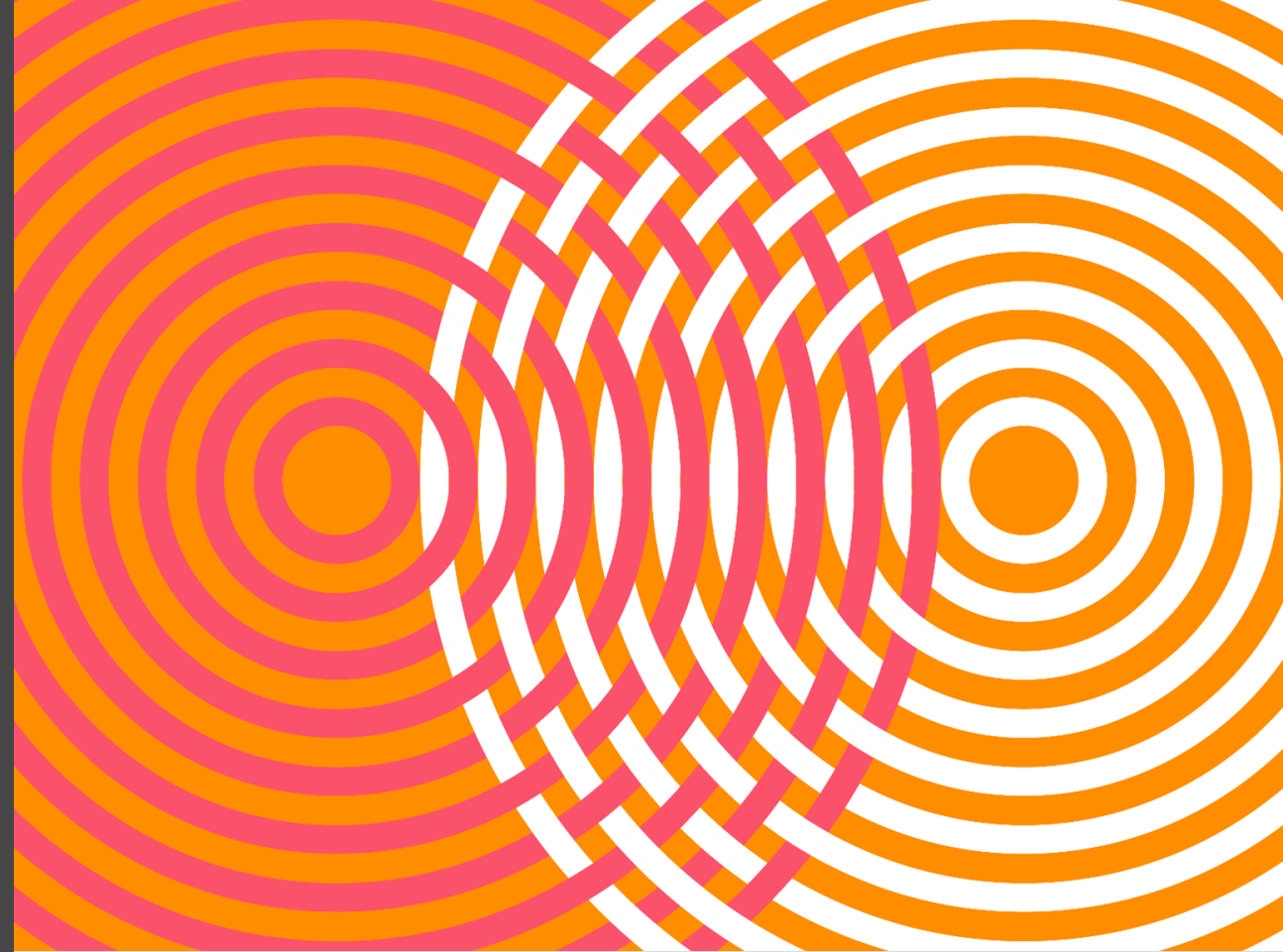


De-cluttering your identity space

Identifying and managing complexity drivers

Updated March 2023



Identity
NORWAY 2023 **Day**



Who's presenting

Reidar J. Boldevin

Senior Manager @ PwC

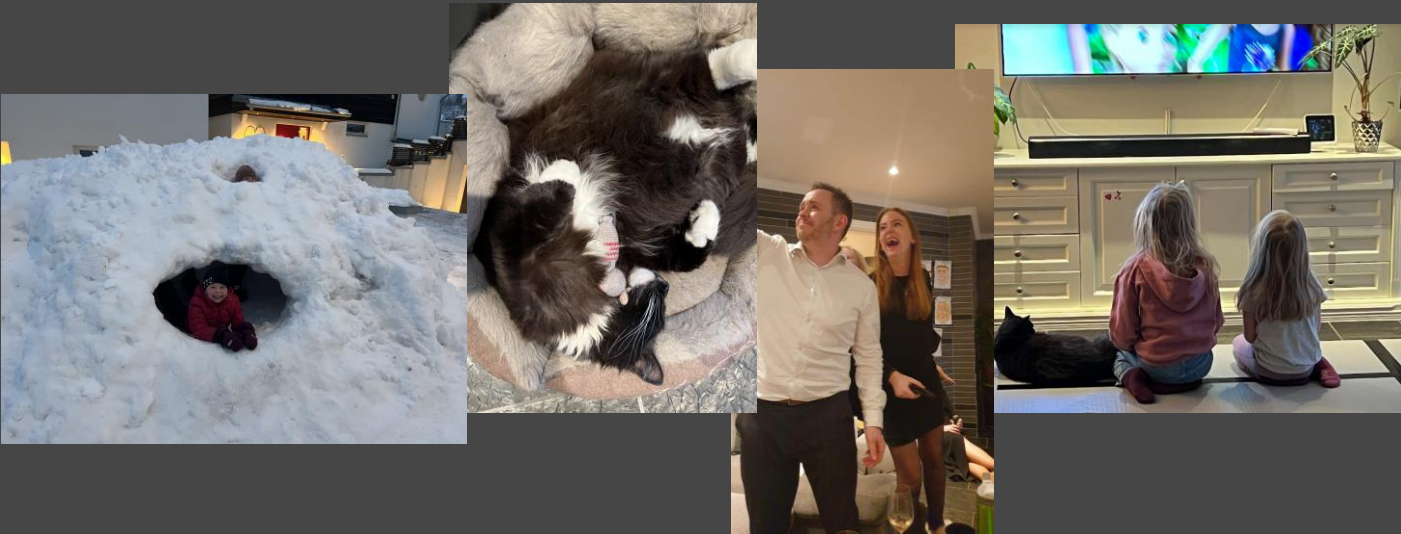


Personal

- Father of two girls
- Partner to Eva
- Loyal subject to Tobias (our cat)
- From Bergen, lives in Asker
- Runs and lifts
- Loves camping in winter
- Sings in the shower (poorly)

Professional

- 22 years in the IT industry
- Technical architecture
- Project management
- Microsoft alumni
- Currently pursuing a Master of Management at BI



Background

- CISO panel debate
- Complexity as security threat
- Consequences for identity



IAM/IGA service providers

Avalon Solutions
360 singular_id

Avatier Identity
AnyWhere

Beta Systems
Garancy IAM Suite

Broadcom
Symantec Identity
Governance and
Administration (IGA)

E-Trust Horacius

EmpowerID IAM
Suite

Evidian IGA, Evidian
A&I

Evolveum midPoint

Fischer Identity
Suite

**ForgeRock Identity
Governance**

Hitachi ID Bravura
Identity

IBM Security Verify
Governance

ideiio IGA

Ilantus Compact
Identity

Ilex Meibo People
Pack (MPP)

Indykite

Micro Focus NetIQ
IGA Suite

Nexis Controle

Omada Identity

One Identity
Manager

**Oracle Identity
Governance**

**SailPoint Identity
Platform**

SAP Access Control
& Identity Access
Governance

**Saviynt Enterprise
IGA**

SecurEnds
Credential
Entitlement
Management

SecurID
Governance &
Lifecycle

Simeio Identity
Orchestrator

Soffid IAM

Identity capabilities



Light IGA

Strengths

- Reduced cost of ownership
- Shorter deployment time
- Easy learning curve
- Simple technology to implement and maintain

Weaknesses

- Weak governance features
- Ineffective in enforcing least privilege access using identity analytics
- Limited support for provisioning
- Lack of integration with adjacent IAM tools
- No easy path for migrating to an IGA suite



Dimensions of complexity

IT and identity system complexity

Business complexity

«... local innovations ended up adding more complexity to the existing fragmented business processes, systems, and data. Although the customer experience often improved — and in some cases, revenue increased — the rise in the cost-to-serve eclipsed the gains and added other risks like cybersecurity and system crashes.»

Ref.: Harvard Business Review - <https://hbr.org/2022/10/is-your-company-seizing-its-digital-value>



IT and identity system complexity drivers

Number of systems

01

Functions and feature overlap

02

Task automation and process maintenance

03

Technical debt

04

Cyber security

05

Legacy systems

06



Legacy systems complexity

Shared responsibility matrix

	on premise	IaaS	PaaS	SaaS
Application configuration				
Identity & access controls				
Application data storage				
Application				
Operating system				
Network flow controls				
Host infrastructure				
Physical security				



Customer is predominantly responsible for security



Both customer and cloud service have security responsibilities



Cloud service is fully responsible for security

Source: <https://www.ncsc.gov.uk/collection/cloud/understanding-cloud-services/cloud-security-shared-responsibility-model>



Business complexity drivers

Organizational complexity

01

Geographical dispersion

02

Culture

03

Manual intervention

04

Human error

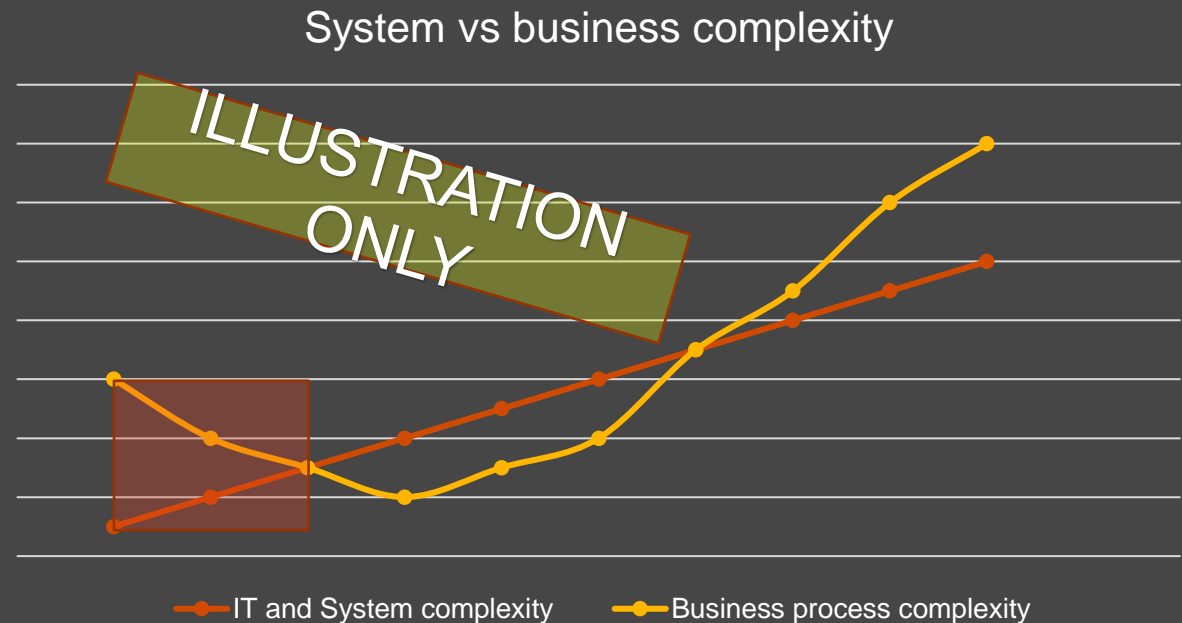
05



Hypothesis #1

«Failure to map your needs and make subsequent investments in IT systems results in unnecessarily complex business processes»

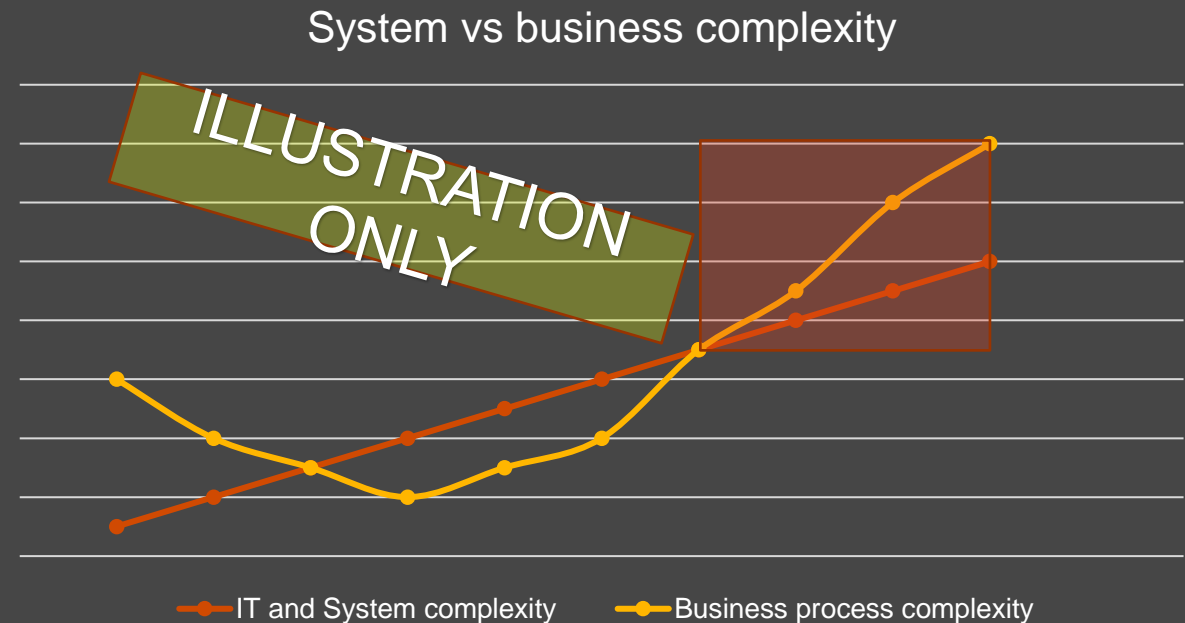
- Manual processes
- Double entries
- Human error



Hypothesis #2

«Increasing the number of IT systems above a certain threshold increases business process complexity»

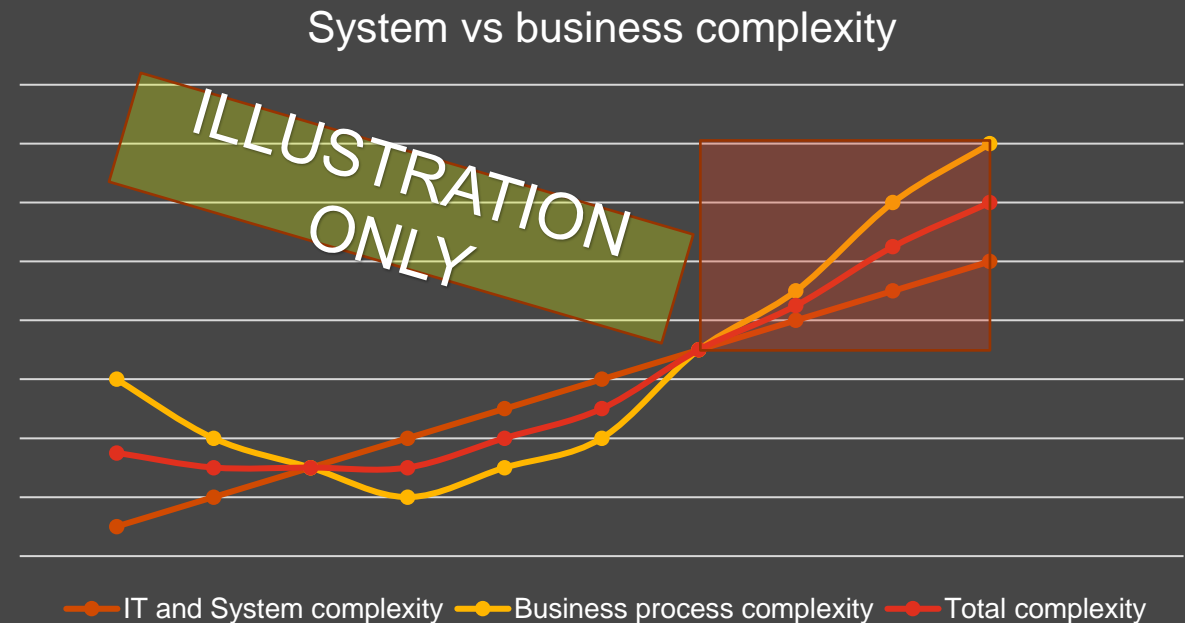
- System maintenance
- Process maintenance
- Competency needs



Hypothesis #2

«Increasing the number of IT systems above a certain threshold increases business process complexity»

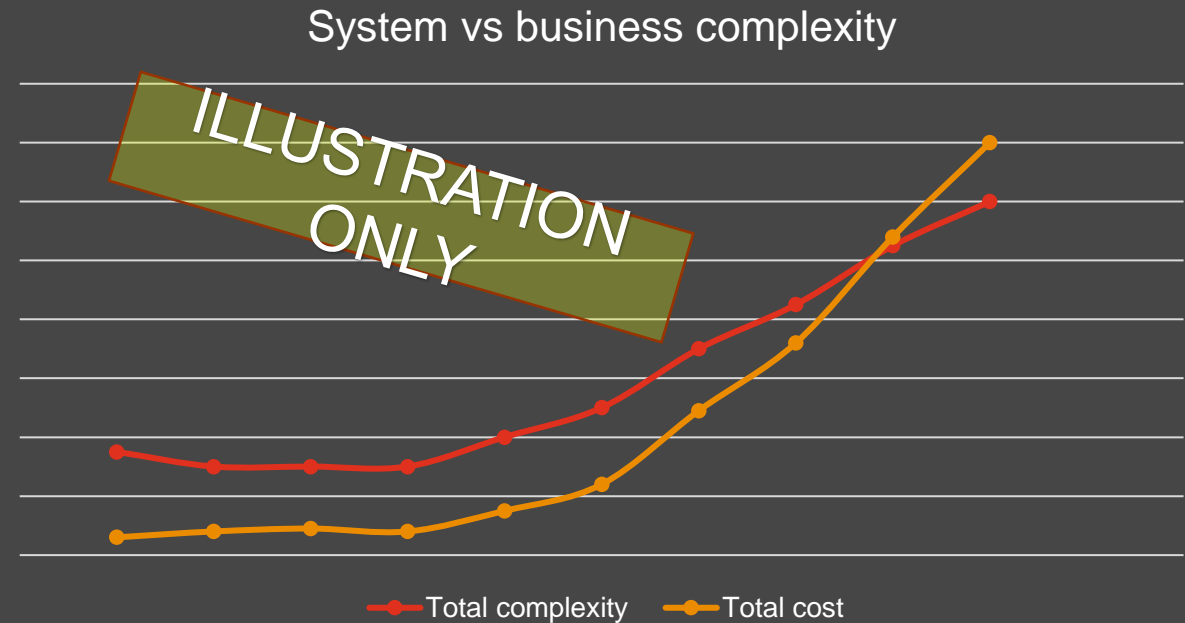
- System maintenance
- Process maintenance
- Competency needs



Hypothesis #3

«Increasing total complexity increases cost»

- License cost
- Technical debt
- Personnel cost



Key takeaways

- Find a balance between business and technical complexity
- Not everything needs to be automated
- Know your systems and their features
- Complexity drives cost

Thank you



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