



## **ProofID IAM Professional Services<sup>®</sup>**

### **Product Description**

**Prepared for:**

**GCloud 14**



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## Identity and Access Management (IAM) Consultancy

### 1.1 Introduction

In an IT landscape, which is increasingly influenced by internet and cloud technologies, identity management is a specialist technology requiring niche technical skills yet is at the heart of modern enterprise IT operations.

Identity management is an essential element of the IT stack, yet the skills required to deploy and manage identity management solutions are in short supply, which means that many organisations find it difficult to manage their identity management deployment effectively and efficiently. This issue is compounded by the fact that identity management technologies, by their very nature, reach across the whole IT estate, meaning that misconfiguration or outages can have very serious implications, in terms of security and lost productivity.

Building upon many years' experience of delivering complex enterprise identity management solutions, ProofID is ideally placed to offer expert consultancy services to assist customers with the implementation or evolution of identity management solutions.

### 1.2 Identity Management Consultancy Service Highlights

The identity management consultancy service offers the following benefits:

- Highly experienced team of identity management consultants used to deliver identity management solutions into challenging operating environments
- PRINCE2 certified project management team
- ITIL aligned service management techniques reducing the risk associated with identity management deployment
- Broad technology support across a number of enterprise and open source platforms.

### 1.3 What Makes ProofID's Approach Different?

ProofID's consultants are identity management experts first, and product specialists second. By focusing on core identity skills, our consultants are able to work expertly across a number of vendor solutions and identity management technologies.

ProofID specialises in the next generation identity management technologies which are essential when managing identity across cloud assets, and our consultants are able to design solutions to help customers move seamlessly from legacy, on-premise provisioning platforms to 'new world' technologies such as federation and emerging standards like OAUTH and SCIM.

Building upon the firm foundations of an accurately captured requirement, ProofID's consultants proceed through a structured delivery process, ensuring quality of delivery and elimination of risk. ProofID does not compromise on quality - from experience, we know that cutting corners does not deliver results.

The benefits of ProofID's approach to identity management consultancy are proven, as evidenced by the following testimonial from the British International School in Jakarta:

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*"We were looking for a technology partner that had the proven technical expertise to design a solution that would satisfy our complex requirements, combined with the ability to work and support us in a flexible manner. ProofID were a good match on both counts, and have taken the time to really understand our business and technical environment", Rob Shepley, British International School, Jakarta*

#### **1.4 About ProofID**

ProofID is a global Identity Managed Service provider headquartered in the UK with a US operation in Colorado Springs. We help customers every day in securing enterprise data, manage hybrid cloud environments, secure mobile apps, and provide access to services by partners and customers. All successfully delivered through our methodology driven managed service. Daily we manage over 10 million identities and deliver services to 170 countries. For more information, call +44 (0)161 906 1002 email [info@proofID.com](mailto:info@proofID.com) or visit [www.proofID.com](http://www.proofID.com).

#### **1.5 Supported Technologies**

ProofID is vendor agnostic and supports a wide array of identity management products, including:

- Ping Identity PingFederate, PingAccess, PingOne, PingDirectory, Ping Intelligence and PingID
- SailPoint
- NetIQ IDM and Access Manager
- Delinea PAM product suite
- CyberArk
- Shibboleth
- ProofID products



## 1.0 IAM Consultancy – Detailed Description

This section describes the various ways we can help your organisation via the IAM Consultancy service.

### 2.1 IAM Roadmap

- ProofID’s IAM Roadmap service helps organisations optimise IAM investment, while keeping them secure and mitigating risk. We help our customers achieve a secure digital identity along with an optimal user experience. Whether you are at the beginning of your IAM journey, or just want us to evaluate your current project, our roadmap workshops provide the answers to formulate an effective and efficient IAM project. Our objective is to ensure your IAM Roadmap aligns with your business strategic initiatives, as well as how identity fits into your holistic security program and associated business applications.

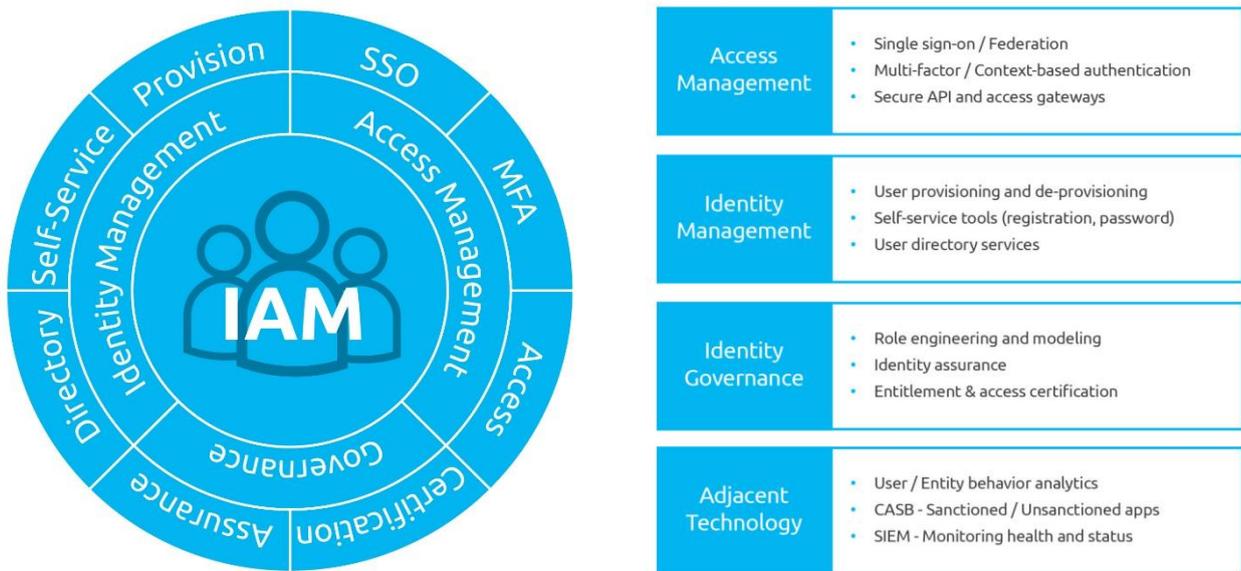


Figure 1: IAM Roadmap breakdown

The reality of today’s technology is IAM has become increasingly complex. Our IAM Roadmap Service is a wide-ranging series of working sessions and workshops that will help companies understand the capabilities of IAM and how it fits within the existing business and technical environment. The result of our IAM Roadmap service a strategic program for your business to quickly achieve benefits and value from an IAM investment for the future.

<b>Improve your IAM project</b>	Consolidate disparate IAM technology and projects into a modern digital identity.
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<b>Establish business justification</b>	Identify driving business requirements to justify IAM investment
<b>Align IAM initiatives</b>	Bring together requirements, technologies and resources into a single IAM initiative.
<b>Provide a holistic project plan</b>	Jointly build a success-oriented project plan to achieve goals of the IAM Roadmap.
<b>Complete a health check</b>	An evaluation of existing IAM against business requirements and capabilities

## 2.2 Strategic Consulting

Give your IAM project the best chance at success by focusing on strategy, planning and risk management, without losing site of near term business outcomes. Proven agile-based approach.

- Deep knowledge of leading IAM technology
- Strategic IAM roadmap
- Industry specific expertise
- Focus on security and compliance

## 2.3 Implementation Services

IAM can be a complex technology requiring 'niche' technical skills to configure and deploy effectively. ProofID's consulting team can help, by completing the work necessary to keep your critical IAM projects on schedule, allowing your team to keep on top of the latest business demands.

- Flexible delivery models
- Implementation and upgrades
- Configuration, deployment and administration capabilities
- Experience across leading IAM technologies

## 2.4 IAM Project Management

IAM projects can be uniquely challenging, as by its nature IAM is a technology which cuts across the whole organisation. ProofID has many years' experience of successfully delivering enterprise IAM projects and can provide the IAM project Management expertise to help you lead and orchestrate a disparate team and avoid common issues before they become problems, all the while keeping your IAM project on time and on budget.



- Lead or supplement your project team
- Implement best-practice approach to IAM delivery
- Ensure IAM solution is secure and compliant
- Reduce risk by ensuring integrations are secure
- Keep your IAM initiative on time and on budget

## **2.5 Custom Development Services**

Enterprise IAM deployments frequently require integrations with non-standard or legacy, yet critical applications. Often this requires custom components to be developed to meet these unique needs. ProofID combines diverse coding and system integration expertise with a proven agile-based approach to deliver a secure, fully integrated solution that meets today's complex identity and access management requirements.

- Best practice agile methodology
- Define requirements and identify risks upfront
- Up-to-date IAM vendor integration expertise
- Deep knowledge of IAM standards and protocols



### 3.0 Pricing Model

Pricing for ProofID’s identity management consultancy service is presented in the GCloud SFIA rate card below:

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
<b>1. Follow</b>	£1,100	£1,100	£1,100	£1,100	N/A	N/A
<b>2. Assist</b>	£1,200	£1,200	£1,200	£1,200	N/A	N/A
<b>3. Apply</b>	£1,300	£1,300	£1,300	£1,300	N/A	N/A
<b>4. Enable</b>	£1,450	£1,450	£1,450	£1,450	N/A	N/A
<b>5. Ensure/Advise</b>	£1,500	£1,500	£1,500	£1,500	N/A	N/A
<b>6. Initiate/Influence</b>	£1,600	£1,600	£1,600	£1,600	N/A	N/A
<b>7. Set Strategy/Inspire</b>	£1,750	£1,750	£1,750	£1,750	N/A	N/A

#### 3.1 Academic and Not for Profit Organisations

These Institutions attract a 10% discount on all daily rates

#### 3.2 Standards for Consultancy Day Rate cards



Item	Description
Consultant's Working Day	8 hours exclusive of travel and lunch.
Working Week	Monday to Friday excluding national holidays
Travel and Subsistence	Expenses necessarily incurred are not included within the day rate
Mileage	Mileage expenses necessarily incurred are not included within the day rate
Professional Indemnity Insurance	Included in the day rate

### 3.3 Volume Discount

The following discounts apply for bulk discounts of consultancy days.

Discounts apply to a single order only and are not cumulative across multiple orders.

Discounts apply for the number of days which fall within each discount 'break point'

<b>Days Ordered</b>	50-100	101+
<b>Discount</b>	2.5%	5%

### 3.4 Marketing Support Discount

A 5% per annum discount applies subject to the customer agreeing to the following terms

- ProofID is permitted to release a Press Release upon receipt of Purchase Order describing the project and to include contract value
- The customer to collaborate with ProofID on a Case Study following three months of transition of the deliverables into production. ProofID may publish the Case Study as desired.
- ProofID allowed to use the customer's name and logo on promotional material for consultancy services and on ProofID's website.
- The customer to act as a reference site for ProofID's prospective consultancy customers.



### 3.5 Consultancy Roles

ProofID’s consultancy roles do not exactly match the roles in the GCloud SFIA Rate Card Template.

The following table shows how ProofID’s consultancy roles map to the SFIA roles:

ProofID Consultancy Role	SFIA Role
<b>Solution Architect</b>	Strategy and Architecture
<b>Identity Management Consultant</b>	Solution development and implementation
<b>Developer</b>	Solution development and implementation
<b>Service Delivery Manager</b>	Service management
<b>Project Manager</b>	Service management

### 3.6 Level Definitions

The definition of levels in the rate card above are as per the GCloud SFIA Rate Card Template, and are reproduced from that source below:

	Autonomy	Influence	Complexity	Business Skills
<b>1 Follow</b>	Works under close supervision. Uses little discretion. Is expected to seek guidance in expected situations.	Interacts with immediate colleagues.	Performs routine activities in a structured environment. Requires assistance in resolving unexpected problems.	Uses basic information systems and technology functions, applications, and processes. Demonstrates an organised approach to work. Learns new skills and applies newly acquired knowledge. Has basic oral and written communication skills.

				Contributes to identifying own development opportunities.
<b>2 Assist</b>	<p>Works under routine supervision.</p> <p>Uses minor discretion in resolving problems or enquiries. Works without frequent reference to others.</p>	<p>Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.</p>	<p>Performs a range of varied work activities in a variety of structured environments.</p>	<p>Understands and uses appropriate methods, tools and applications.</p> <p>Demonstrates a rational and organised approach to work. Is aware of health and safety issues. Identifies and negotiates own development opportunities. Has sufficient communication skills for effective dialogue with colleagues. Is able to work in a team. Is able to plan, schedule and monitor own work within short time horizons. Absorbs technical information when it is presented systematically and applies it effectively.</p>
<b>3 Apply</b>	<p>Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at</p>	<p>Interacts with and influences department/project team members.</p> <p>May have working level contact with customers and suppliers. In predictable and</p>	<p>Performs a broad range of work, sometimes complex and non-routine, in a variety of environments.</p>	<p>Understands and uses appropriate methods, tools and applications.</p> <p>Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and</p>

	<p>frequent milestones. Determines when issues should be escalated to a higher level.</p>	<p>structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases of projects.</p>		<p>negotiating appropriate development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applies technical information. Works to required standards. Understands and uses appropriate methods, tools and applications. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.</p>
<p><b>4 Enable</b></p>	<p>Works under general direction within a clear framework of accountability.</p> <p>Exercises substantial personal responsibility and autonomy. Plans own work to meet</p>	<p>Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities</p>	<p>Performs a broad range of complex technical or professional work activities, in a variety of contexts.</p>	<p>Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can</p>

	<p>given objectives and processes.</p>	<p>related to own specialism.</p> <p>Makes decisions which influence the success of projects and team objectives.</p>		<p>present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives.</p> <p>Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.</p>
<p><b>5</b> <b>Ensure/Advise</b></p>	<p>Works under broad direction. Is fully accountable for own technical work and/or</p>	<p>Influences organisation, customers, suppliers and peers within</p>	<p>Performs a challenging range and variety of complex technical or</p>	<p>Advises on the available standards, methods, tools and applications relevant</p>

	<p>project/ supervisory responsibilities. Receives assignments in the form of objectives.</p> <p>Establishes own milestones and team objectives, and delegates responsibilities. Work is often self-initiated.</p>	<p>industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers.</p>	<p>professional work activities.</p> <p>Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/ organisational requirements.</p>	<p>to own specialism and can make correct choices from alternatives. Analyses, diagnoses, designs, plans, execute and evaluates work to time, cost and quality targets. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership.</p> <p>Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/ specialism to the employing organisation. Takes customer requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors more junior colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for operational improvement.</p>
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				<p>Demonstrates creativity and innovation in applying solutions for the benefit of the customer.</p>
<p><b>6</b> <b>Initiate/</b> <b>Influence</b></p>	<p>Has defined authority and responsibility for a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and delegates responsibilities. Is accountable for actions and decisions taken by self and subordinates.</p>	<p>Influences policy formation on the contribution of own specialism to business objectives. Influences a significant part of own organisation and influences customers/suppliers and industry at senior management level. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.</p> <p>Develops high-level relationships with customers, suppliers and industry leaders.</p>	<p>Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the formulation of IT strategy. Creatively applies a wide range of technical and/or management principles.</p>	<p>Absorbs complex technical information and communicates effectively at all levels to both technical and non-technical audiences. Assesses and evaluates risk. Understands the implications of new technologies. Demonstrates clear leadership and the ability to influence and persuade. Has a broad understanding of all aspects of IT and deep understanding of own specialism(s). Understands and communicates the role and impact of IT in the employing organisation and promotes compliance with relevant legislation. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in the IT industry.</p>

<p><b>7 Set Strategy/ Inspire</b></p>	<p>Has authority and responsibility for all aspects of a significant area of work, including policy formation and application. Is fully accountable for actions taken and decisions made, both by self and subordinates</p>	<p>Makes decisions critical to organisational success. Influences developments within the IT industry at the highest levels. Advances the knowledge and/or exploitation of IT within one or more organisations.</p> <p>Develops long-term strategic relationships with customers and industry leaders.</p>	<p>Leads on the formulation and application of strategy. Applies the highest level of management and leadership skills. Has a deep understanding of the IT industry and the implications of emerging technologies for the wider business environment.</p>	<p>Has a full range of strategic management and leadership skills.</p> <p>Understands, explains and presents complex technical ideas to both technical and non-technical audiences at all levels up to the highest in a persuasive and convincing manner. Has a broad and deep IT knowledge coupled with equivalent knowledge of the activities of those businesses and other organisations that use and exploit IT.</p> <p>Communicates the potential impact of emerging technologies on organisations and individuals and analyses the risks of using or not using such technologies. Assesses the impact of legislation, and actively promotes compliance. Takes the initiative to keep both own and subordinates' skills up to date and to maintain an awareness of developments in IT in own area(s) of expertise.</p>
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