



# Pulse2011



## **Safely Driving a Successful Identity and Access Environment – Caltex's Journey**

Paul Di Matteo  
Information Security Manager

## Who is Caltex?

- Caltex Australia is Australia's leading transport fuel supplier and convenience retailer and the only integrated oil refining and marketing company listed on the Australian Securities Exchange.
- Caltex's commitment to operational excellence includes the protection of information and access to systems across its Retail, Engineering and Corporate businesses



## What is Caltex's business?

- Three business areas
  - Retail
    - Company owned
    - Franchisee
    - Direct sales
  - Engineering
  - Corporate



## Caltex challenge Retail

- Faster on-boarding of identities
  - Petrol stations
  - Online services
- Cloud application authentication
- Franchisee model
  - Delegation of authority
  - Reporting and Auditing
- No Account Management services



## Caltex challenge Engineering

- Fast on-boarding of contractors
  - Business activities that rely on short-term staffing
  - Delegated to managers
- Visibility of access for users
- Group management
  - Delegated to owner



## Caltex challenge Corporate

- Desire for cloud-based apps
- Requirement to manage enterprise and cloud service Identities
- Simple enhanced user experience
- Technology refresh



## Challenges and lessons learned

- Rapid application development
- Demand Management
- Strategic plan and stick to it
- Take on opportunities



## What is the future roadmap for IAM at Caltex?

- Further investment in Enterprise Role
- Further Federation
- Manage systems based on user profiling
- Orchestration of Confidential Information Protection







# Questions?



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