



GTC 2009

Case Study: Texas HHSC Identity & Access Management

The Business Need in Texas HHSC
Jeff Fleece

Deputy Chief Information Officer

Technology and Security
Steven L. Bailey

Director of Enterprise Architecture & Security Management

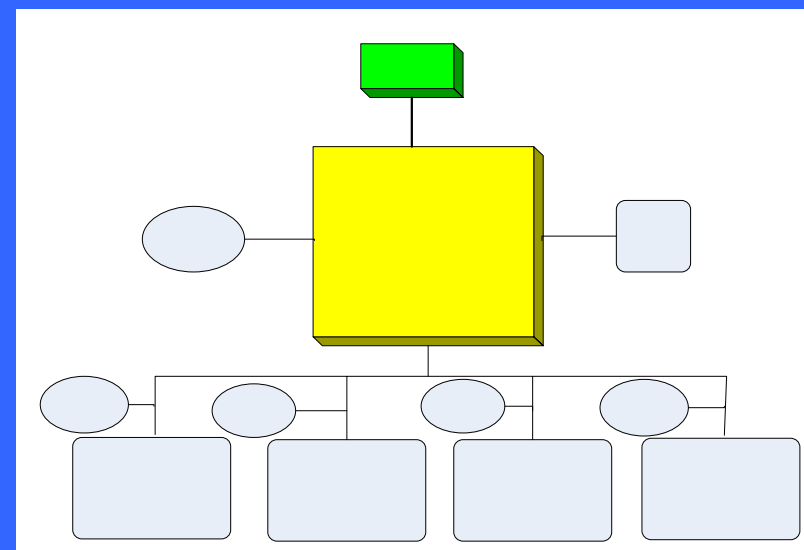
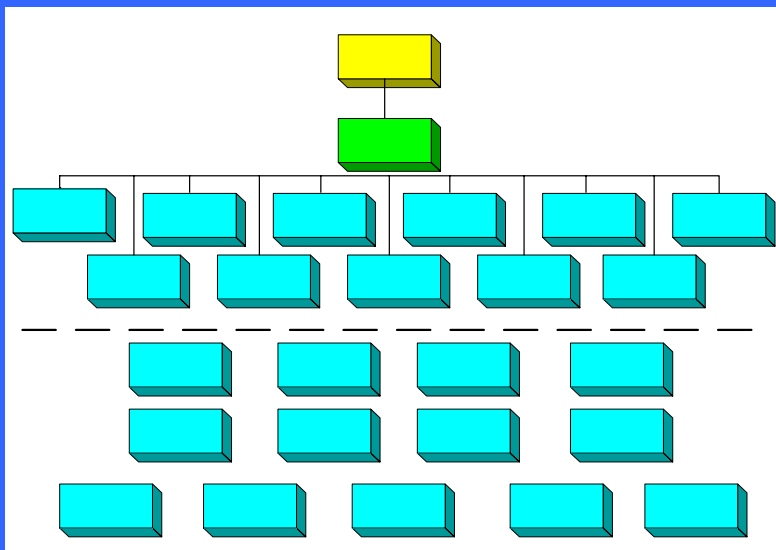
Business Impact
Lupita Padilla

Director of Infrastructure Management & Operations

In 2003 HB 2292 creates efficiency opportunities:

- 11 health agencies to 5 agencies with commission oversight
(each with its own IT department and policies),
- Over 800+ applications to prioritize, consolidate, provision, manage. . .
(each with its own security and access requirements)

In 2005 HB 1516 mandates data center consolidation and yields DIR-led Data Center Services initiative



Infrastructure/Policies/Procedures



Application Security Managers



The IAM project focused on three primary business objectives:

Improve efficiency in Security operations

- Reduce costs
- Enhance service

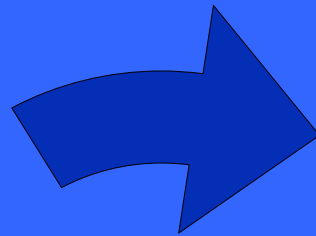
Increase Security effectiveness

- Policy alignment
- Regulatory compliance

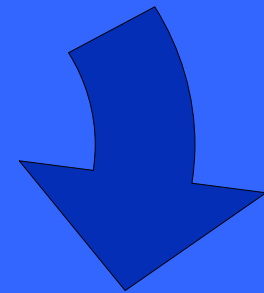
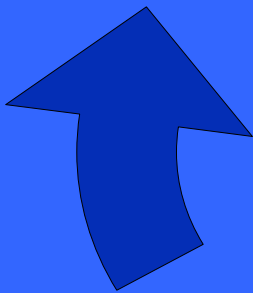
Enhance business agility & performance

- Workforce effectiveness
- Customer convenience

**Business
Ownership**

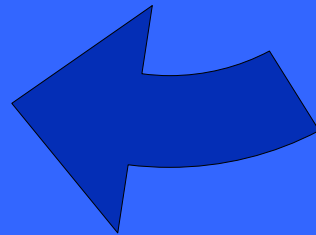


**Security Policy &
Procedures**



**Compliance,
Audits & Risk**

IT Security



Phase 1

Phase 2

Phase 3

Objectives

- Stand up infrastructure
- Develop common user repository
- Gather business & application requirements

Challenges

- Infrastructure trials
- Development resources
- Solution Complexity

Phase 1

Phase 2

Phase 3

Objectives

- Stand up infrastructure
- Develop common user repository
- Gather business & application requirements
- Implement custom provisioning & access management solutions
- Refine solution for re-usability

Challenges

- Infrastructure trials
- Development resources
- Solution Complexity
- Planning for security during the requirements phase
- Development resources
- Marketing the solution

Phase 1

Phase 2

Phase 3

Objectives

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Stand up infrastructure • Develop common user repository • Gather business & application requirements | <ul style="list-style-type: none"> • Implement custom provisioning & access management solutions • Refine solution for re-usability | <ul style="list-style-type: none"> • Accessibility / Usability / Training • Communication • Monitoring • Future planning |
|---|---|--|

Challenges

- | | | |
|---|--|--|
| <ul style="list-style-type: none"> • Infrastructure trials • Development resources • Solution Complexity | <ul style="list-style-type: none"> • Planning for security during the requirements phase • Development resources • Marketing the solution | <ul style="list-style-type: none"> • Standards, measurement and training • Communication procedures & lists • Monitoring • Application expansion |
|---|--|--|

User Community

Employees, Contractors, Partner Organizations

Security and Compliance

Auditors



Provisioning

Self Service

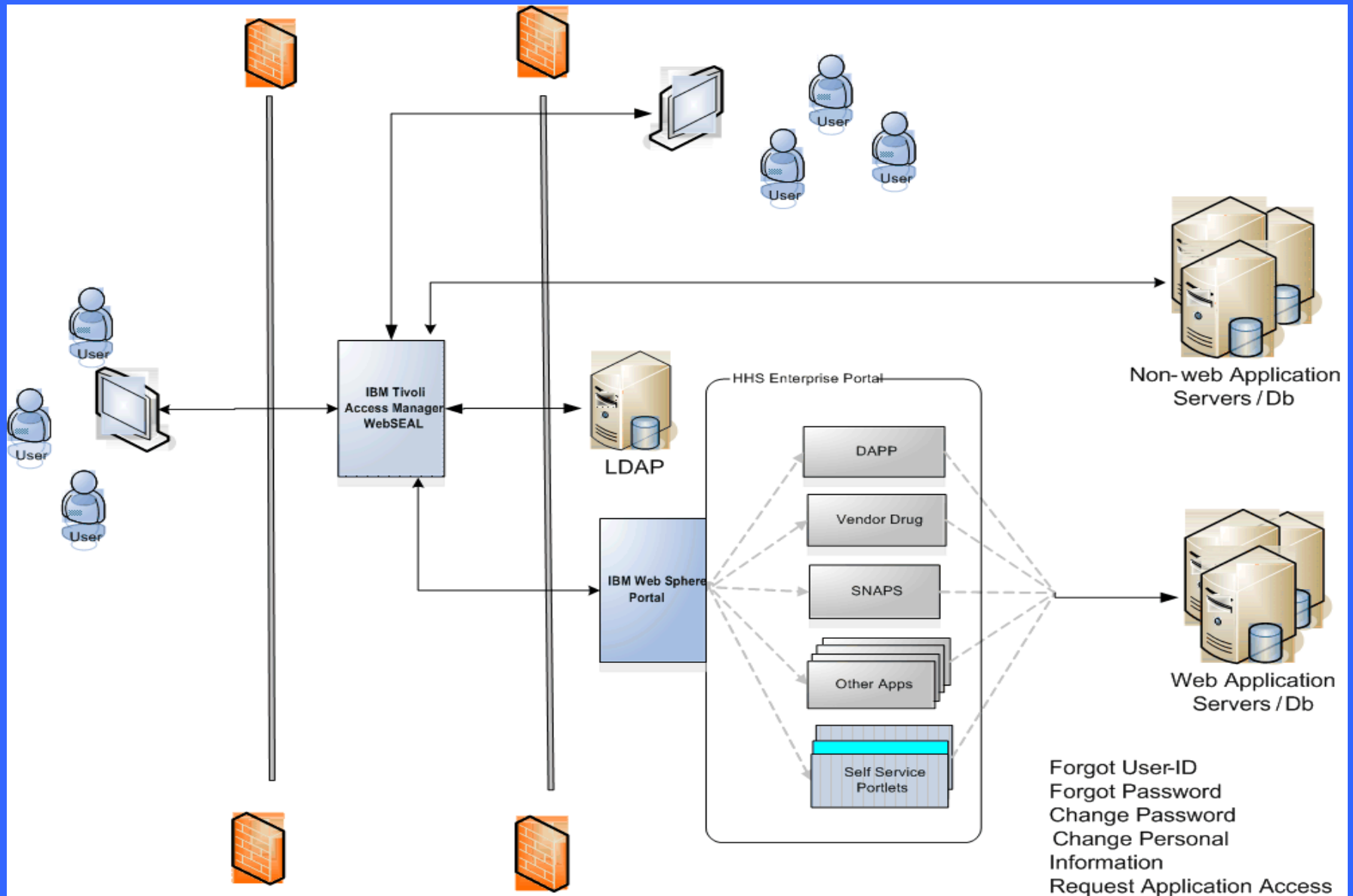
Access Management



System Administrators



Identity and Access Management Infrastructure



The IAM project accomplished three primary business objectives:

Improved efficiency in Security operations

- Common security model
- Shared infrastructure

Increased Security effectiveness

- Enterprise security policy
- Auditability

Enhanced business agility & performance

- Provisioning/de-provisioning (turnaround & automated)
- Self-service (reduce help desk calls)
- Single sign-on (web-based only)
- Single userID & password (all)

“I love it. It’s easier for the users. Once they learn the interface the first time, then it applies to other applications. We spend time with callers to educate them on the system, then they never call back as they use the self-service features. It’s a pleasure to see the improvements brought about by Identity and Access Management, especially the happier users.”

- HHSC Provisioning Staff

“It’s really made the requesting and granting access to our application much simpler. Getting rid of a manual form and using on-line workflow makes it easy to grant access to the right people, quickly. With 2,500 active users, this has been true time saver/audit blessing for our application.”

- Project Manager of one of the applications served by IAM

“I really do sleep better at night when applications move into our IAM project. I know that they will meet NIST standards for access management and that our sensitive data is more secure.”

- HHSC Enterprise Security Manager



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