

OKTA HEALTH CHECK

For customers who would like to maintain Okta platform health and learn how to optimise their Okta service security. The health check involves a review of your Okta tenant(s) by a certified Okta expert and review of your service wrap by a service architect.





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Dear Customer,

Thank you for the opportunity to showcase our services through the G-Cloud Framework.

We understand that you want to partner with an organisation possessing deep technical skills to deliver on your vision. As an identity practice that is solely focussed on cybersecurity, Innovate is distinct in its ability to help clients on their most complex technology transformations from strategy through to implementation and support.

Innovate is a long standing and recognised brand in the UK Okta community. As an accredited Apex tier Okta Service Delivery Partner, Innovate provides Okta health checks and service reviews for clients that want their platform checked against industry standard and best-practice for fewer incidents and platform optimization.

As one of the UK's top Identity Practices, we are excited to offer this service.

Yours sincerely,
Paul Rawlinson



Our Customers

You're in good company

We work with all industry verticals and sectors



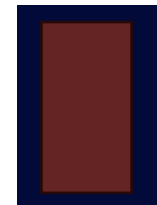
Public Sector



Third Sector



Private Sector



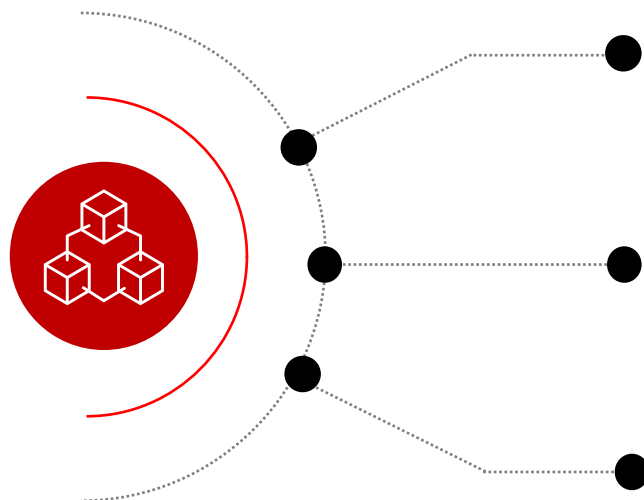
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Service Description



Service Description – **Okta Health Check**

The health check will evaluate your production Okta tenant and assess your current support model and processes



Analysis of Okta platform configuration

- End-User lifecycle & Suspicious Activity
International Activity
- Platform Overall Health State
- Security, MFA and conditional access Policies
- API tokens & AD/LDAP agents

Analysis of Identity and Access Management Service wrap

- Review of existing support model and processes
 - Joiners, Movers, Leavers
 - Service Request fulfilment
 - Analysis of People, Process and Technology

Production of detailed Report and Service Review

- Service report includes all the findings and recommendations using a standard template
 - Summary of end user lifecycle activities and suspicious activity
 - Assessment platform configuration, integrations and security policies
 - Recommended configurations based on industry best practice
 - New features & use case recommendations
- Review is held with a fully qualified support engineer and experienced service architect.

> FEATURES – WHAT WE DO



3-day assessment

- Performed by industry Okta certified engineer and service architect
- Review of integrations and security policies



Interviews with 1st and 2nd line support

- to evaluate how you currently carry out support activities
- Assess the support desk processes around Okta
 - JML processes
 - Service Request
 - Incident & Problem Management
 - Knowledge



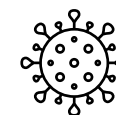
Production of comprehensive report

- Status report
- Recommended actions
- Process or platform improvement

Managed Support Service



> BENEFITS – WHAT YOU GET (OUTCOMES)



Improved Security

By applying changes recommended



Optimise your platform based on the SKUs you have

- Analysis of user's activity and identifying opportunities for licence reduction



Independent assessment of your platform



Highlight improvements

- Recommended configurations that have NOT been implemented based on Okta best practices or industry best practices.
- Recommended changes to processes and or introduction of automation



Evaluate the adoption of new features and their impact



Social Value

Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme AND we donate trees to schools to:

- Improve surroundings for children and communities
- Provide shelter and food sources for animals
- Fix carbon

Tackling Economic Equality

- By choosing us you are helping small organisations grow
- Scalable future-proofed solutions
- Cybersecurity at the heart of what we do

Equal Opportunity

- Support us in developing apprentices into architects

Wellbeing

- Teamwork and project team morale
- All staff have access to our EAP, which supports mental and physical health



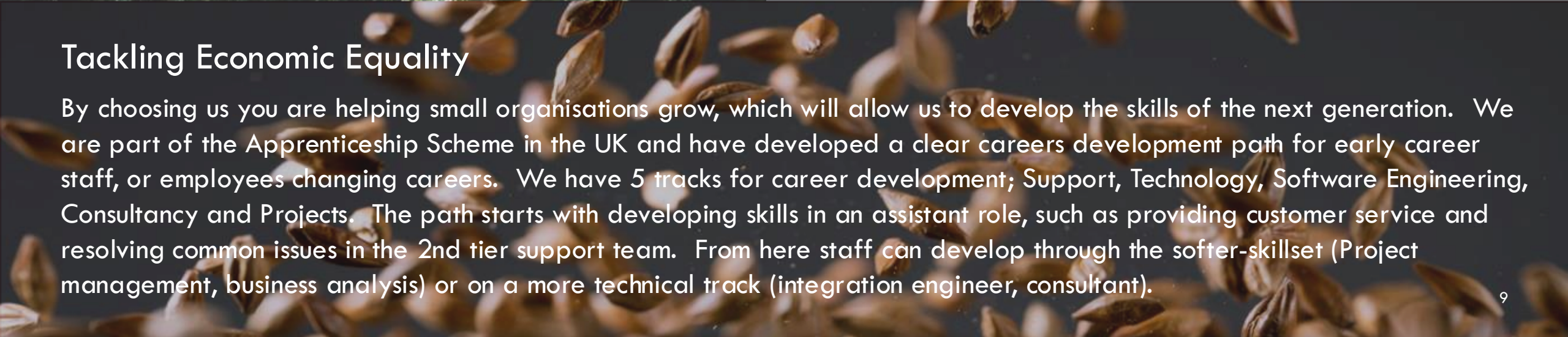
Social Responsibility - Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme. The scheme not only funds carbon capture projects, but our funds also donate trees to schools to improve surroundings for children and communities, provide shelter and food sources for animals and fix carbon.



Equal Opportunity

As a specialist Identity and Access Management business, we have a very small pool of candidates to choose from. We acknowledge we are the victim of historic stereotyping against girls in STEM subjects. In order to try to improve this situation, we have run Code Clubs (Raspberry Pi Foundation) in local Primary schools.



Tackling Economic Equality

By choosing us you are helping small organisations grow, which will allow us to develop the skills of the next generation. We are part of the Apprenticeship Scheme in the UK and have developed a clear careers development path for early career staff, or employees changing careers. We have 5 tracks for career development; Support, Technology, Software Engineering, Consultancy and Projects. The path starts with developing skills in an assistant role, such as providing customer service and resolving common issues in the 2nd tier support team. From here staff can develop through the softer-skillset (Project management, business analysis) or on a more technical track (integration engineer, consultant).

Wellbeing

Innovate is a family-run business, where teamwork and team morale are highly valued. All staff have access to our employee assistance program, where they get access to support for legal, mental and physical health. We also offer comprehensive healthcare to all employees and their dependent family, including free health checks for the employee and GP services. We do this, as we value every employee and understand how poor health can affect them and their family.



INNOVATE



Social Responsibility

We have run Code Clubs (Raspberry Pi Foundation) at primary schools to encourage all children into STEM.

We sponsor a grass roots football team to ensure children have access to healthy lifestyle choices regardless of background.



CONTACT US

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