

IBM Consulting



G-Cloud 15
IBM – Identity and Access Management
Security Services

Service Definition Document

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Service Overview

IBM helps you to design, transform and run Identity and Access Management (IAM) programmes to modernise existing legacy IAM solutions. Our vendor agnostic approach allows you to confidently leverage technology trends, native cloud services, protect sensitive information and manage regulatory requirements while allowing users to easily interact with your organisation.

Features

- Consultative and managed services to implement and maintain your IAM programme.
- Tailor your IAM programme to organisation risk, strategy and ecosystem operations.
- Programmatic approach to ensure continuous improvements and optimisation.
- Leverages IBM design thinking techniques to focus on the user experience.
- Actionable recommendations to support operational implementation and gain executive buy-in.

Benefits

- Leverage technology trends such as SaaS, Bring Your Own Device (BYOD) with increased confidence.
- Identify key steps to enhance your IAM programme.
- Deploy an IAM solution that scales with your organisation and users.
- Mitigate risk from insider threats by reducing rogue access and other behaviours that put you at risk.

Key Differentiators

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- Product agnostic offering, utilising best in class technology couple with deep IAM expertise.
- Tailored and flexible experiences based on your organisational context and needs.

Addressing Business Needs

Getting Identity and Access Management right can impact your ROI and improve user experience. Our team can help you address key challenges that organisations like yours are facing today:

Identity Management is Complex

Many organisations acknowledge the critical value of IAM but are struggling to implement it effectively.

IAM Trends

IAM is evolving at a rapid pace. Organisations struggle to adopt the latest standards and build an IAM programme that effectively supports their needs.

Insider Threats

Insider threats are one of the largest causes of data breaches, organisations need help to mitigate this risk with robust IAM solutions.

Scalability and Flexibility

IAM solutions need to scale with potentially millions of identities and consider future integrations and development of the user experience.

Service Definition

IBM provides a suite of consultative and managed services designed to help you execute a modern IAM programme.

Identity and Access Management Security Services are designed to be tailored to meet business requirements and align with potentially different levels of internal capability, providing commitment to service and quality levels throughout the engagement.

IBM – Identity and Access Management Security Services provides a full range of capabilities including:

1. IAM Consulting Services

Develop a security model for your identity and access management programs that captures business opportunities and addresses emerging security threats. Measure current state capabilities and maturity and compliance.

2. Cloud IAM Services

Migrate your IAM program to a hybrid-cloud model to reduce IT complexity and accelerate time-to-value of cloud-based IAM functions.

3. Privileged Access Management (PAM) Services

Secure and automate the privileged user lifecycle with advisory support and/or a managed PAM solution aligned to your organisation's operational and security needs.

4. IAM Run & Transform

Align your enterprise IAM program to your business objectives and IT goals with a programmatic approach to ensure continuous improvements and optimisation.

IBM Approach

We bring the benefit of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities.

We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments.
- Access to specialists who understand the lessons and risks for transformation.
- Being able to advise, support and transfer knowledge with your teams.
- Implementing strong governance, defined collaboratively within the context of robust methods and processes.
- Bringing an integrated and controlled planning approach.
- Proactive identification and management of risks and issues based on experience.
- Working across complex existing and new platforms.
- Experience with the latest technologies, tools and delivery methods.

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.

Why IBM?

IBM provides a unique blend of cybersecurity and business expertise to help organisations through their transformation journey including:

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- IBM is a leader in IAM, managing hundreds of millions of identified for clients globally.
- Benefit from our global partnerships with leading IAM vendors including Sailpoint, Okta, CyberArk and Saviynt.
- Leverage IBM's Integrated IAM Security Framework to successfully navigate your IAM transformation.
- Agnostic approach allowing you to leverage a wide range of technologies and platforms on your IAM journey.
- Building long-term client relationships based on innovation, trust and service excellence.
- Developing and deploying world-class talent.

Values and Outcomes

Whether you are just starting out on your IAM journey, or looking to scale your capabilities, IBM will propel your time to value.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities so that you can be confident in the support of your critical services.

1. IAM Consulting Services

- Receive actionable recommendation to address pain points, gaps and enhance current state.
- Quantify resources and investment required to support stakeholder buy-in.

2. Cloud IAM Services

- Improve and scale IAM functionality as you move to the cloud.
- Demonstrate compliance and adherence to security regulations.

3. Privileged Access Management (PAM) Services

- Enhanced governance and insights from advanced analytics capabilities.
- Integrate PAM into your broader IAM programme.

4. IAM Run & Transform

- Leverage the latest IAM technology trends and bring benefits to your users.
- Increased IAM maturity from regular service enhancement activities.
- Achieve cost savings from service efficiency and optimisation.
- Reduce risk from insider threats with continuous monitoring.

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM **invests £170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**

