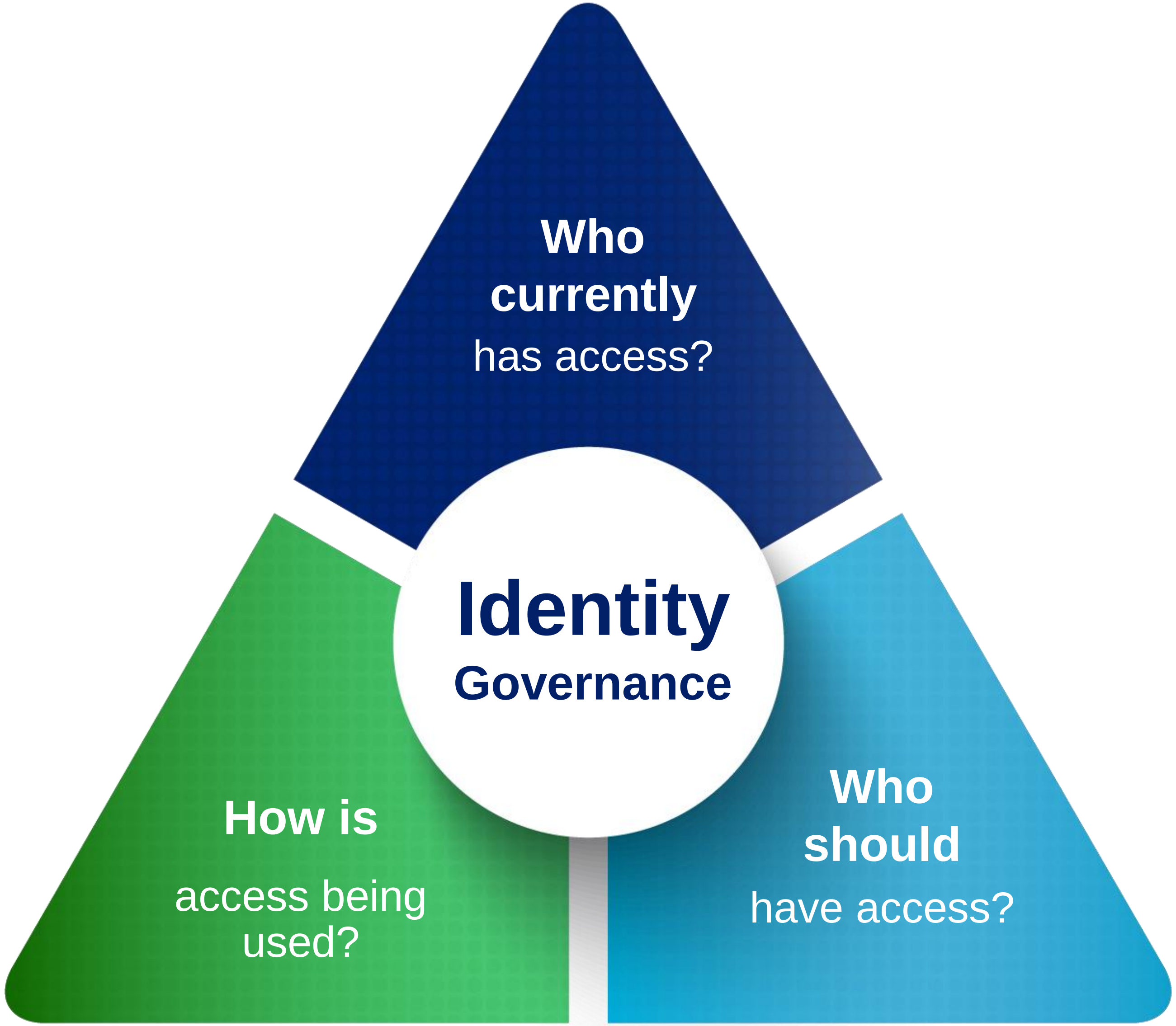
SailPoint enables organizations to answer **three critical questions**



Identity Governance

Who currently has access?

Who should have access?

How is access being used?

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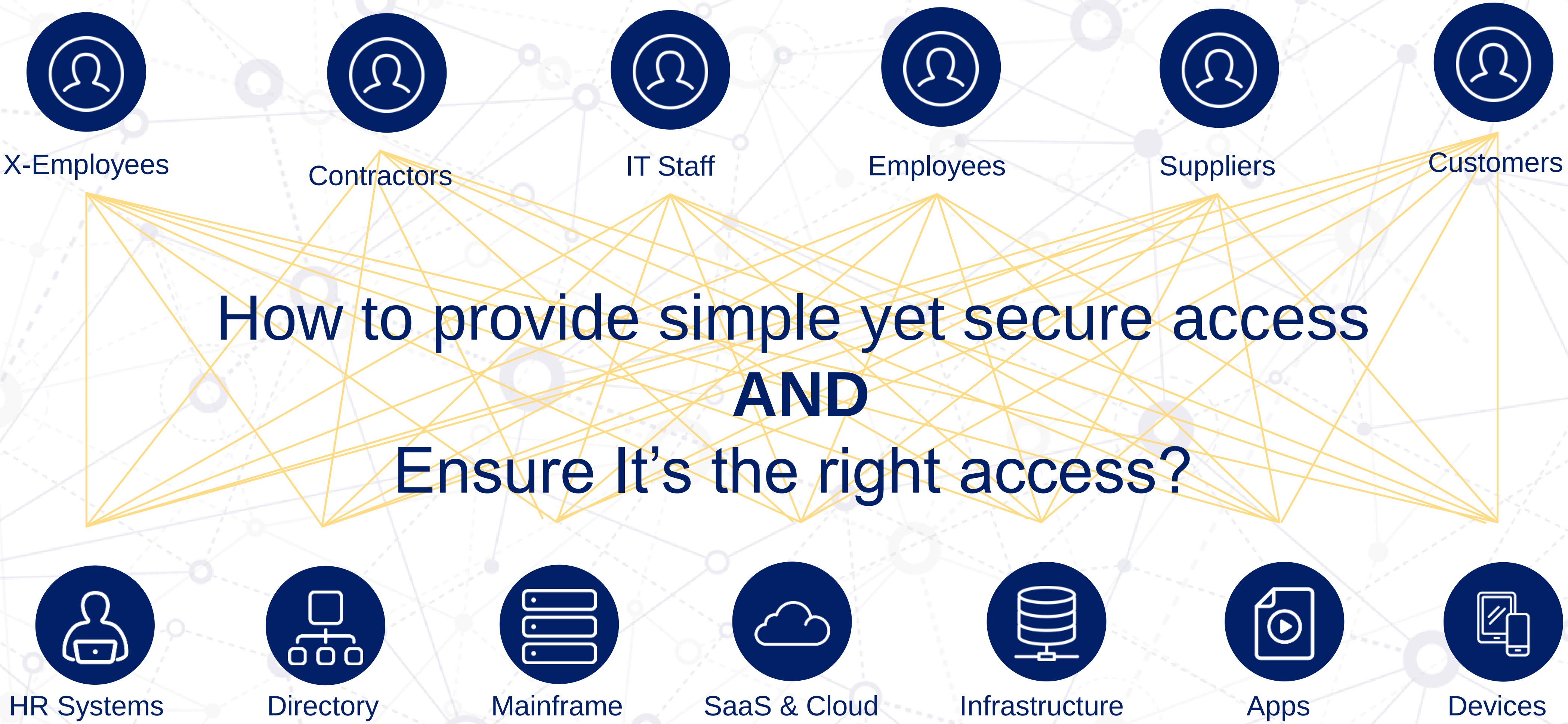
How to provide simple yet secure access
AND
Ensure It’s the right access?



X-Employees

Contractors

IT Staff

Employees

Suppliers

Customers

HR Systems

Directory

Mainframe

SaaS & Cloud

Infrastructure

Apps

Devices

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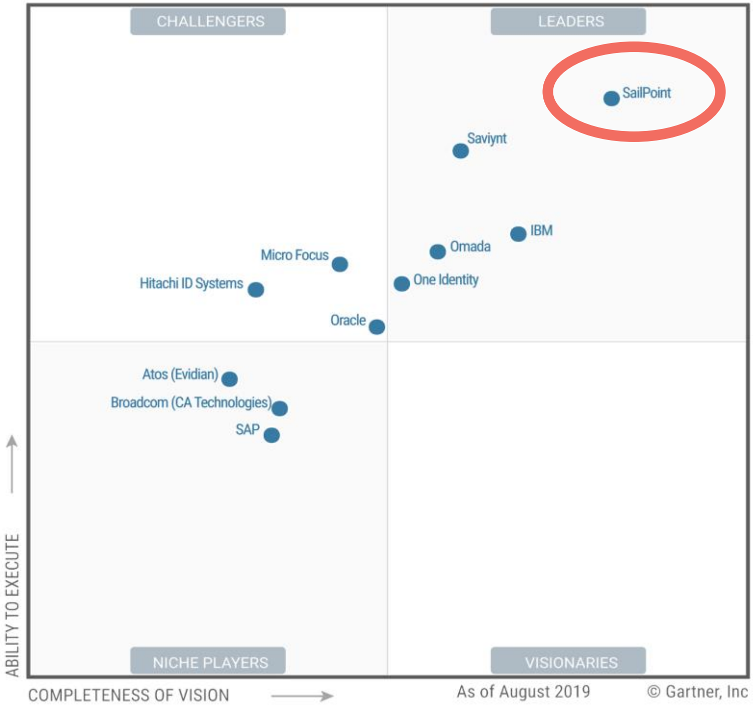
SailPoint is the Leader in Identity Governance

Figure 1. Magic Quadrant for Identity Governance and Administration



Source: Gartner (October 2019)

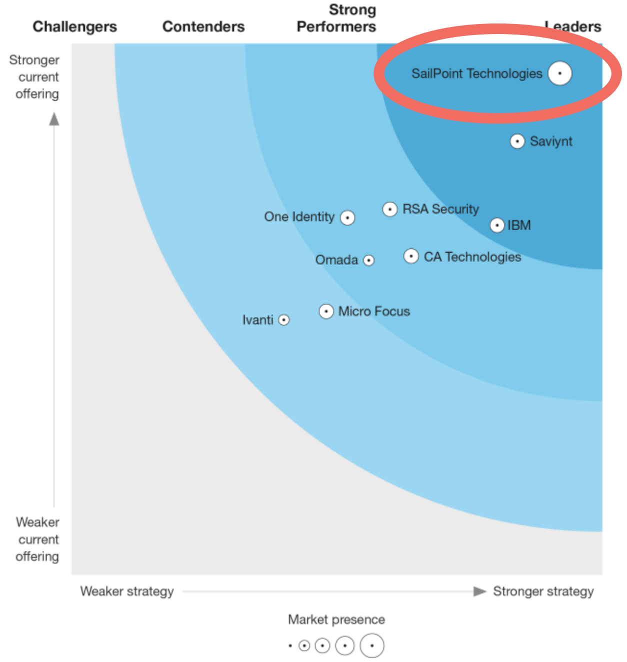
Gartner Magic Quadrant for IGA, 2019

FORRESTER® RESEARCH

THE FORRESTER WAVE™

Identity Management And Governance

Q3 2018



142635 Source: Forrester Research, Inc. Unauthorized reproduction, citation, or distribution prohibited.

Forrester Wave for IMG, 2018

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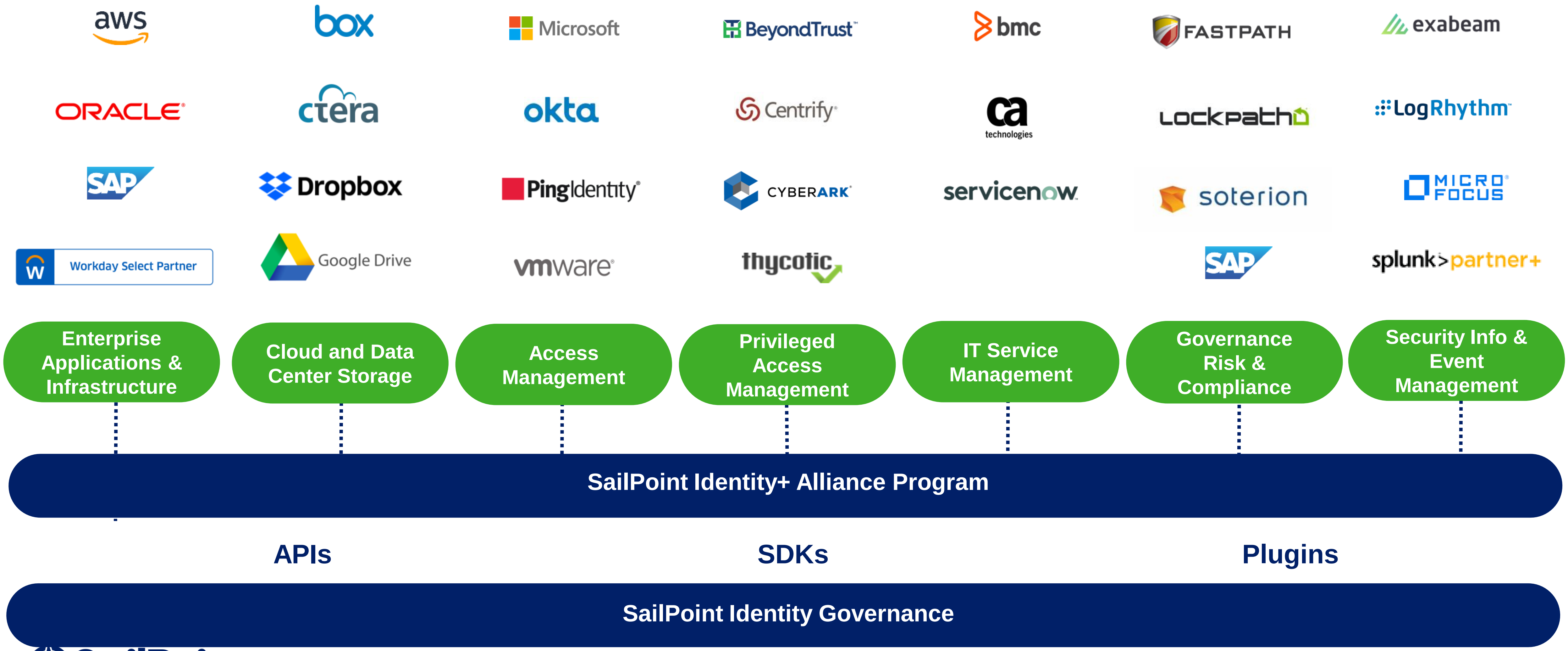
We are Foundational to a Cyber Security Program!



Enterprise Applications & Infrastructure

Cloud and Data Center Storage

Access Management

Privileged Access Management

IT Service Management

Governance Risk & Compliance

Security Info & Event Management

SailPoint Identity+ Alliance Program

APIs

SDKs

Plugins

SailPoint Identity Governance

SailPoint

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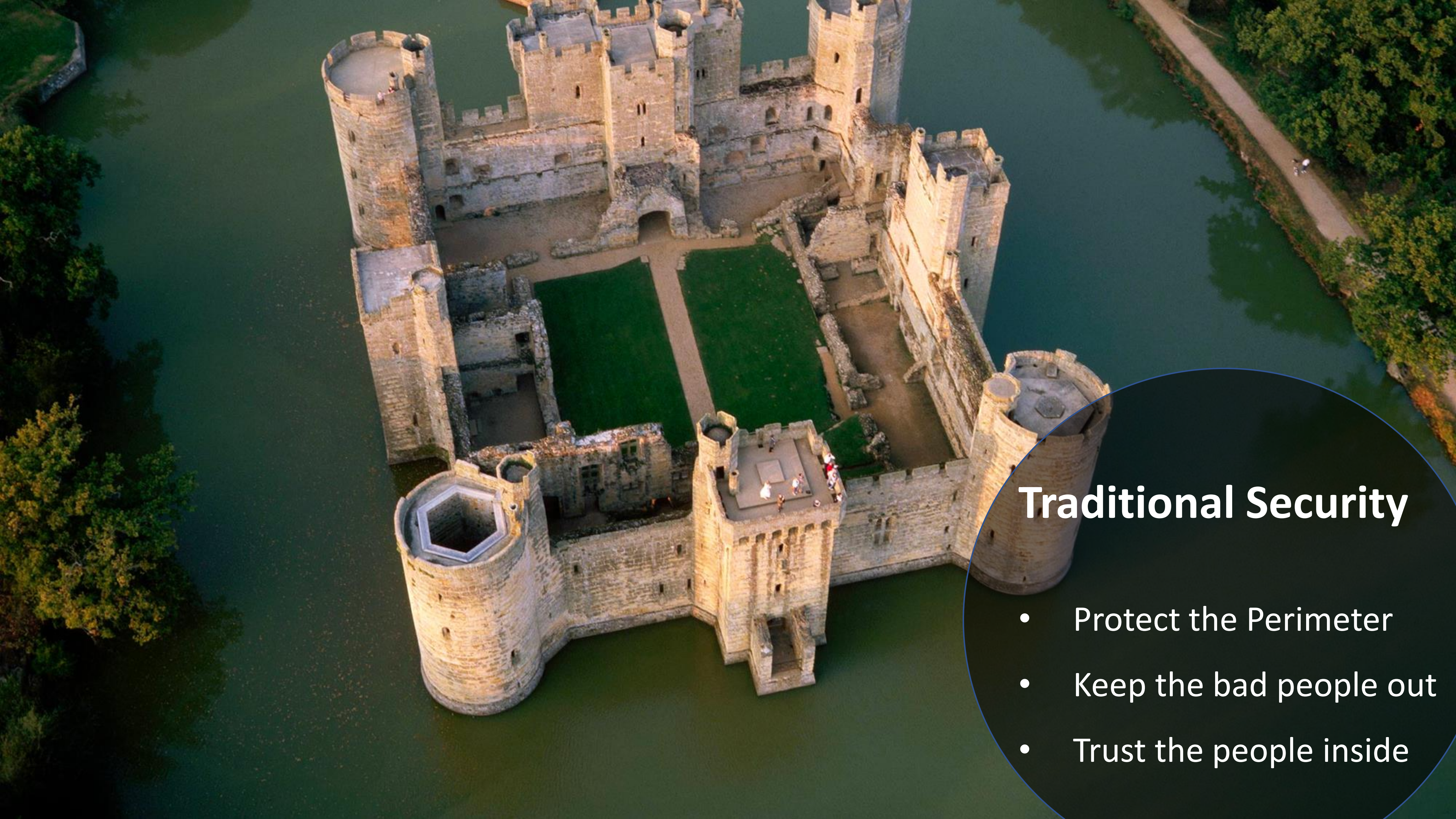
Identity
the Foundation of your Zero Trust Architecture



Traditional Security

- Protect the Perimeter
- Keep the bad people out
- Trust the people inside

Drastic Rise in Cyber Security Issues

73% of black hat hackers said traditional firewall and antivirus security is irrelevant or obsolete.

Cybercrime is more profitable than the global illegal drug trade – **$600 BILLION.** vs **$400 BILLION**

209,000 payment card numbers and expiration dates were stolen from Equifax.

65% of companies have over 1,000 stale user accounts.

Marriot International – 500 million users' data stolen.

32% of black hat hackers admit privileged accounts are their number one way to hack systems.

Russian hackers can infiltrate a computer network in **18 minutes**.

100 Million Capital One Customers information compromised.

Data Breaches Have Become the New Normal

3 in 5

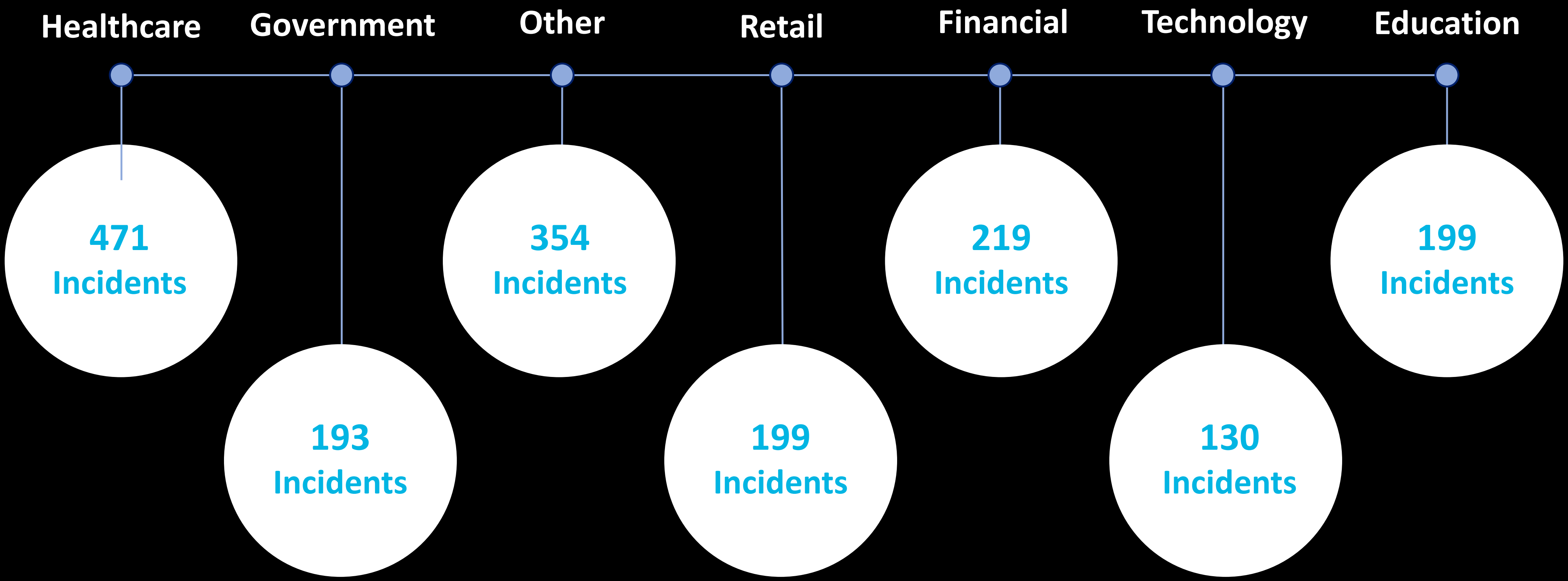
expect to be breached

$4.1M

avg. loss due to a security breach

Any Industry Can be Impacted

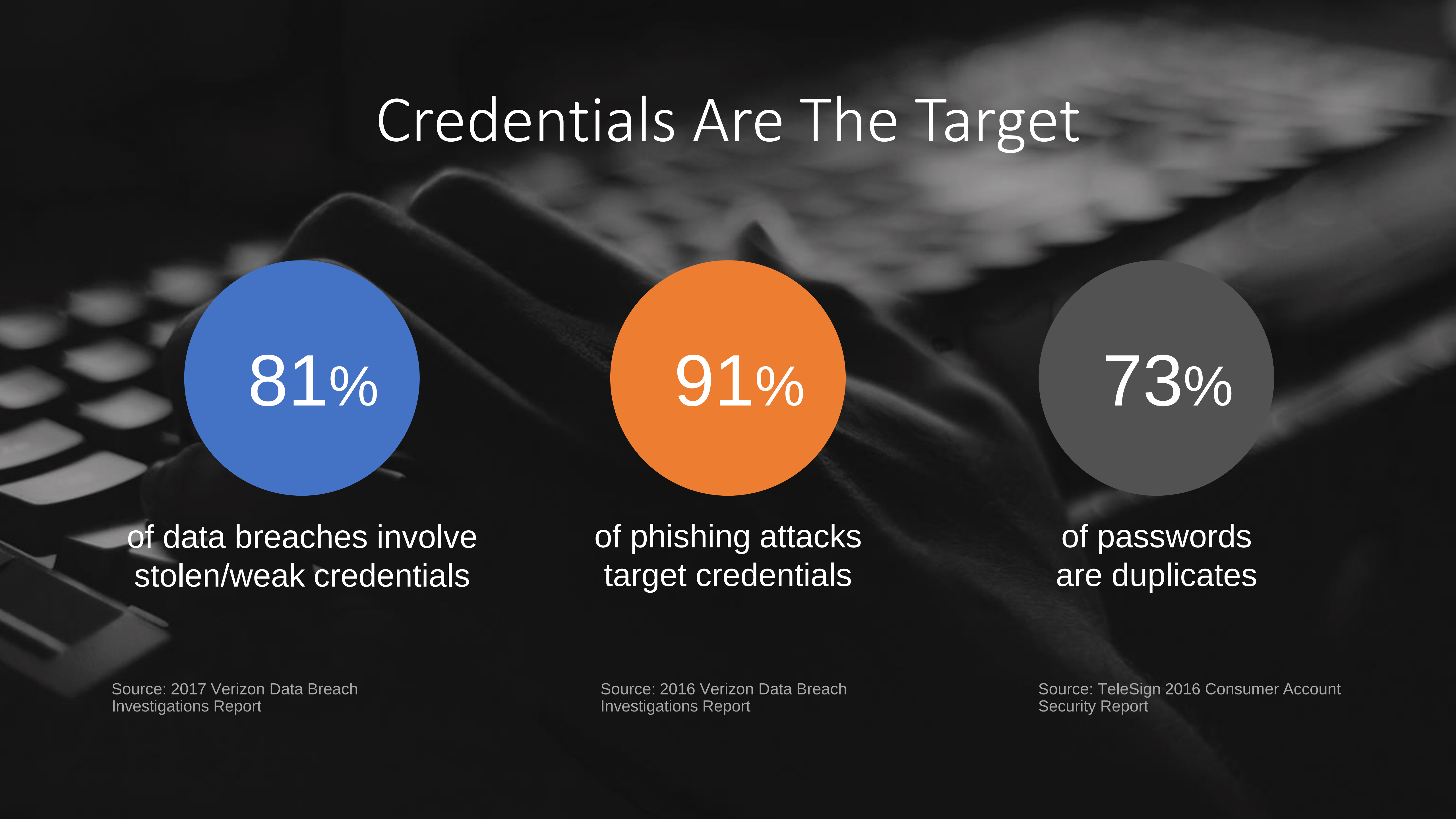
Data Breaches by Industry — 2.6 billion data records lost or stolen



Healthcare	Government	Other	Retail	Financial	Technology	Education
471 Incidents	193 Incidents	354 Incidents	199 Incidents	219 Incidents	130 Incidents	199 Incidents

Breach Level Index: 2017 Annual Report

Credentials Are The Target



81%

of data breaches involve stolen/weak credentials

Source: 2017 Verizon Data Breach Investigations Report

91%

of phishing attacks target credentials

Source: 2016 Verizon Data Breach Investigations Report

73%

of passwords are duplicates

Source: TeleSign 2016 Consumer Account Security Report

64%

Of data breaches are a result of insider negligence

74 days

Average time to find and contain insider-related breach

Traditional security doesn’t solve the problem.

Source: Ponemon Research

DON’T PANIC

Zero Trust Architecture

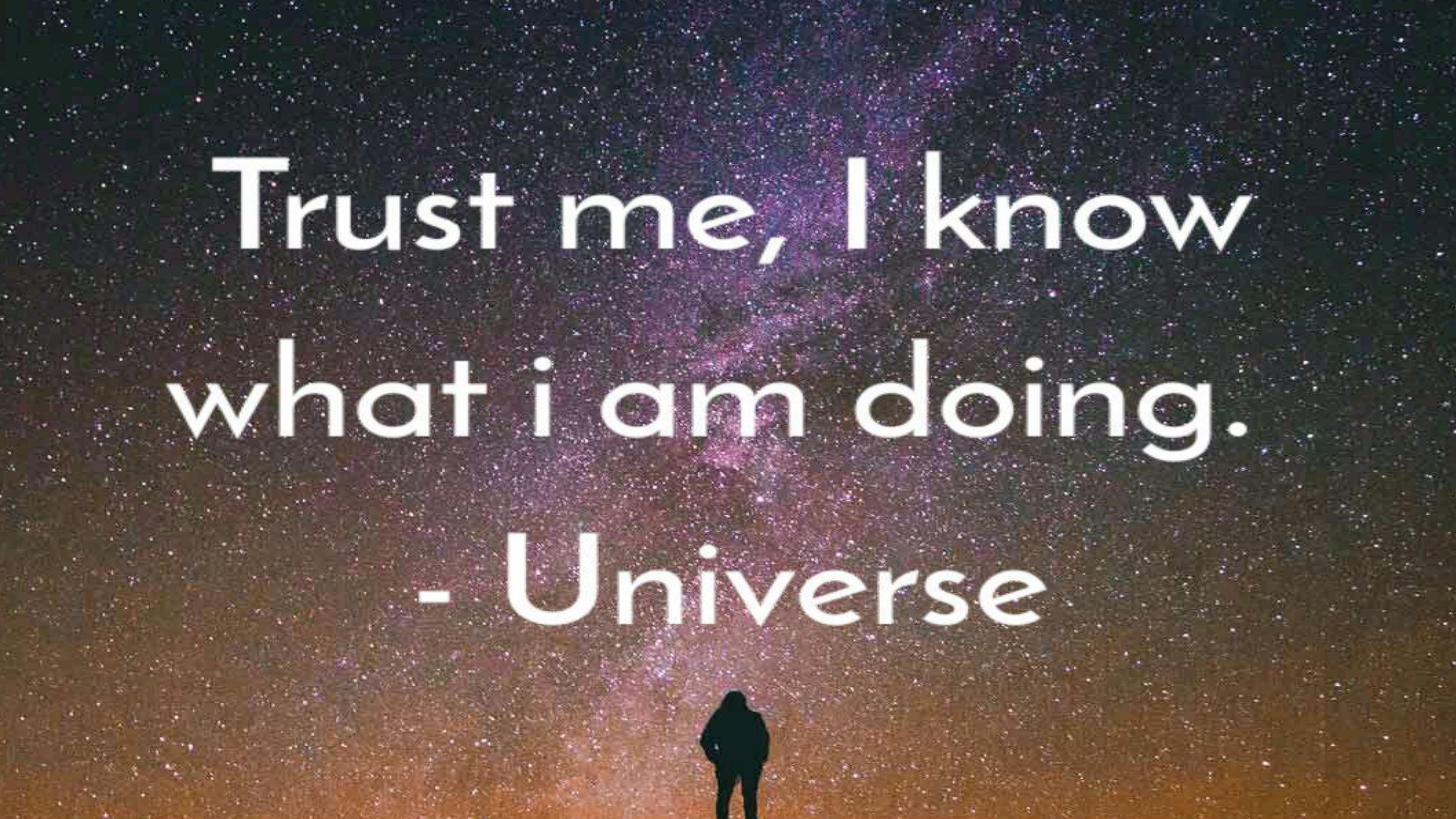
"

TRUST

BUT

VERIFY

"



Trust me, I know what i am doing.

- Universe

TRUST

Never Trust
ALWAYS Verify

Security
C21

Zero Trust Architecture

- People-Centric perimeters
- Verifying access through context
- Data is the central point
- Access must be verified at any time
- Designed to reduce the risk of insider threats

Identity is the Foundation

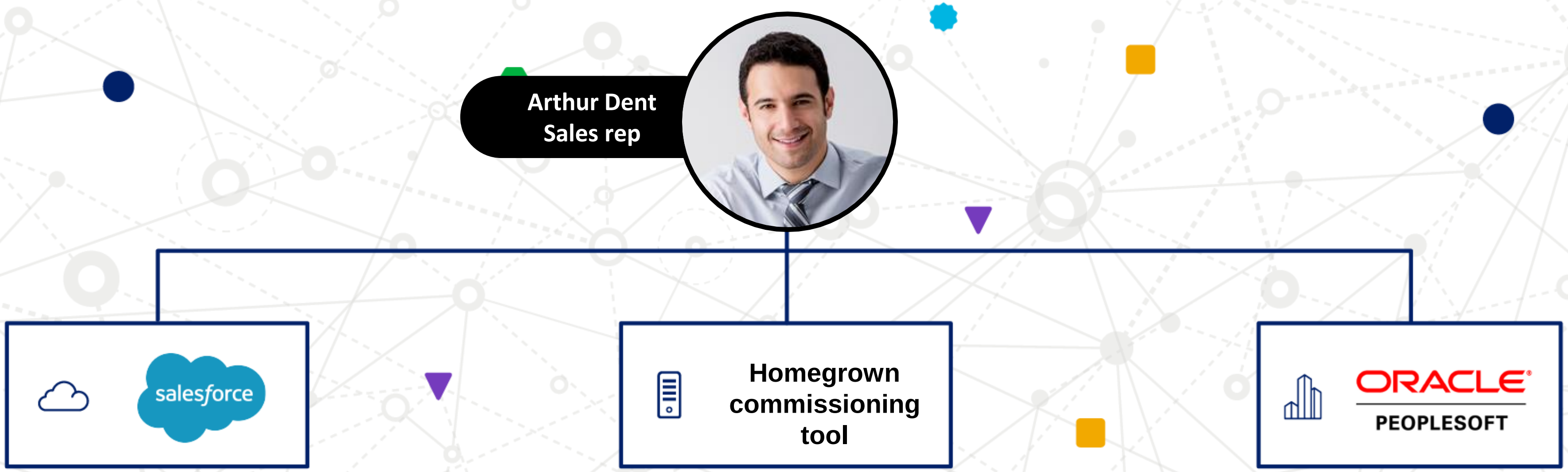
Zero Trust Architecture and Identity

- Digital identities, at different levels of privilege, underpin all digital transactions.
- Digital identities are used to log in to the network, access data and applications, and enforce organizational policies.
- Digital identities contain the values leveraged by Zero Trust processes

Zero Trust and Identity Governance

1. Identity Lifecycle
2. Access Requests
3. Access Certification
4. Policy and Role Management

Access management



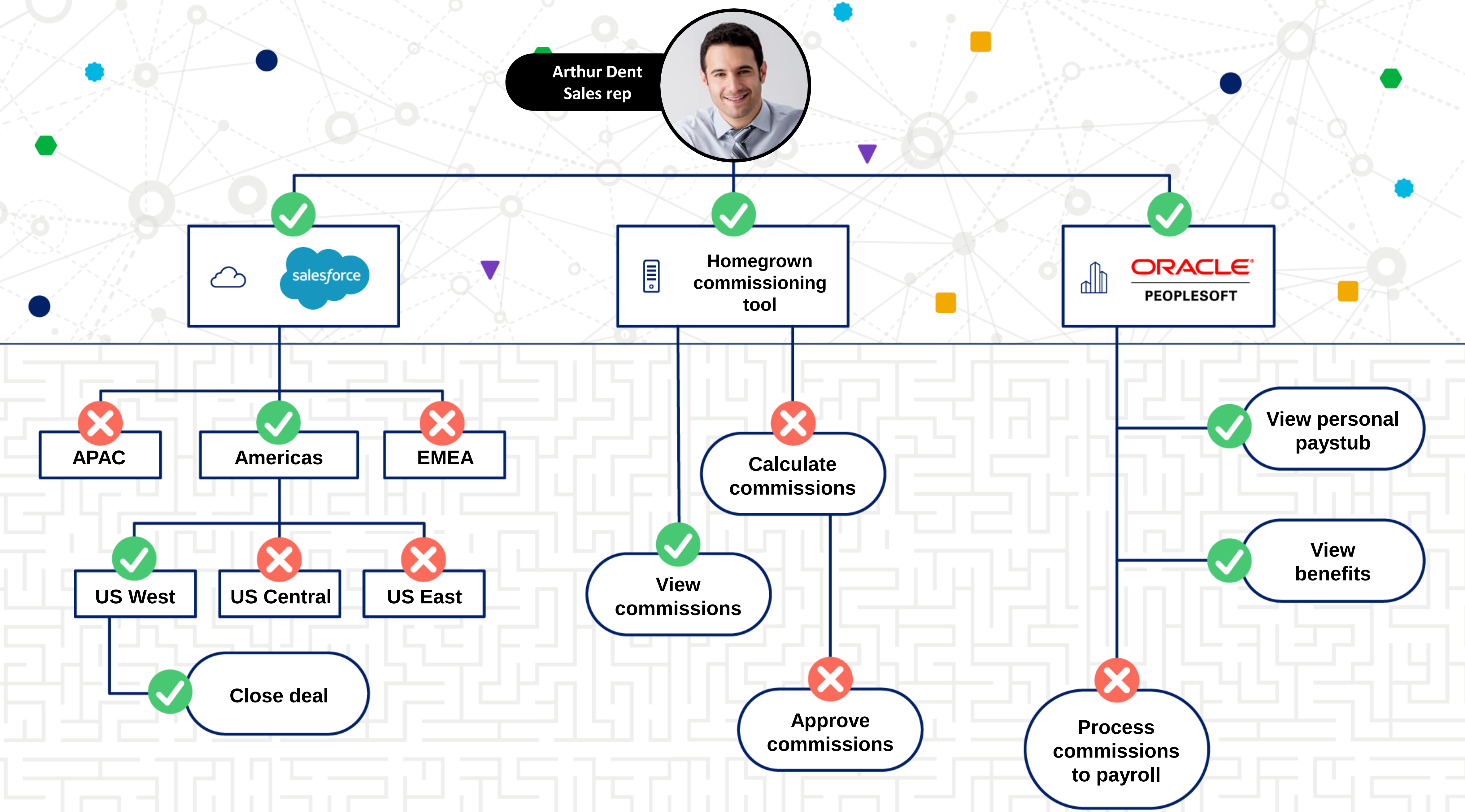
Arthur Dent
Sales rep

Homegrown commissioning tool

Identity governance

Access management

Identity governance



Arthur Dent
Sales rep

✓ salesforce

✓ Homegrown commissioning tool

✓ ORACLE PEOPLESOFT

✗ APAC

✓ Americas

✗ EMEA

✓ US West

✗ US Central

✗ US East

✓ Close deal

✓ View commissions

✗ Calculate commissions

✗ Approve commissions

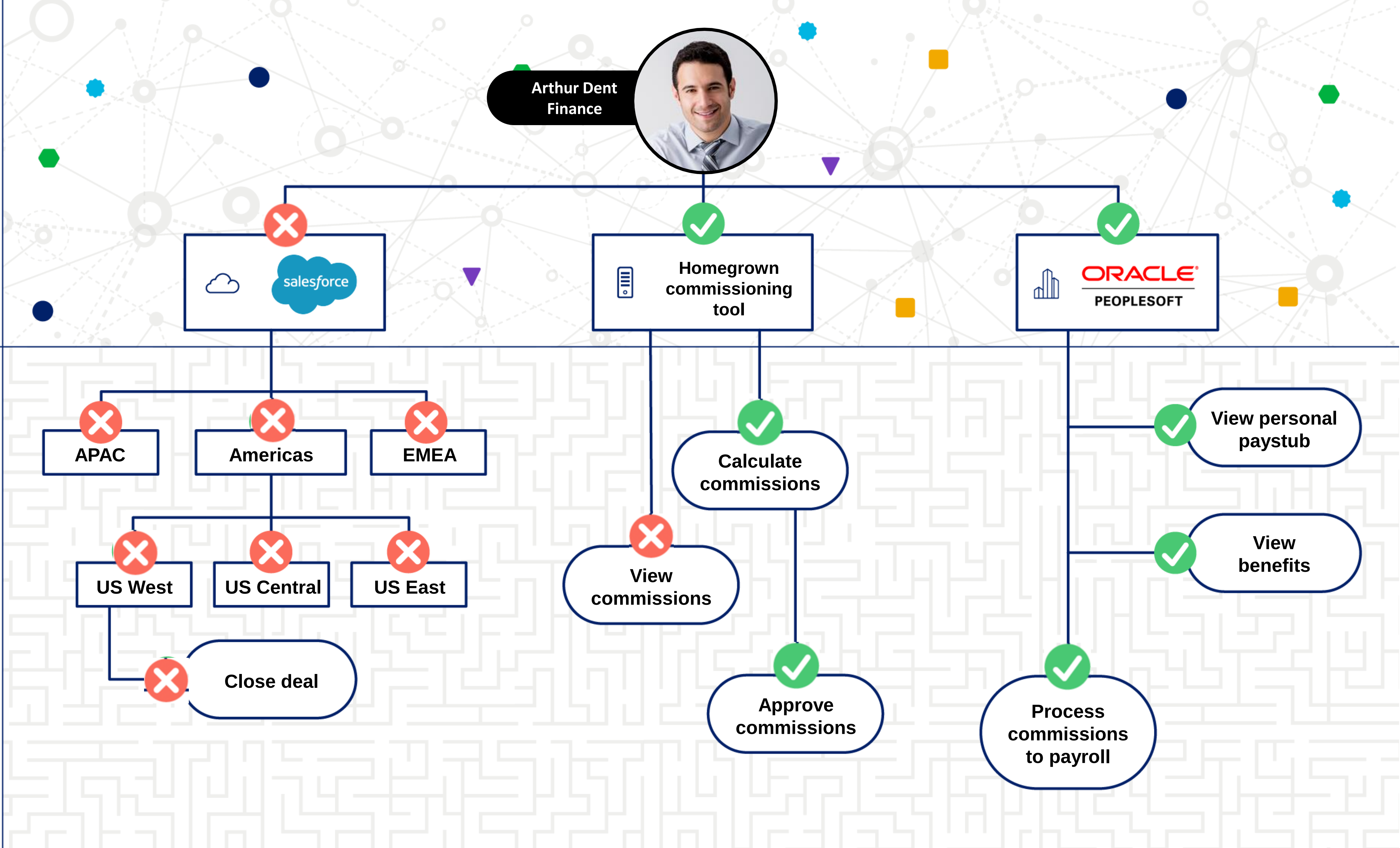
✓ View personal paystub

✓ View benefits

✗ Process commissions to payroll

Access management

Identity governance



Arthur Dent
Finance

✗ salesforce

✓ Homegrown commissioning tool

✓ ORACLE PEOPLESOFT

✗ APAC

✗ Americas

✗ EMEA

✗ US West

✗ US Central

✗ US East

✗ Close deal

✗ View commissions

✓ Calculate commissions

✓ Approve commissions

✓ View personal paystub

✓ View benefits

✓ Process commissions to payroll

Zero Trust Architecture & Access Management

The right people

have the right level of access

to the right resources

in the right context

that is assessed continuously

Least Friction Possible

Steps to Zero Trust Architecture

1. Establish strong identity governance
2. Establish authentication & access management
3. Ensure application security and data governance
4. Develop better network and cloud security

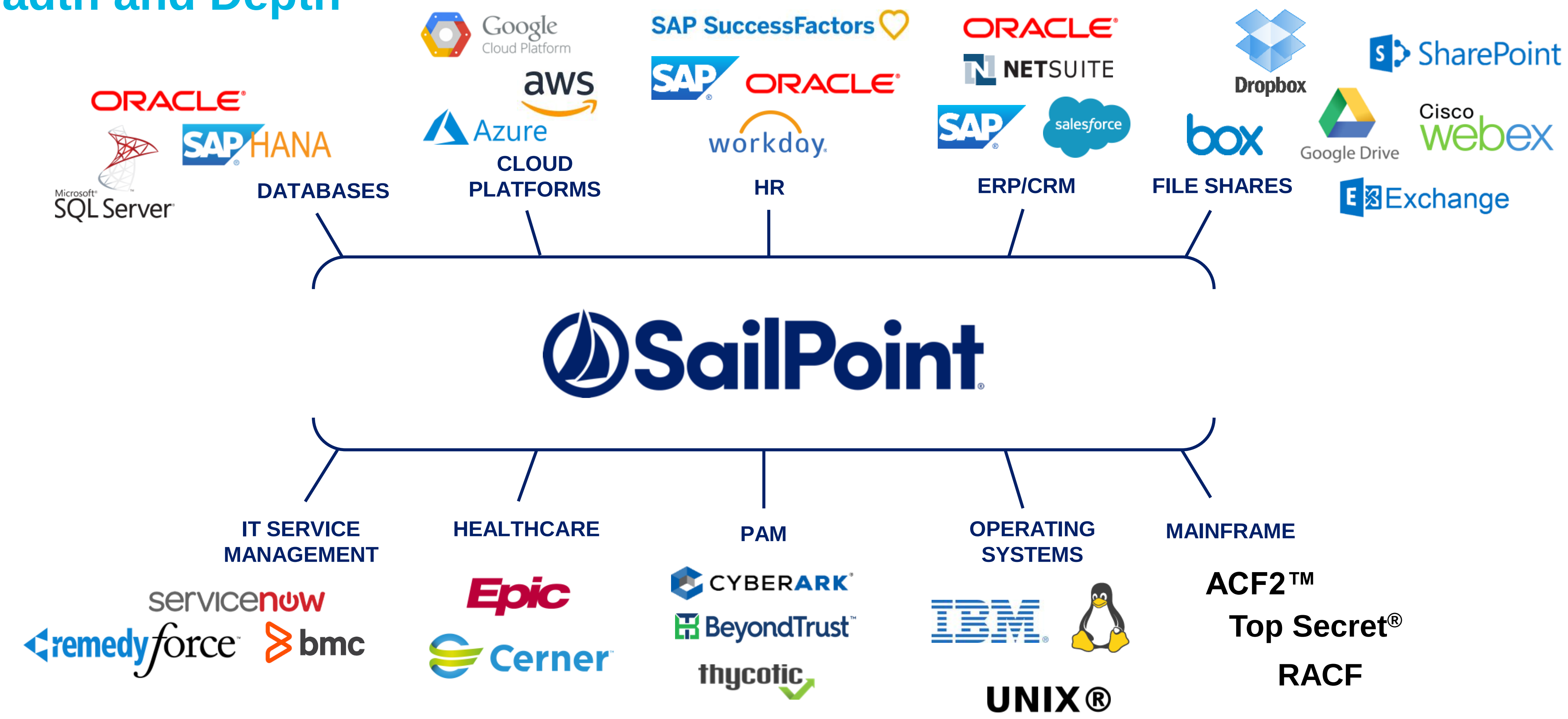
Zero Trust Architecture Best Practices

- Prioritize replacement of poorly authenticated legacy systems.
- Design based on how users and apps access sensitive information.
- Automate the management of accounts & entitlements
- Verify trust upon access to any network resources using MFA.
- Extend identity controls to recognize and validate all devices.
- Educate and coach end users to be part of the solution

STAY
PARANOID
AND
TRUST
NO ONE

Comprehensive Connectivity and Integration

Breadth and Depth



DATABASES

CLOUD PLATFORMS

HR

ERP/CRM

FILE SHARES

IT SERVICE MANAGEMENT

HEALTHCARE

PAM

OPERATING SYSTEMS

UNIX®

MAINFRAME

ACF2™

Top Secret®

RACF

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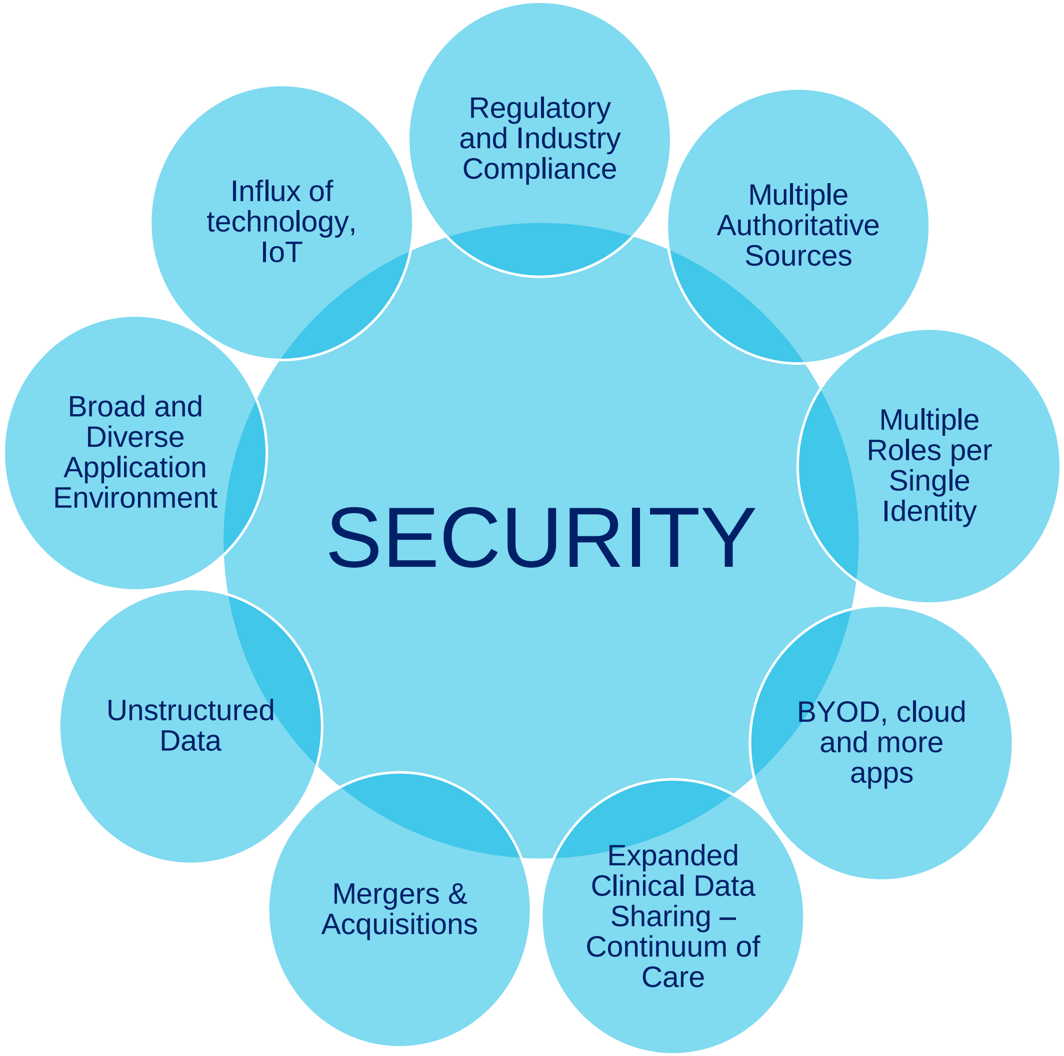
Market Drivers

SailPoint Alignment to Healthcare Use Cases


SECURITY
Regulatory and Industry Compliance
Multiple Authoritative Sources
Multiple Roles per Single Identity
BYOD, cloud and more apps
Expanded Clinical Data Sharing – Continuum of Care
Mergers & Acquisitions
Unstructured Data
Broad and Diverse Application Environment
Influx of technology, IoT

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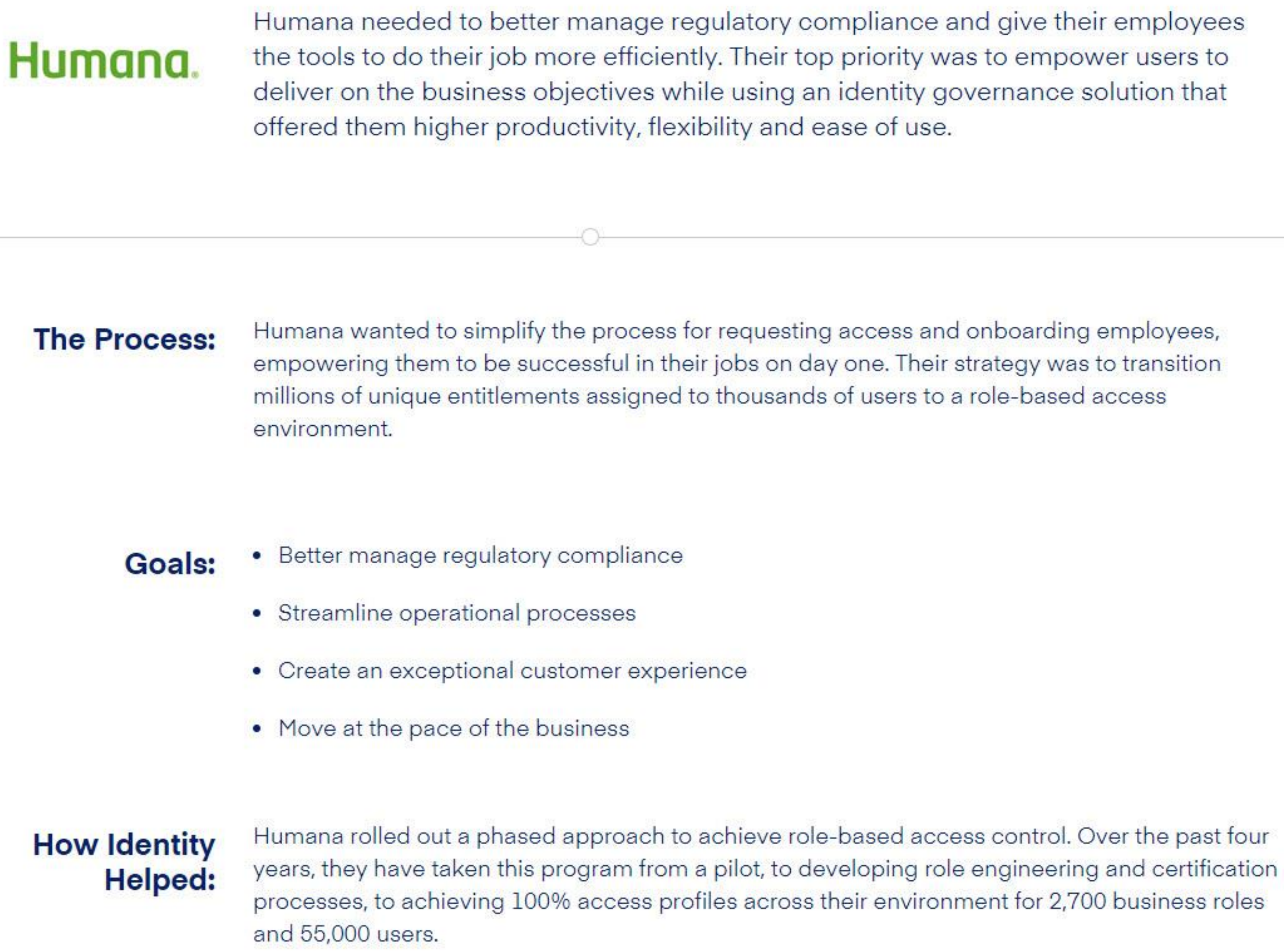
The Power of Role-based Access



Humana.

Humana needed to better manage regulatory compliance and give their employees the tools to do their job more efficiently. Their top priority was to empower users to deliver on the business objectives while using an identity governance solution that offered them higher productivity, flexibility and ease of use.

The Process:

Humana wanted to simplify the process for requesting access and onboarding employees, empowering them to be successful in their jobs on day one. Their strategy was to transition millions of unique entitlements assigned to thousands of users to a role-based access environment.

Goals:

- Better manage regulatory compliance
- Streamline operational processes
- Create an exceptional customer experience
- Move at the pace of the business

How Identity Helped:

Humana rolled out a phased approach to achieve role-based access control. Over the past four years, they have taken this program from a pilot, to developing role engineering and certification processes, to achieving 100% access profiles across their environment for 2,700 business roles and 55,000 users.

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The Power to Balance Security with Convenience

MOLINA HEALTHCARE

Molina Healthcare came to SailPoint with the need to achieve balance between security and convenience for their 20,000 employees. They needed to better manage user access across their organization without employees having too many initial hoops to jump through or leaving policies too lenient.

The Process: With dozens of applications and 20,000 employees, Molina needed to streamline their processes, all while ensuring they are compliant with the many healthcare regulations they face in their industry.

Goals:

- Speed up the claims process
- Secure highly sensitive patient data
- Eliminate manual processes through automation

How Identity Helped: Molina Healthcare was able to eliminate manual processes and create a user-friendly process for both the employee and the patient. With SailPoint, IT was able to operate successfully without sacrificing user experience. By reducing pain-points all around, from business to customer, the power of identity enabled Molina Healthcare to operate efficiently and securely in their business.

Integris Health: Protecting Patient Data with SailPoint IdentityIQ™

INTEGRIS

Integris Health is a growing healthcare organization with more than 15,000 employees across several facilities and clinics. In order to improve the organization's IT security posture, Integris realized they needed a better way to manage identity. Building an identity governance program with controls to both manage and secure employee access, while also securing sensitive patient data, was put at the top of the security priority list.

The Process: Previously, employees and contractors were accessing EPIC and other clinical applications without any type of access management policy in place. Integris needed visibility into each user and their access to sensitive patient information. They kicked off their identity program by addressing access certifications head-on.

Goals:

- Increase overall security by gaining visibility into who is accessing clinical applications and data
- Improve operational efficiency for IT staff and employees
- Meet healthcare regulatory compliance requirements

How Identity Helped: With the help of SailPoint IdentityIQ, Integris Health now manages access to all major applications for all employees, gaining the visibility and control needed to secure patient data, meet regulatory and audit requirements, and maximize operational efficiency.

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SailPoint Healthcare Logos

Academic Teaching

Yale New Haven Health
NewYork-Presbyterian
Catholic Health Services of Long Island
At the heart of health
Mount Sinai
BAPTIST HEALTH
UPSTATE MEDICAL UNIVERSITY
Knowing changes everything

Children's and Research

MAYO CLINIC HEALTH SYSTEM
Children's Healthcare of Atlanta
St. Jude Children's Research Hospital
Seattle Children's
HOSPITAL · RESEARCH · FOUNDATION

Health System

Community

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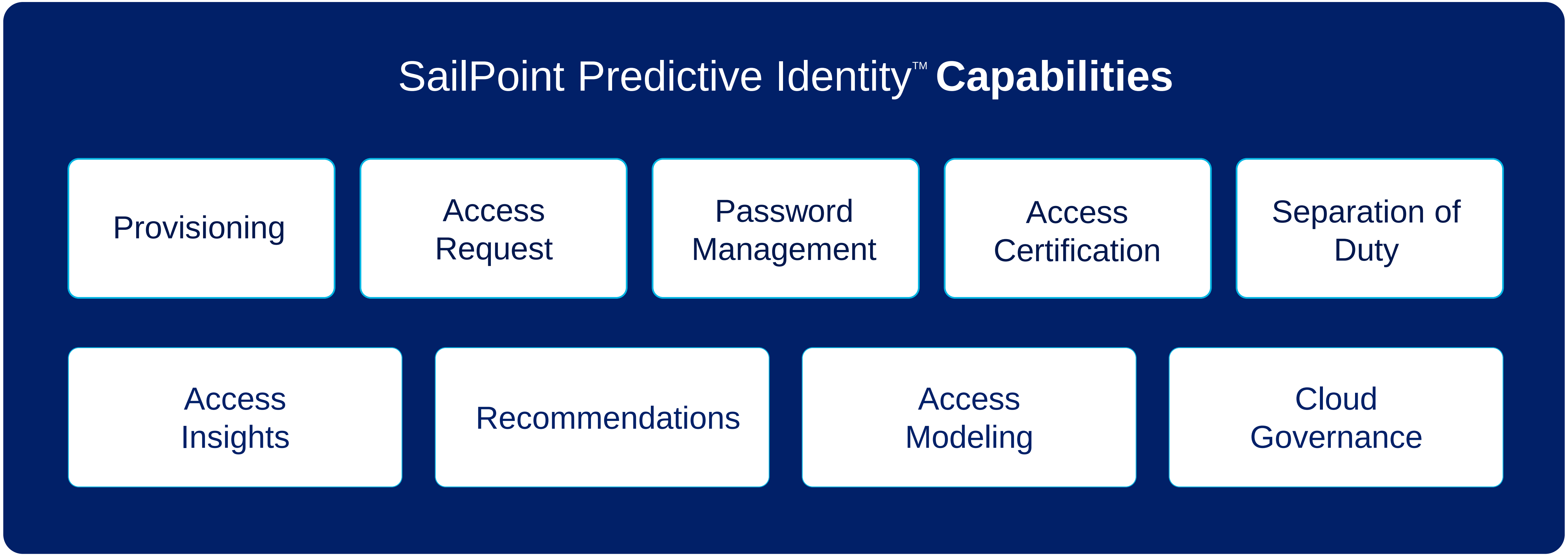
SailPoint Predictive Identity™ Platform



SailPoint Predictive Identity™ **Capabilities**

Provisioning

Access Request

Password Management

Access Certification

Separation of Duty

Access Insights

Recommendations

Access Modeling

Cloud Governance

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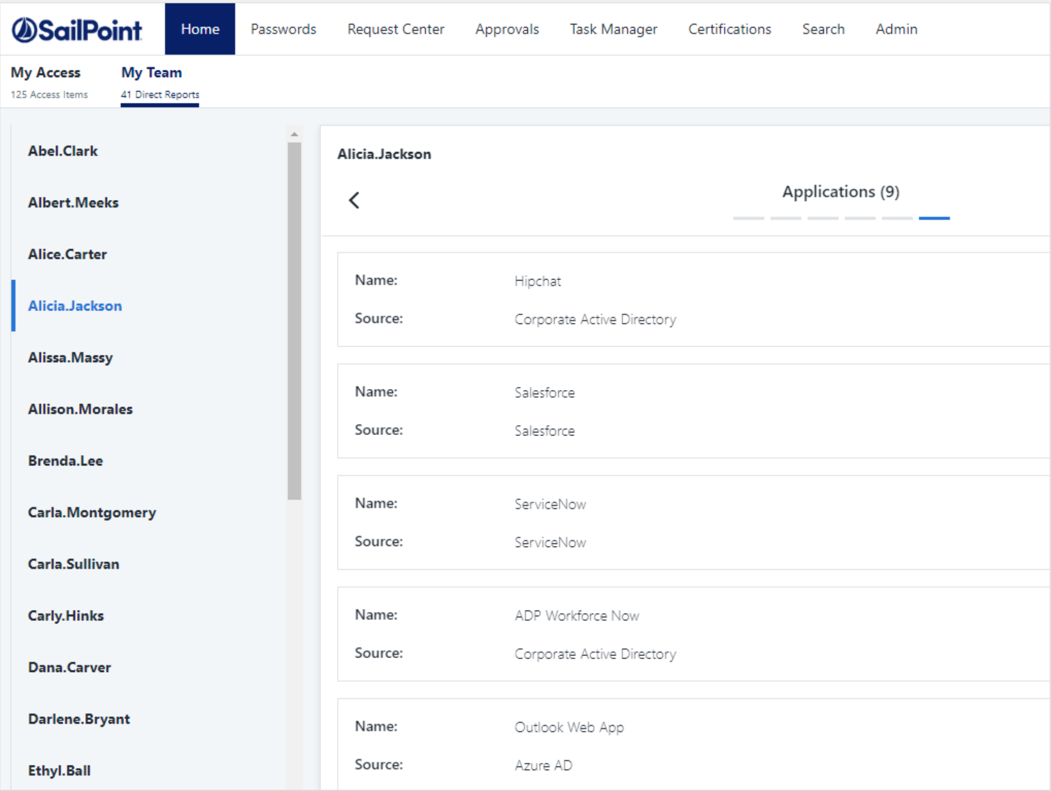
Provisioning

Deliver day 1 access securely and cost-effectively



Name: Hipchat
Source: Corporate Active Directory

Name: Salesforce
Source: Salesforce

Name: ServiceNow
Source: ServiceNow

Name: ADP Workforce Now
Source: Corporate Active Directory

Name: Outlook Web App
Source: Azure AD

Automated Provisioning

Accelerate day 1 productivity with automated role and attribute based access

Provision and Deprovision by Roles

Ensure that access is changed appropriately as an employee’s role evolves

Automated Removal of Access

Reduce risk by automatically removing accounts and access in an appropriate manner

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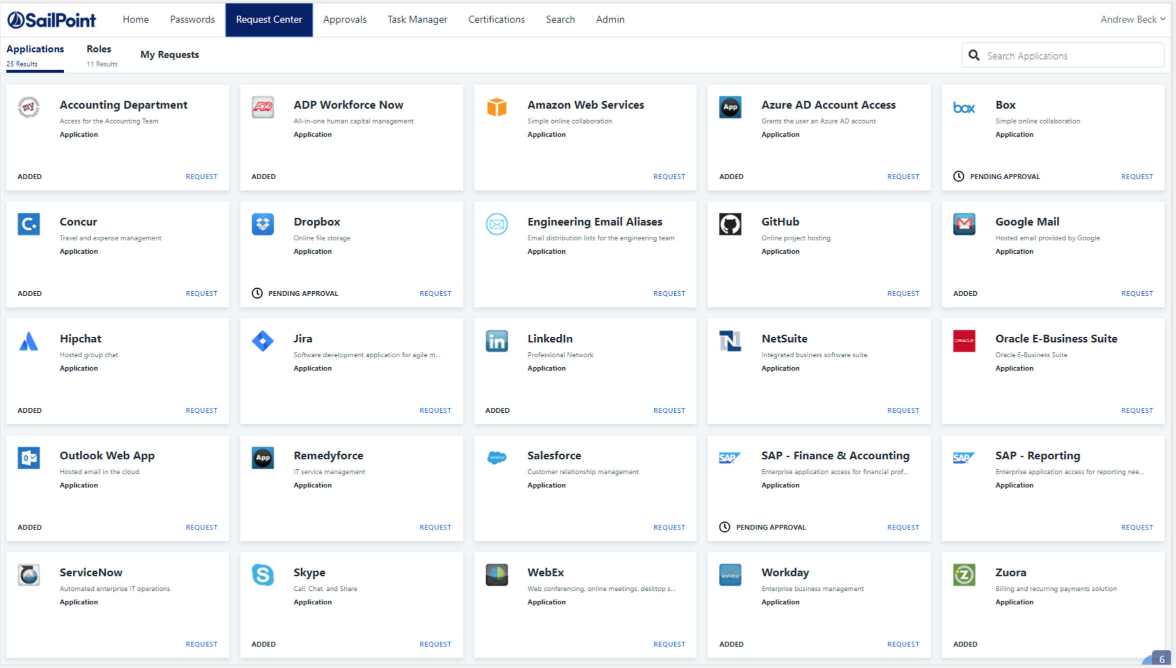
Access Request

Allow users to request and fulfill application and data access needs



Accounting Department
Access for the Accounting Team
Application
ADDED REQUEST

ADP Workforce Now
All-in-one human capital management
Application
ADDED

Amazon Web Services
Simple online collaboration
Application
REQUEST

Azure AD Account Access
Grants the user an Azure AD account
Application
ADDED REQUEST

Box
Simple online collaboration
Application
PENDING APPROVAL REQUEST

Concur
Travel and expense management
Application
ADDED REQUEST

Dropbox
Online file storage
Application
PENDING APPROVAL REQUEST

Engineering Email Aliases
Email distribution lists for the engineering team
Application
REQUEST

GitHub
Online project hosting
Application
REQUEST

Google Mail
Hosted email provided by Google
Application
ADDED REQUEST

Hipchat
Hosted group chat
Application
ADDED REQUEST

Jira
Software development application for agile m...
Application
REQUEST

LinkedIn
Professional Network
Application
ADDED

NetSuite
Integrated business software suite.
Application
REQUEST

Oracle E-Business Suite
Oracle E-Business Suite
Application
REQUEST

Outlook Web App
Hosted email in the cloud
Application
ADDED REQUEST

Remedyforce
IT service management
Application
REQUEST

Salesforce
Customer relationship management
Application
REQUEST

SAP - Finance & Accounting
Enterprise application access for financial prof...
Application
PENDING APPROVAL REQUEST

SAP - Reporting
Enterprise application access for reporting nee...
Application
REQUEST

ServiceNow
Automated enterprise IT operations
Application
REQUEST

Skype
Call, Chat, and Share
Application
ADDED REQUEST

WebEx
Web conferencing, online meetings, desktop s...
Application
REQUEST

Workday
Enterprise business management
Application
ADDED REQUEST

Zuora
Billing and recurring payments solution
Application
ADDED

Centralized Access Request System

Single interface for requesting and approving access

Self-Service Access Requests

Enabling all business users to request access in a simple interface

Automated Policy Management

Boost security through consistent policy enforcement

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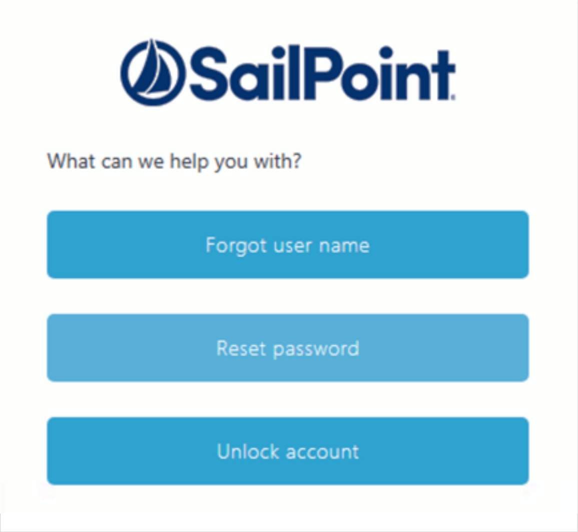
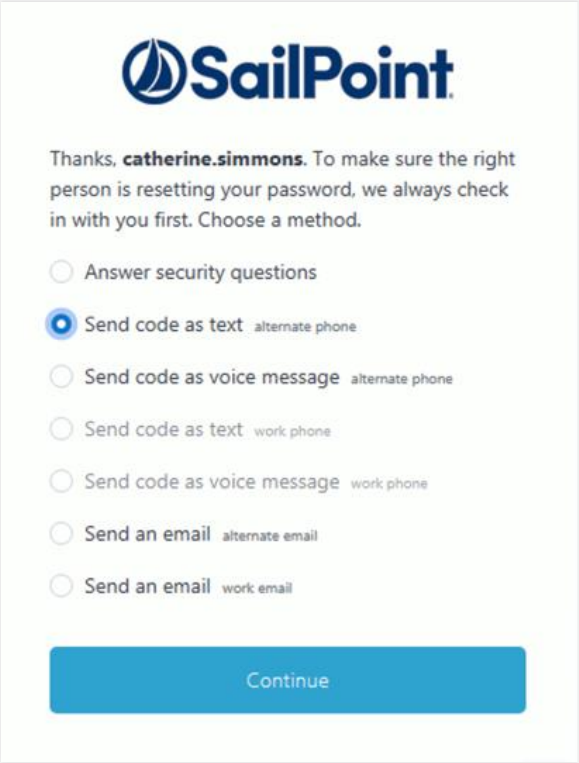
Password Management

Improve security, reduce help desk calls and increase productivity



What can we help you with?



Thanks, **catherine.simmons**. To make sure the right person is resetting your password, we always check in with you first. Choose a method.

○ Answer security questions

● Send code as text alternate phone

○ Send code as voice message alternate phone

○ Send code as text work phone

○ Send code as voice message work phone

○ Send an email alternate email

○ Send an email work email

Remote Self-Service Password Resets

Reduce operational costs by decreasing help desk calls for password resets

Automated Password Sync

Single password management process across all applications and systems

Configurable Password Policies

Strengthen security through consistent password policy enforcement

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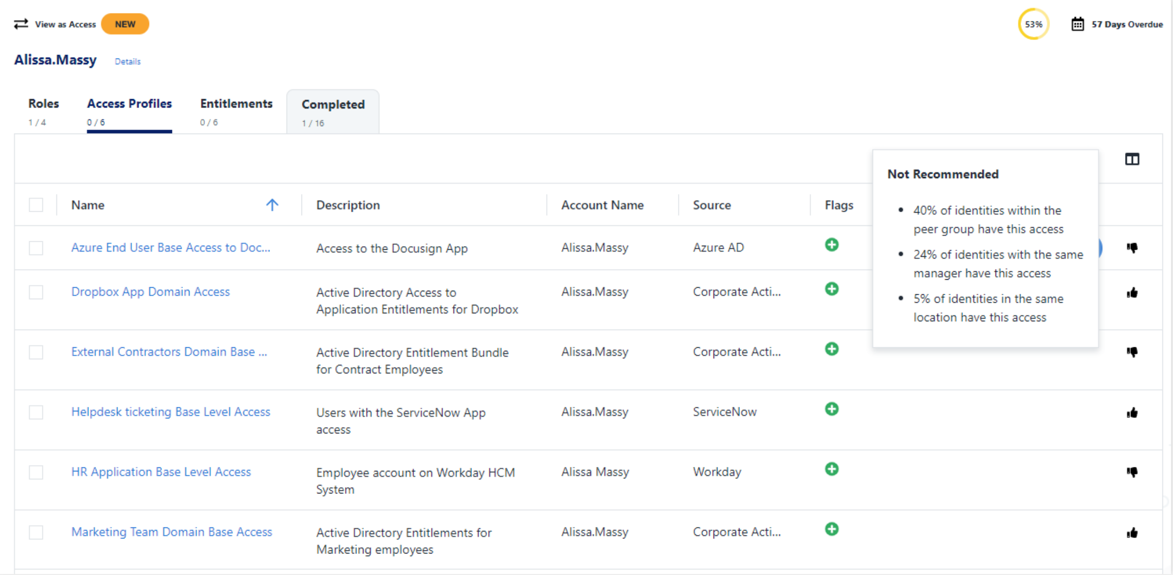
Access Certification

Review user access to ensure compliance



View as Access NEW

53% 57 Days Overdue

Alissa.Massy Details

Roles	Access Profiles	Entitlements	Completed
1 / 4	0 / 6	0 / 6	1 / 16

☐	Name	Description	Account Name	Source	Flags	
☐	Azure End User Base Access to Doc...	Access to the Docusign App	Alissa.Massy	Azure AD	⊕	👎
☐	Dropbox App Domain Access	Active Directory Access to Application Entitlements for Dropbox	Alissa.Massy	Corporate Acti...	⊕	👍
☐	External Contractors Domain Base ...	Active Directory Entitlement Bundle for Contract Employees	Alissa.Massy	Corporate Acti...	⊕	👎
☐	Helpdesk ticketing Base Level Access	Users with the ServiceNow App access	Alissa.Massy	ServiceNow	⊕	👍
☐	HR Application Base Level Access	Employee account on Workday HCM System	Alissa Massy	Workday	⊕	👎
☐	Marketing Team Domain Base Access	Active Directory Entitlements for Marketing employees	Alissa.Massy	Corporate Acti...	⊕	👍

Not Recommended

- 40% of identities within the peer group have this access
- 24% of identities with the same manager have this access
- 5% of identities in the same location have this access

Consolidated Access Review

Include all key applications and data inside periodic reviews

Business Friendly Experience

Reduce cost of compliance while improving efficiency using AI driven recommendations

Audit Readiness

Quickly and accurately generate complete audit trails and access reports

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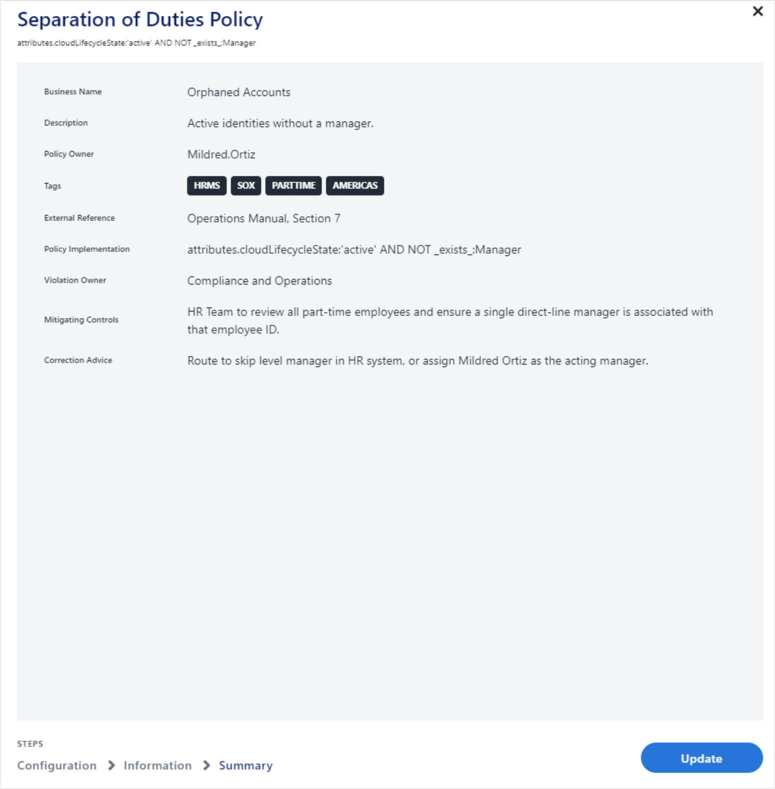
Separation of Duties

Prevent conflicts of interest and potential fraud



Separation of Duties Policy

attributes.cloudLifecycleState:'active' AND NOT _exists_:Manager

Business Name	Orphaned Accounts
Description	Active identities without a manager.
Policy Owner	Mildred.Ortiz
Tags	HRMS SOX PARTTIME AMERICAS
External Reference	Operations Manual, Section 7
Policy Implementation	attributes.cloudLifecycleState:'active' AND NOT _exists_:Manager
Violation Owner	Compliance and Operations
Mitigating Controls	HR Team to review all part-time employees and ensure a single direct-line manager is associated with that employee ID.
Correction Advice	Route to skip level manager in HR system, or assign Mildred Ortiz as the acting manager.

Maintain Compliance

Create and enforce consistent policies across the organization

Discover Conflicts of Interest

Receive alerts and recommend remediation actions

Prevent Fraud and Data Theft

Apply policies that highlight excessive access

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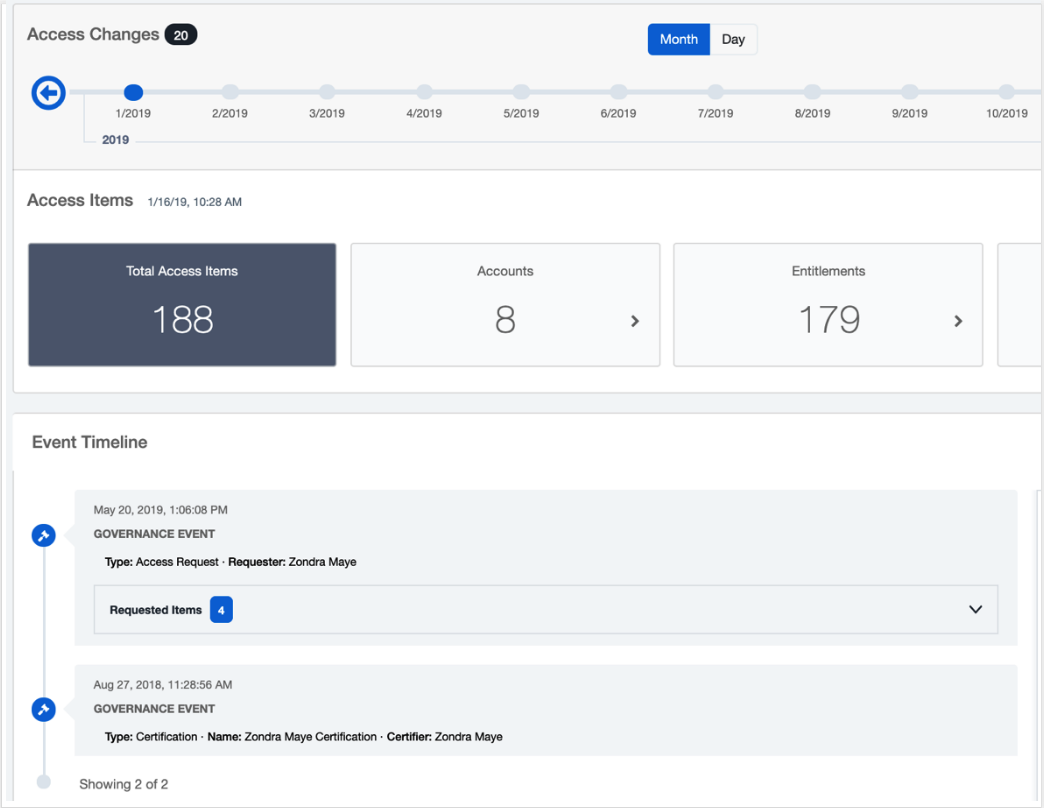
Access Insights

Make better access decisions and spend less time figuring out who should and shouldn’t have access



Access Changes 20

Access Items 1/16/19, 10:28 AM

Total Access Items	Accounts	Entitlements
188	8	179

Event Timeline

May 20, 2019, 1:06:08 PM
GOVERNANCE EVENT
Type: Access Request · Requester: Zondra Maye
Requested Items 4

Aug 27, 2018, 11:28:56 AM
GOVERNANCE EVENT
Type: Certification · Name: Zondra Maye Certification · Certifier: Zondra Maye

Showing 2 of 2

Access History

Track user access over time and gain visibility of historical access patterns

Data Explore

Query and filter by different access types, attribute changes, and governance events

Data Analytics

Visualize identity data via customized dashboards and analytics

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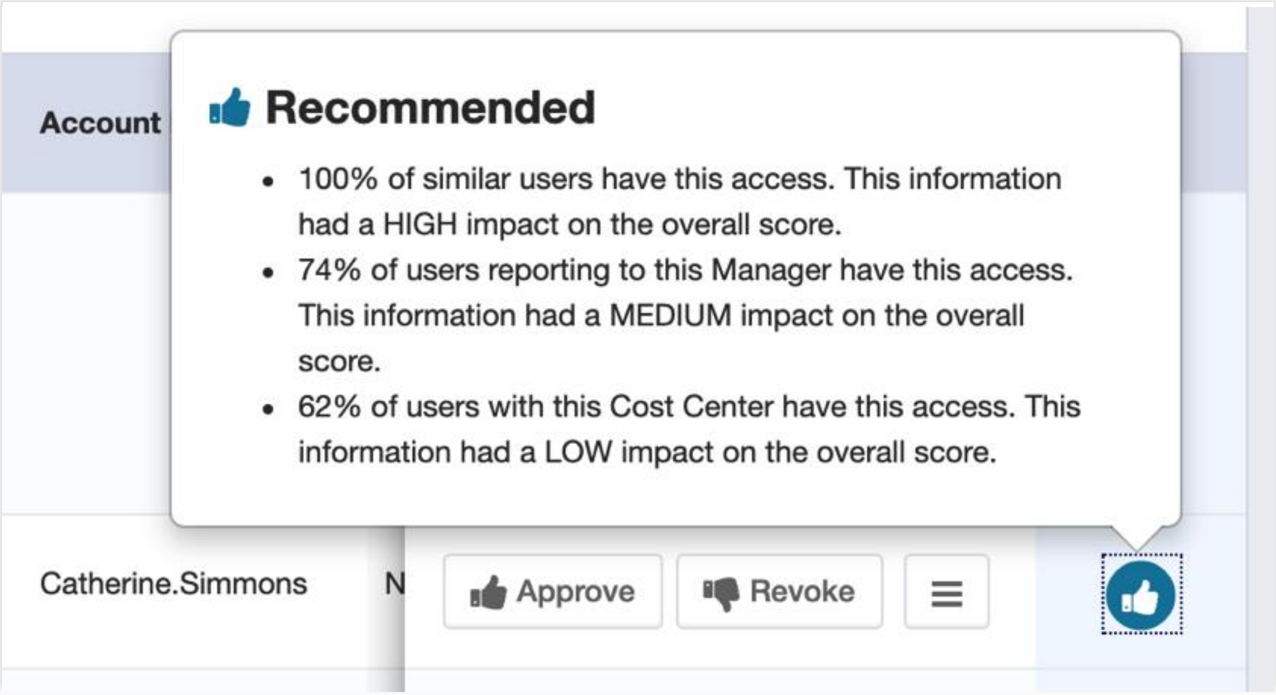
Recommendations

Make intelligent, automated identity decisions



Recommended

- 100% of similar users have this access. This information had a HIGH impact on the overall score.
- 74% of users reporting to this Manager have this access. This information had a MEDIUM impact on the overall score.
- 62% of users with this Cost Center have this access. This information had a LOW impact on the overall score.

Intelligent Access Decisions

Recommendations help users decide if access should be approved or removed

Surface High Risk Access

Identify users with access that is outside the norm or is high risk

Auto-accept Recommendations

Automatically accept recommendations that are designated as low risk

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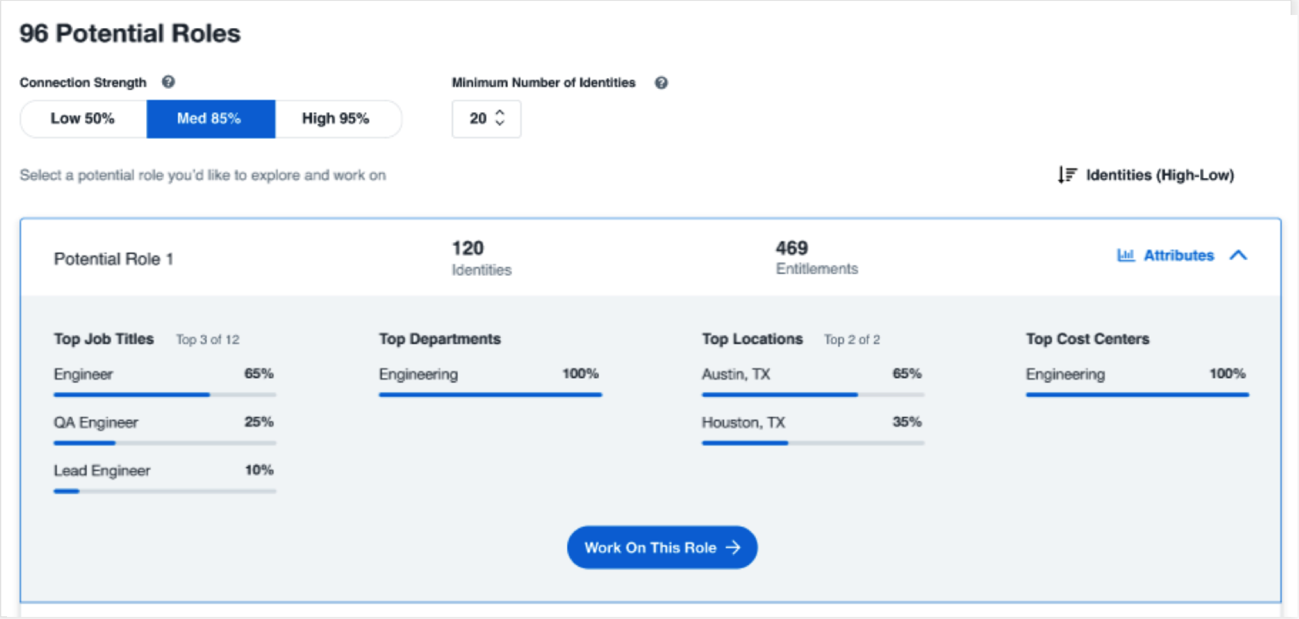
Access Modeling

Quickly define and shape your identity program



96 Potential Roles

Connection Strength: Low 50% | [✓ Med 85%] | High 95%

Minimum Number of Identities: 20

Select a potential role you'd like to explore and work on

Identities (High-Low)

Potential Role 1 — 120 Identities — 469 Entitlements — Attributes

Top Job Titles (Top 3 of 12)
- Engineer 65%
- QA Engineer 25%
- Lead Engineer 10%

Top Departments
- Engineering 100%

Top Locations (Top 2 of 2)
- Austin, TX 65%
- Houston, TX 35%

Top Cost Centers
- Engineering 100%

Peer Group Analysis

Build peer groups based on user attributes and access patterns

Role Identification

Identify clusters of like access that suggest a common role and who should be assigned

Outlier Detection

Identify individuals with access that is an outlier to the norm or potentially risky

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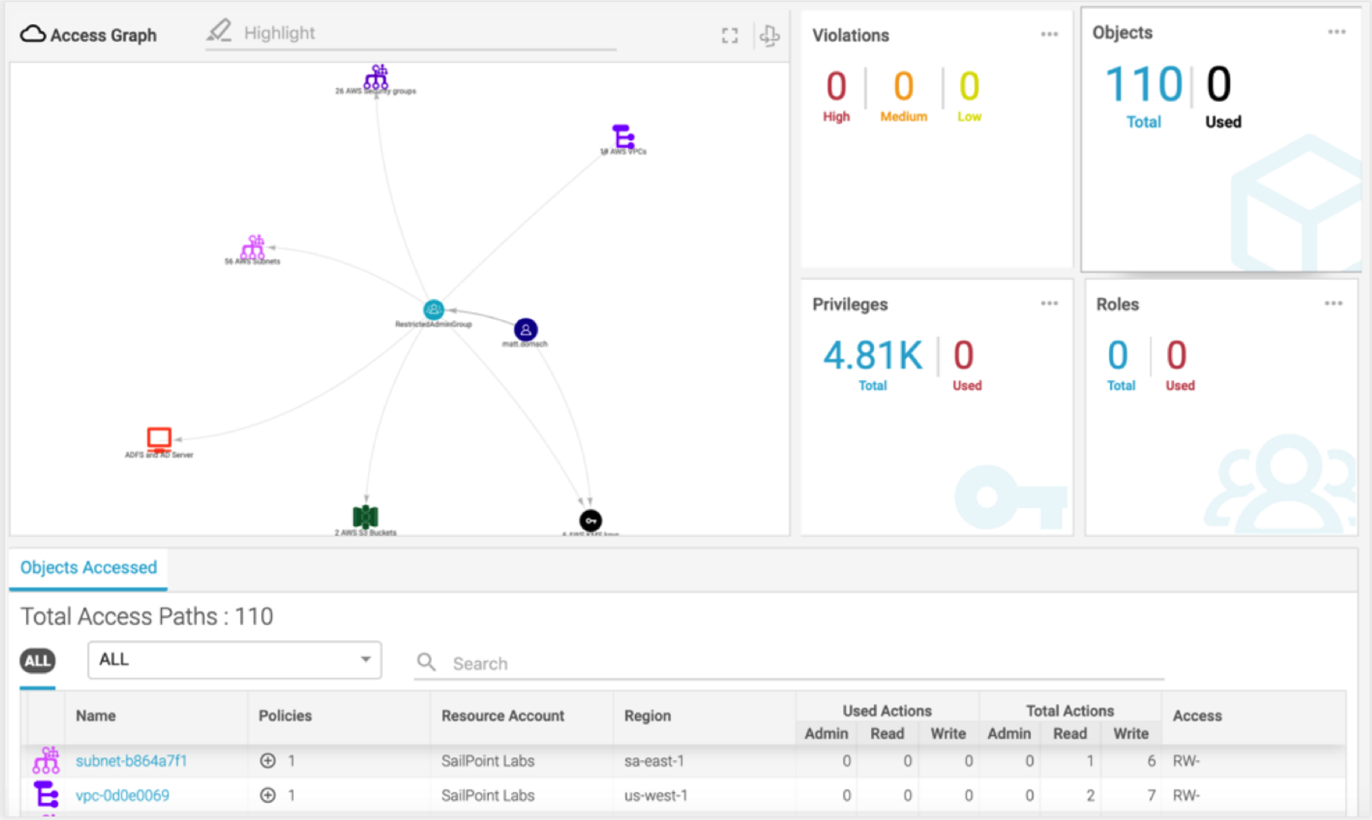
Cloud Governance

Real-time access visibility across cloud platforms



Total Access Paths : 110

	Name	Policies	Resource Account	Region	Used Actions			Total Actions			Access
					Admin	Read	Write	Admin	Read	Write	
	subnet-b864a7f1	⊕ 1	SailPoint Labs	sa-east-1	0	0	0	0	1	6	RW-
	vpc-0d0e0069	⊕ 1	SailPoint Labs	us-west-1	0	0	0	0	2	7	RW-

Multi-cloud Governance

Centrally manage and control access to AWS, Azure, and Google Cloud Platform

Access Monitoring

Continuously monitor, alert and block suspicious or high risk access

Workload Privilege

Lock down privileged access to critical infrastructure and applications

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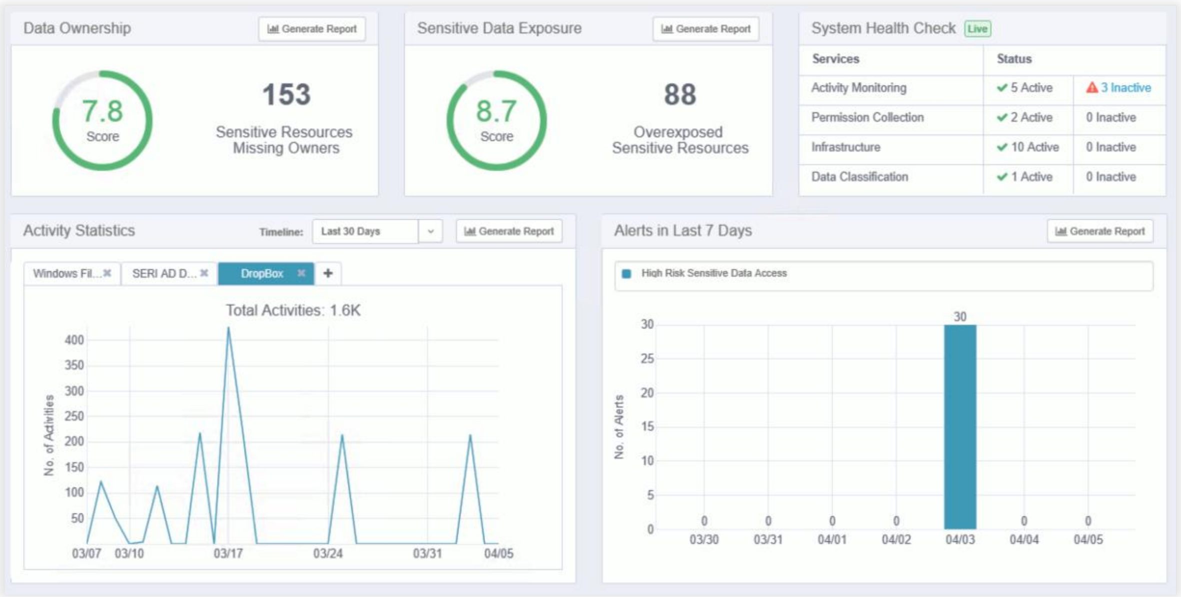
File Access Management

Extend identity governance to sensitive data stored in cloud and on-premises files



Data Ownership

7.8 Score

153 Sensitive Resources Missing Owners

Sensitive Data Exposure

8.7 Score

88 Overexposed Sensitive Resources

System Health Check Live

Services	Status	
Activity Monitoring	✓ 5 Active	⚠ 3 Inactive
Permission Collection	✓ 2 Active	0 Inactive
Infrastructure	✓ 10 Active	0 Inactive
Data Classification	✓ 1 Active	0 Inactive

Activity Statistics

Timeline: Last 30 Days

Alerts in Last 7 Days

Data Discovery and Classification

Support readiness with GDPR and other regulations by classifying sensitive data

Permission Analysis

Reduce risk by identifying and remediating overexposed permissions

Real-time Monitoring

Monitor user activity and policy violations in real-time for greater security insight

SailPoint

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Why SailPoint for Identity Governance?

Leaders in Identity Governance

Positioned as a leader in every Gartner IGA MQ

Positioned as a leader by Forrester and Kuppinger Cole

95% customer satisfaction rate

SailPoint Predictive Identity Platform

Pioneered identity built on AI and machine learning

Developed the industry’s most visionary technology that’s available now

Cloud-first Identity

The most comprehensive end-to-end SaaS-based identity solution

Govern cloud and on-premises access across all users, applications, data and cloud infrastructure

Identity for the Modern Enterprise

100+ connectors providing connectivity to 99% of all applications and data

Out of the box and ready to deploy, yet adaptable to any enterprise

SailPoint

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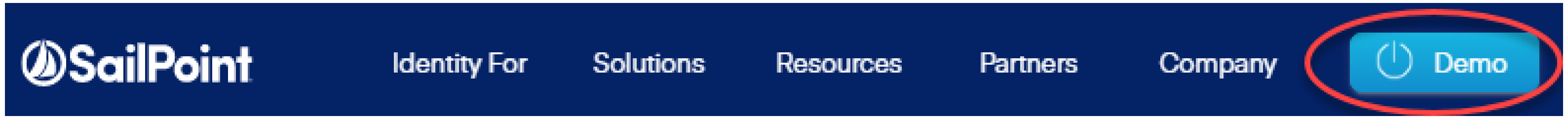
Learn More at www.sailpoint.com

- How Humana Achieved Role-based Access Control
- Molina Healthcare Builds Operational Efficiency
- Integris Health Protects Patient Data
- Comprehensive, Intelligent Identity for Healthcare
- Managing Healthcare Insider Security Threats
- Request a Healthcare Identity Governance Demo



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Key Contacts for More Information

Danielle Cheng
Senior Client Manager | Enterprise BC | Canada | NTT
M: 778.874.2886
E: danielle.cheng@global.ntt

Stew Wolfe CISSP, CISM, CISA
Canadian Cybersecurity Practice Lead | Canada | NTT
M: 6474036343
E: stewart.wolfe@global.ntt

Kim Donald
Account Executive | SailPoint
M: 403-869-1595
E: kim.donald@sailpoint.com

Steve Steeves
Global Partner Manager | SailPoint
M: 312-771-3056
E: steve.steeves@sailpoint.com

Brent McCormick
Partner Sales Engineer | SailPoint
M: 801-580-6647
E: brent.mccormick@sailpoint.com

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Thank You