

# Identity and Access Management for the Real World

Rapid Continuous Compliance

Written By Jonathan Sander  
Director of IAM Business Development  
Quest Software

# Contents

<b>Abstract</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
<b>The Real World Is Messy</b> .....	<b>4</b>
<b>Traditional Approaches to IAM</b> .....	<b>5</b>
<b>Building a Business Case for Real-World IAM</b> .....	<b>6</b>
<b>Quest One Identity Solutions – IAM for the Real World</b> .....	<b>8</b>
Access Governance .....	8
Privileged Account Management (PAM).....	8
Identity Administration .....	9
User Activity Monitoring .....	9
<b>Conclusion</b> .....	<b>10</b>
<b>About the Author</b> .....	<b>11</b>

# Abstract

The real world of IT today involves increasing technological diversity, constantly changing requirements and regulations, and, of course, ever-shrinking budgets. In that real world, traditional approaches to identity and access management (IAM) are insufficient. Fortunately, a better approach to IAM is available. This white paper explains how you can make a business case for investing in an effective, real-world approach to IAM, and outlines how Quest One Identity Solutions deliver the IAM you need, by building on your existing investments to satisfy your immediate security and compliance needs while establishing a flexible foundation to meet your future requirements.

# Introduction

For years identity and access management (IAM) has been mired in a quagmire of complexity, excessive expense, and open-ended deployment timelines. Most IAM solutions were designed for the mythical organization with unlimited budget, consultants to spare, and all the time in the world to address its security and compliance concerns. Unfortunately, this approach doesn't work in the real world.

An IAM solution designed for the real world will help an organization rapidly achieve its security and compliance objectives at a pace that fits both budgets and external influences (such as compliance demands). It will enable an organization to implement the solution to an immediate problem without erecting barriers to addressing the next challenge, and it will place control firmly in the hands of those that need it most — the business owners — and give them the visibility to understand and respond to any IAM contingency. IAM for the real world will be affordable for all, not just those with the deepest pockets. It will be able to be deployed to address security and compliance concerns in time to satisfy auditor demands. Above all, it will be a nimble solution that empowers an organization to easily evolve when business objectives, regulations, or other factors change, without having to tear the whole thing down and start over.

Quest One Identity Solutions are IAM for the real world. Quest One simplifies compliance and security with a collection of modular, integrated solutions that build on existing investments to quickly deliver on objectives while empowering the business to satisfy immediate security and compliance needs with a flexible foundation for the future. Quest One addresses real-world needs for:

- Access governance
- Privileged account management (PAM)
- Identity administration
- User activity monitoring

# The Real World Is Messy

In a perfect world, every organization would be able to easily and completely administer all identities, satisfy all regulatory demands, and achieve and maintain security. But we don't live in a perfect world.

In the real world:

- Business needs, security demands, and regulations are constantly evolving.
- IT environments are constantly changing.
- People don't adopt systems that are difficult to use.
- IT controls access, but data owners are the ones on the hook if something goes wrong.
- Those who buy and build systems to solve these problems are not connecting with the intended users of those systems early enough.
- Budgets are limited and often shrinking.
- Waiting years to find out if an IAM solution will do what was promised is not an option.
- Systems that have already been invested in can't simply be thrown out.
- IT staff is stretched to its limit.

Most organizations are stuck doing the best they can with what they have and hoping that their choices don't come back to bite them later.

In other words, the real world is messy! But the fact that we live in the real world doesn't mean we can't simplify identity and access management. You *can* achieve continuous compliance and security in a matter of months, not years, in the messy real world we all inhabit.

# Traditional Approaches to IAM

As compliance and security concerns pull IAM to the front of the line of critical IT initiatives, a number of options have emerged. Unfortunately, none of these traditional approaches is designed for the real world.

- **Do nothing** – Many organizations maintain the status quo, either due to budgetary or staff constraints or simply because they haven't had a compelling event to raise IAM to the top of their list of priorities. They simply continue to attempt to manually control access and administer identity on a system-by-system basis. When the auditor comes calling, the do-nothing organization is left scrambling to have IT manually gather, collate, interpret, and act on an endless stream of disjointed information with no business context. The do-nothing approach acknowledges that the real world is messy — but it assumes that IAM can never be systematic and streamlined.
- **Address point problems with point solutions** – Some organizations wait until the do-nothing approach reveals a problem and then they find a solution to solve that specific problem. The result is a collection of platform- and task-specific tools from a number of different vendors; each one does what it is supposed to do, but each still requires heavy IT involvement to provide auditors with the information they need, and none can be expanded in scope to the next audit discovery. The point solution approach addresses the messy real world by cleaning up whatever mess is the most in the way at any one time. Unfortunately it requires the organization to buy a new cleaning tool for each mess in each room.
- **Implement an IAM framework** – A few organizations — those with the most time, money, and long-standing compliance and security concerns — have implemented framework solutions from major vendors such as Oracle (or the old Sun), Novell, IBM, CA, and Microsoft. These solutions claim the ability to address all IAM concerns — as long as you have enough money to build what you need and can wait for it to be completed to get results. Unfortunately, the vast majority of framework implementations run over budget, suffer from bloated deployment timelines, and struggle to deliver the value for which they were originally purchased. Since these solutions rely entirely on customization and consulting, they lack the flexibility to react as regulations, environments, and business needs evolve. The IAM framework is the least well equipped to deal with the real world. It is analogous to paying someone to weave a very expensive and heavy rug that you can sweep all the dirt under.

For years, organizations were stuck with only these three options for addressing their IAM-driven security and compliance concerns. Fortunately, innovators have looked for a better way to do IAM. The result is a collection of IAM solutions that actually reduce complexity, empower the business with complete visibility and control, provide the nimble flexibility to “future proof” IAM, and work in conjunction with existing infrastructure rather than demanding a rip-and-replace strategy.

# Building a Business Case for Real-World IAM

For many organizations, the need for effective identity and access management is obvious; however, building a justification to acquire the necessary technologies is often challenging. In the minds of some, without a compelling event to force the issue, simply continuing along an established path (the do-nothing approach) seems the easiest option. However the benefits of implementing the right kind of identity and access management solution — one that is built for the real world — offers significant benefits.

A number of critical factors can influence the decision to do the right thing as far as security and compliance are concerned. While each situation is different and the motivation behind decisions can vary widely, elucidating the following benefits can help build a business case for acquiring and implementing an IAM solution designed for your real world:

- **Mitigate risk** – Delivering complete access governance and provisioning in one technology avoids the lengthy and expensive process of integration that is so prevalent in traditional framework solutions, enabling you to quickly achieve certification, access control, and a unified view of identity. **Quest One Identity Solutions include a business-focused, comprehensive approach that tightly couples access governance and provisioning to provide the thorough visibility and control necessary for risk avoidance.**
- **Achieve continuous, closed-loop compliance** – The right IAM solution will ensure that separation of duties (SoD) and other regulatory rules are enforced consistently and completely — both for time-of-change events (such as provisioning, change of department, etc.) and at time-of-access (authentication and authorization at run time). The result is continuous compliance without the uncertainty and extremely labor-intensive situation that most users of traditional IAM solutions find themselves trapped in. Efficiency increases dramatically and the organization — not the auditor — is now in the driver's seat. **Quest One Identity Solutions provide an easy, comprehensive, and business-driven approach to closed-loop compliance that swings power in favor of the audited.**
- **Maximize existing investments** – Fully automating identity and account management while leveraging infrastructure that is already in place (such as Active Directory and legacy IAM solutions) dramatically reduces expenses, accelerates deployment, and increases the return on both the original and new investments. **Quest One Identity Solutions fully leverage existing infrastructure to overcome the flexibility and customization shortcomings of other solutions while reducing costs and accelerating time-to-value.**
- **Control privileged access** – Placing complete and effective controls around all administrative and privileged access enables organizations to meet all regulatory pressures without impacting operations. In other words, administrators operate more efficiently, and the organization has a higher level of visibility into and control over its rights and activities. **Quest One Identity Solutions include the industry's most complete set of privileged account management offerings, ideally suited for any environment of regulatory pressure.**

- **Consolidate and unify** – The right IAM solution will reduce the size of the identity and access management challenge through consolidation of infrastructure, unification of identities, and controlling factors such as authorization rules, roles, and workflows. This simplification immediately removes many of the barriers to effective security and compliance. With a strategy and technologies aimed at simplifying identity and access management (rather than sweeping the complexity under the rug), a comprehensive IAM solution can be implemented at a much lower cost while maximizing risk mitigation. **Quest One Identity Solutions provide a dynamic, modeled approach to IAM that empowers organizations to get as close to a single identity, policy set, workflow set, authentication method, and authorization approach as possible. Fewer moving parts means exceedingly rapid time-to-value and a much better grasp on security and compliance.**
- **Modular and integrated** – Traditional IAM solutions typically require significant investment and heavy infrastructure to address even the most specific of needs. Targeted solutions, on the other hand, rarely work with other targeted solutions for other platforms or functionality. The right IAM solution should integrate with existing infrastructure today, enabling an organization to implement only what is necessary to reach today's goals while allowing for easy and integrated expansion to more functionality later. **Quest One Identity Solutions can be implemented in parts or as a whole without the requirement for an underlying “framework.” Because they leverage existing investments and are built using industry standards with an eye on what any organizations' next steps may be, Quest One Identity Solutions ensure that short-term decisions have positive long-term implications.**

# Quest One Identity Solutions – IAM for the Real World

Quest One Identity Solutions have grown out of the desire to simplify IAM. These solutions were designed with an acknowledgement that the real world is messy because of the complexity and heterogeneity of IT today, and with an eye firmly on who *should* be on the hook for security and compliance rather than who *is* on the hook.

Quest One addresses the real-world needs of real-world organizations in the four areas that most impact security and compliance: access governance, privileged account management, identity administration, and user activity monitoring.

## Access Governance

Quest One provides the complete visibility and comprehensive control necessary to ensure that users are able to appropriately access the resources they need to do their jobs (nothing more, nothing less) and to prove to auditors that all access is within security and compliance boundaries. The unique benefit of Quest One lies in its ability to place that control and grant that visibility to business managers and data owners, not just to IT. Quest One's access governance capabilities include:

- Access entitlement review
- Data access governance
- Attestation and recertification
- Enterprise provisioning
- Closed-loop compliance
- Fine-grained authorization

## Privileged Account Management (PAM)

Quest One offers the industry's most complete set of solutions to address one of the most pressing security and compliance needs: access to critical systems and data with shared administrative or "superuser" credentials such as the Unix root account, DBA accounts, and application administrator accounts. Quest One provides the individual accountability and auditability that systems natively lack and that auditors are most interested in. Quest One's privileged account management capabilities include:

- Elimination of sharing of administrative accounts
- Monitoring and recording of privileged sessions
- Enforcement of least privileges
- Enhancement of established PAM

## Identity Administration

Quest One provides organizations with the control and automation necessary to comprehensively administer the most important user accounts in their enterprises. It also empowers them to extend that management from existing infrastructure, policy and procedures to many systems that are less secure and more difficult to administer. Quest One moves much of the burden of account management from IT and places it in the hands of those who understand the needs and implications of actions: managers and line-of-business personnel. Quest One's capabilities for identity administration include:

- Automation of administrative tasks
- Single sign-on
- Simplified management of complex Unix, Linux, and Mac OS X environments
- Simplified Active Directory coexistence and migration

## User Activity Monitoring

Quest One Identity Solutions relieve IT of the burden often imposed by compliance and audit demand to track what users are doing and what systems they are accessing. In addition to providing control of access and administration of identities, Quest One improves the way organizations "prove" their compliance by delivering automation and consolidation. Quest One's capabilities for user activity monitoring include:

- Enabling fast and effective responses to security crises
- Finding vulnerabilities
- Preventing breaches

## Conclusion

Traditional approaches to IAM simply aren't designed for the real world — a world rife with change, uncertainty, risk, and growing demands. Quest, through a revolutionary approach that simplifies IAM, security, and compliance, is the only vendor with the vision, solutions, and technologies to deliver IAM for the real world.

## About the Author

Jonathan Sander has been a senior member of Quest's team since 1999. Working with both the security and performance management product lines, he has designed, architected, and implemented solutions for Quest's largest and smallest customers. When Quest One Identity Solutions were launched, Jonathan took the position as the solution's chief evangelist. Now he directs all business development efforts for the growing IAM solution, working with partners, channels, and building programs to raise awareness. Previous to Quest, Jonathan was a presales consultant at Platinum Technology focusing on security, access control, and SSO solutions. Jonathan graduated from Fordham University in 1996 with a degree in Philosophy.

© 2012 Quest Software, Inc.

**ALL RIGHTS RESERVED.**

This document contains proprietary information protected by copyright. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose without the written permission of Quest Software, Inc. ("Quest").

The information in this document is provided in connection with Quest products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of Quest products. EXCEPT AS SET FORTH IN QUEST'S TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, QUEST ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL QUEST BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF QUEST HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Quest makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. Quest does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

**Quest Software World Headquarters**

LEGAL Dept  
5 Polaris Way  
Aliso Viejo, CA 92656  
www.quest.com  
email: legal@quest.com

Refer to our Web site for regional and international office information.

---

**Trademarks**

Quest, Quest Software, the Quest Software logo, AccessManager, ActiveRoles, Aelita, Akonix, AppAssure, Benchmark Factory, Big Brother, BridgeAccess, BridgeAutoEscalate, BridgeSearch, BridgeTrak, BusinessInsight, ChangeAuditor, ChangeManager, Defender, DeployDirector, Desktop Authority, DirectoryAnalyzer, DirectoryTroubleshooter, DS Analyzer, DS Expert, Foglight, GPOAdmin, Help Desk Authority, Imceda, IntelliProfile, InTrust, Invirtus, iToken, IWatch, JClass, Jint, JProbe, LeccoTech, LiteSpeed, LiveReorg, LogAdmin, MessageStats, Monosphere, MultSess, NBSpool, NetBase, NetControl, Npulse, NetPro, PassGo, PerformaSure, Point,Click,Done!, PowerGUI, Quest Central, Quest vToolkit, Quest vWorkSpace, ReportAdmin, RestoreAdmin, ScriptLogic, Security Lifecycle Map, SelfServiceAdmin, SharePlex, Sitraka, SmartAlarm, Spotlight, SQL Navigator, SQL Watch, SQLab, Stat, StealthCollect, Storage Horizon, Tag and Follow, Toad, T.O.A.D., Toad World, vAutomator, vControl, vConverter, vFoglight, vOptimizer, vRanger, Vintela, Virtual DBA, VizionCore, Vizioncore vAutomation Suite, Vizioncore vBackup, Vizioncore vEssentials, Vizioncore vMigrator, Vizioncore vReplicator, WebDefender, Webthority, Xaffire, and XRT are trademarks and registered trademarks of Quest Software, Inc in the United States of America and other countries. Other trademarks and registered trademarks used in this guide are property of their respective owners.

Updated—May 2012

---

**About Quest Software, Inc.**

Quest Software (Nasdaq: QSFT) simplifies and reduces the cost of managing IT for more than 100,000 customers worldwide. Our innovative solutions make solving the toughest IT management problems easier, enabling customers to save time and money across physical, virtual and cloud environments. For more information about Quest solutions for application management, database management, Windows management, virtualization management and IT management, go to [www.quest.com](http://www.quest.com).

**Contacting Quest Software**

PHONE 800.306.9329 (United States and Canada)

If you are located outside North America, you can find your local office information on our Web site.

EMAIL [sales@quest.com](mailto:sales@quest.com)

MAIL Quest Software, Inc.  
World Headquarters  
5 Polaris Way  
Aliso Viejo, CA 92656  
USA

**Contacting Quest Support**

Quest Support is available to customers who have a trial version of a Quest product or who have purchased a commercial version and have a valid maintenance contract.

Quest Support provides around-the-clock coverage with SupportLink, our Web self-service.

Visit SupportLink at <https://support.quest.com>.

SupportLink gives users of Quest Software products the ability to:

- Search Quest's online Knowledgebase
- Download the latest releases, documentation and patches for Quest products
- Log support cases
- Manage existing support cases

View the Global Support Guide for a detailed explanation of support programs, online services, contact information and policies and procedures.

WPW-IAM4theRealWorld-US-VG