



## Reducing “Business cost and risk” by applying “Identity and record management” during process implementation

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### Abstract

In current market arena, all the organization are providing a dedicated effort to reduce the “Functional”, “Operational”, “Process Related” and other cost to survive in competitive market. Some of the cases few non revealed risks are also getting induced while change of process taken place. This is causing a real turmoil in terms of “Cost Overrun” and “Process Failure”. For instance, implementation of “Automated Resource locating and aligning” system (It is a system where resource can find out the opening in different “Business Lines”, “Technologies”, “Location” and raise their interest to respective “Resource Manager”) reduce the “Human Resource” operation cost up to 7.8%, where that also introduce a “Quarterly Project Execution Ration Risk” to 16.2%(Case study 1.2). In this scenario, organization requires some methodology which will helps to reduce the cost and risk related to project and production. Identity management methodology helps organizations to “Mitigate risk”, “Reduce costs related to development, Production, Processes etc., and ensure sustainability to market place. It use to give quick and long term result about the commence process for “Entire resource lifecycle management, automated user provisioning, an integrated governance model, and identity intelligence.

**Keywords:** identity management, record management, content management system, user management system, integrity management

### Introduction

All the organization are providing a dedicated effort to reduce the “Functional”, “Operational”, “Process Related” and other cost to survive in competitive market. Some of the cases few non revealed risks are also getting induced while change of process taken place. This is causing a real turmoil in terms of “Cost Overrun” and “Process Failure”. For instance, implementation of “Automated Resource locating and aligning” system (It is a system where resource can find out the opening in different “Business Lines”, “Technologies”, “Location” and raise their interest to respective “Resource Manager”) reduce the “Human Resource” operation cost up to 7.8%, where that also introduce a “Quarterly Project Execution Ration Risk” to 16.2%(Case study 1.2). In this scenario, organization requires some methodology which will helps to reduce the cost and risk related to project and production. Identity management methodology helps organizations to “Mitigate risk”, “Reduce costs related to development, Production, Processes etc., and ensure sustainability to market place. It use to give quick and long term result about the commence process for “Entire resource lifecycle management, automated user provisioning, an integrated governance model, and identity intelligence.

### How “identity management” can reduce the risk for organization.

Introducing of “Identity management” will impact the areas such as “Record Base” of organization, “User Profile” of Organization, “Communication Channel” of organization etc. The rules can be implemented on “Record Management” of organization such as any internal “Content

Management system” or the internal Portal. The Web site has its own “User Manatenance System” where the rules can be implemented. “Communication Channel” such as e-mail system, VC system will be directly protected by identity management system. Some improvise finding of “Identity Management” are as follows:

### Governance of credential

According to the policy the user information i.e. “User ID”, “Password” and other user information which use to call “Identity data” use to save in centralized location such as “Active Directory” or “User profile Database”. Along with “User Information” for portal or other application web application the “Roles”, “Business Policy and Risk Modeling”. This approach helps to support both compliance initiatives and user lifecycle management.

This approach will helps to monitor all the activities of all login user and trace passing. For portal “User Profile” is enable the administrator for access monitoring and activity. Restricted access also can be intact.

### Compliance approach

This streamlines compliance controls and improves audit performance through automated access certifications and policy enforcement.

### Lifecycle of role

Through “Life Cycle Manager” the “Approve Credential and Revoke Credential” management is become easier. By using “Life Cycle” manager its enable the “New User” in project, department or even in organization, provides self-service access request and lifecycle event management to

simplify and automate the creation, modification and revocation of user access privileges. For example, when a user joined an organization, through the “Site of the Organization” with credential which initially provided; can raised request for credential and also can

raised access for Web site of respective department. When user will quit he organization, once the “Separation process” in “Human Resource Management system” will be completed, all the credential will be revoked and saved in backup data store.

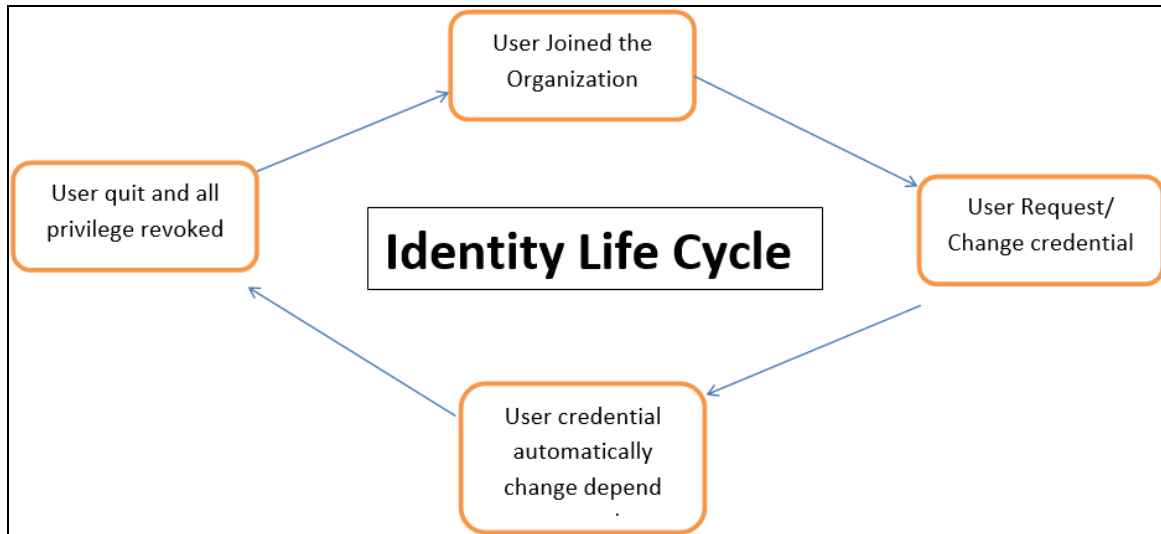


Fig 1

**User provisioning management**

Once the “Business Process” will be changed or the role of the user will be changed in “Human Resource Management System” or in “Portal Web Application”, once the process will be completed, an automatic process will start to change the credential of user. This also provides flexible options for responding to changes requested by the business during compliance and lifecycle management processes.

**Identity intelligence**

All the collected data or information of business process will be stored in an centralize location. ”Business Data” will be transforms technical identity data scattered across multiple enterprise systems into centralized, easily understood and business-relevant information including dashboards, reports and advanced analytics.

**How “identity management” can be integrated with “record management”**

“Identity Management” and all “Content Managements” support the “Service Oriented Architecture (SOA)”. The

authentication module will provide the service to content management “User Profile” and “Authentication” services. Suppose, in some scenarios such as for QA department if the user will be allow to log in either user is a “Senior Manager” or “Green Belt Certified”. Since, the entire user data is used to centralize so authentication process will be implemented using “Identity Management”.

All “Content Management System” has an “User Profile Database” contains the details of user. But, manually or with any external services, the “User Profile” data use to update from “Active Directory”. The “Identity Management” helps “Content Management” as follows:

1. Provide “Instant Profile Update Service” to update “Content Management Database”.
2. Instant “Access Providing and Revoking” system.
3. Set rule for “User Access Provision”.

Helps to set “User Provision” for certain exclusive request such as “Certification wish authentication”, “Age based Authentication” etc.

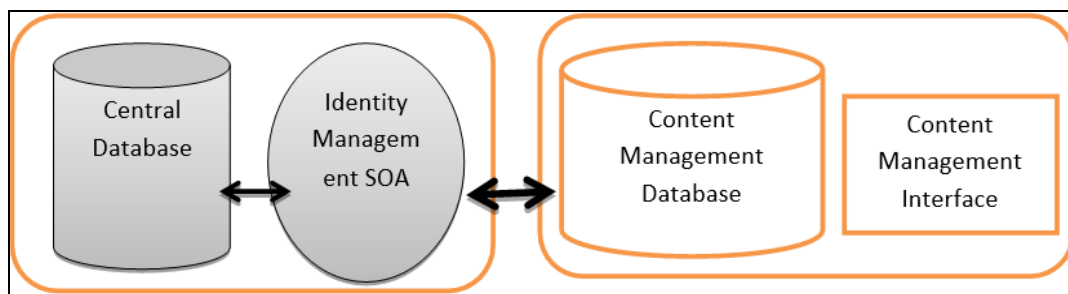


Fig 2

**Interaction between “content management” and “identity management”**

When the user join any organization, the registration use to do in “Centralize Database” such as “Active Directory”. The

“Identity Management” use to implemented on upon “Centralize Database”. All the rule of “CMS”, “HRMS”, “Mail System” etc implement using the SOA framework of “Identity Management”.

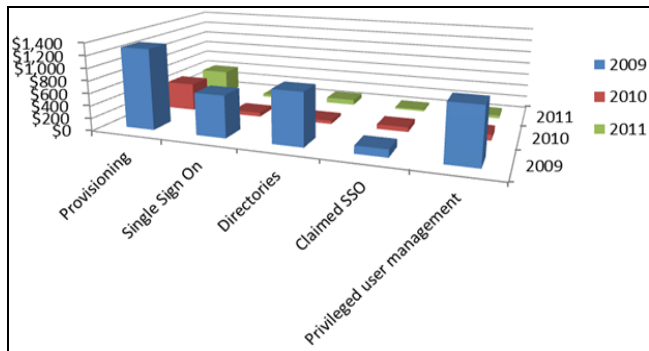
**Integrity management” reducing cost in “business”:**

Implementation of “Identity Management” has reduce lots of human and “Implementation Effort”. It reduce the cost of implementation of services and rule based authentication system. It also reduce the cost of redundant user data for all supported system. In a case study in one of the largest bank of world, implementation of “Identity Management” shows reduction of implementation cost, service running cost and migration cost of \$5,256. It reduce the cost in different cases such as Password management and Provisioning, Single Sign, Directories, Meta directories, Privileged user management with Profile directories.

- Wang
4. Digital Identity and Access Management: Technologies and Frameworks: Raj Sharman, Sanjukta Das Smith, Manish Gupta
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**Table 1**

Features of identity management	2009	2010	2011
Provisioning	\$1,296	\$452	\$406
Single Sign On	\$673	\$63	\$45
Directories	\$841	\$52	\$86
Claimed SSO	\$124	\$74	\$28
Privileged user management	\$887	\$96	\$47



**Fig 3:** Identity management is reducing cost

**Conclusion**

The “Identity Management” market has a value of \$2.6 billion in 2006 and in 2012 it grows upto \$ 10.6 billion. In 2014 the market expected to grow up to \$12 billion. The repackaging of all the services which use to provide as “Service Oriented Architecture (SOA) which named as “Identity as a Service”. All products such as “Content Management System”, “Human Resource System”, “Customer Relationship Management” etc now a days bind with “Identity Management” with the Services. After introduction of “Identity Management” some authentication scenarios such as “Claim Based Authentication”, “Service Authentication” have been introduced.

This not only changed the entire “Banking and Finance” sector but also it start to assure the “Service availed” people to intact their confidential data. This has changed the horizon of e-commerce and online trading sector.

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