Tivoli® software

IBM

IBM Tivoli Identity Manager Express

Highlights

- Leverage flexible out-of-the-box self-service capabilities for password resets and account updates

- Facilitate user access and monitor user access permissions through approval and recertification workflows

- Help minimize inconsistencies and errors through automated account submission and approval processes

- Quickly produce reports to help speed the preparation for internal audits

- Help enhance the user experience through an easy-to-use interface tailored to individual job responsibilities

- Help minimize administration requirements by taking advantage of simplified installation and deployment

Small and midsized organizations today face increasing pressure to accommodate a growing number of users, customers, employees and partners that require access to resources within and across the company. To maximize your time to value, these initiatives should be undertaken in a way that helps you minimize security risks and increase efficiencies while providing the responsiveness and control needed to comply with ever-expanding audit requirements.

IBM Tivoli® Identity Manager Express can help you manage an increasing number of users with fewer resources by establishing a central point to manage user rights. Through a robust workflow engine, Tivoli Identity Manager Express enables you to automate the user provisioning process, including approvals and account creation, as well as the user deprovisioning process. As a result, it helps you mitigate the risk of invalid accounts and privileges. Automating these processes can help you maintain an ongoing record of access-rights changes — and thereby reduce the amount of time needed to gather the information required to comply with security audits.

Beyond controlling user populations and demonstrating compliance, Tivoli Identity Manager Express can help you take an important step toward becoming an On Demand Business: an enterprise whose business processes — integrated end to end across the company and with key partners, suppliers and customers — can respond with speed to any customer demand, market opportunity or external threat.

Empower end users through self-service capabilities

As user accounts change throughout a company — due to turnover, changing job responsibilities and so on — employees and administrators alike are burdened by multiple passwords and time-consuming account maintenance. Tivoli Identity Manager Express helps you minimize help-desk calls by providing an intuitive self-service Web interface that allows users to update personal information, synchronize their passwords or reset forgotten passwords through challenge-and-response questions.

By putting ownership back in the hands of users, you can drive employee efficiency and help minimize the frustration

of system lockouts. At the same time, IT and help-desk staff can focus on high-priority activities that generate substantial business value.

Tivoli Identity Manager Express lets your organization configure which attributes are allowed for self-service (such as address or title) and which attributes require approval through workflows. IT administrators and service owners can also configure password rules in line with your password policies to help facilitate security and compliance within your IT infrastructure.

Help reduce the complexity of managing user access rights

Correctly granting and limiting user access to your systems, applications and data can be a challenge when performed manually on a case-by-case basis. Tivoli Identity Manager Express helps you streamline and accelerate the user provisioning and deprovisioning processes by automating the submission and approval of user requests for the services they need, and by removing accounts when employees no longer need access.

For example, if a new employee needs access to product development plans that are stored in a database, Tivoli Identity Manager Express can automatically route that request to the appropriate development administrator for review and approval. If that person does not respond in a certain time-frame, Tivoli Identity Manager Express
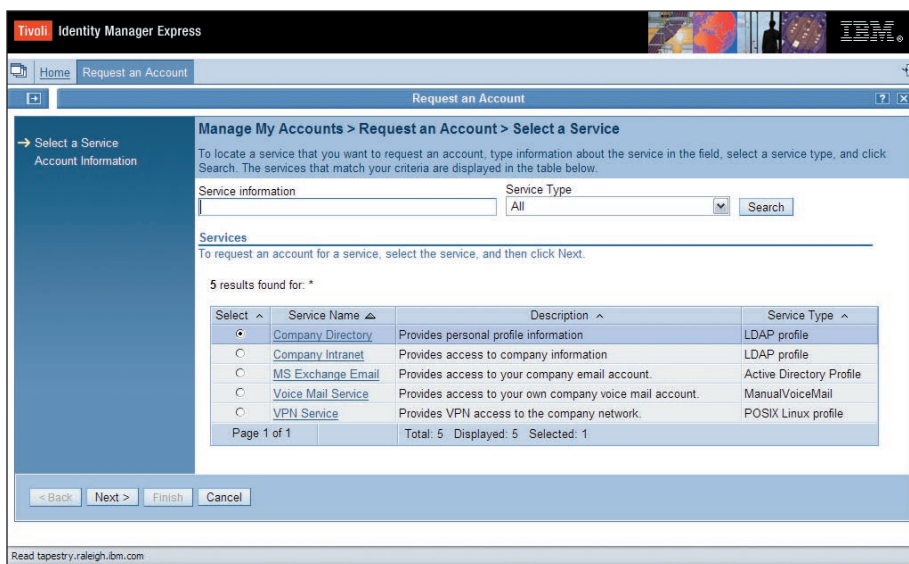
Empower your employees and contractors, and enable them to request access to the services they need to perform their jobs.

can escalate the request to another person. Once the service owner has approved the request, Tivoli Identity Manager Express enables you to establish predefined settings that eliminate the need for administrators to manually fill out the same information for each new account — a time-consuming task that often leads to errors.

Help protect user identities and facilitate compliance through simplified validation processes

Compliance regulations are becoming more stringent. Many organizations must improve their accountability and the transparency with which they adhere to regulations such as Sarbanes-Oxley (SOX), the Health Insurance Portability and Accountability

Act (HIPAA), Basel II and many others designed to maximize corporate transparency, protect privacy and minimize identity theft and fraud. Companies can fail audits if they cannot demonstrate that they effectively apply their processes and procedures for granting access rights to users.

When the size of a company changes, the validation process can be time-consuming, costly and inefficient. Every time a person changes jobs, roles or employment status, his user access must be appropriately adjusted by altering or deleting all of his user accounts across every application and system. To achieve audit compliance, IT staff must perpetually audit each production server and application manually to avoid invalid accounts.

Tivoli Identity Manager Express can help you grant and enforce the correct access levels using a standard recertification process that confirms all accounts are active and valid. Notification and approval events can be sent to managers, application owners or security administrators. Because the software tracks user access from a single location, it helps you create a source for centralized approvals.

Validating and enforcing user access rights can help ease the burden of achieving compliance by reducing the time and cost associated with preparing for audits and revalidating user accounts. And by matching user accounts with known identities, you can help eliminate orphan accounts that can lead to noncompliance. Tivoli Identity Manager Express provides standard reporting capabilities that offer a consolidated view of access rights and provisioning activity across all managed people and systems.

Provide easy access to relevant information
Tivoli Identity Manager Express provides an intuitive user interface tailored to the needs of each user type, including system administrator, service owner, help-desk assistant, manager and user. You can group users according to business needs and can delegate functionality, such as who can add, delete, modify or view users and reset user passwords. Tivoli Identity Manager Express determines what

access and permissions each type of user has and displays the functions allowed for that user type.

Administrators can easily modify the tasks each user type is allowed to perform through simple checkboxes. For example, you can turn off the ability for end users to reset their passwords or turn on the ability for help-desk operators to request new accounts for users by selecting or deselecting a checkbox.

Get up and running quickly
Tivoli Identity Manager Express is designed for rapid installation and configuration on a single server. Tivoli Identity Manager Express includes all the necessary prerequisites required for it to operate.

In addition, Tivoli Identity Manager Express helps simplify and accelerate deployment by automatically installing the following adapters:

- Lightweight Directory Access Protocol (LDAP)
- Sun Solaris
- IBM AIX®
- Red Hat Enterprise Linux®
- SUSE Linux
- HP-UX

Other base adapters included with Tivoli Identity Manager Express include Microsoft® Windows® Active Directory®, IBM Tivoli Access Manager and IBM Lotus Notes®. Many additional adapters for popular applications and systems

are also available from IBM at no additional charge. The adapters can be configured remotely (agentless) or with a local adapter.

To help simplify ongoing administration, Tivoli Identity Manager Express provides easy-to-use administration features — including wizards to add new users and request new accounts, concurrent task management and contextual search capabilities.

IBM teams to enable your unique business or technology requirements
For customers requiring additional services and desiring even faster results, IBM Software Services for Tivoli (Lab Services), IBM Global Services and our extensive network of business partners offer deep technical and business expertise. Augmented services include planning and architecture, customization, best practices, integration, skills transfer, service offerings, custom on-site training workshops and premium support. Enhanced services can help achieve business results faster and gain efficiencies by doing more with less and increasing efficiencies within existing resources, while helping to reduce project risk. Take advantage of our expertise with the IBM QuickStart Services for Tivoli Identity Manager Express offering. Rely on our worldwide experience and unlock the power of a comprehensive set of business process expertise, deep technical skills and a proven suite of services solutions.

Tivoli Identity Manager Express at a glance

Operating system requirements:
- 2GB RAM
- 2GHz processor
- 10GB available disk space

Supported platforms:
- Windows 2003 Standard Server
- Windows 2003 Enterprise Server
- Red Hat Enterprise Linux 4.0 for x86
- SUSE SLES 9 for x86

Supported clients:
- Microsoft Internet Explorer, Version 6.0 or higher
- Mozilla, Version 1.7 or higher

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information technology (IT) resources, tasks and processes in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

For more information

To learn more about Tivoli Identity Manager Express and integrated solutions from IBM, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli/solutions/security

You can also learn more about IBM Software Services at **ibm.com**/software/sw-services, IBM Global Services at **ibm.com**/services and IBM Business Partners at **ibm.com**/software/solutions/isv