

USER MANAGEMENT RESOURCE ADMINISTRATOR (UMRA)

IN GENERAL, IT IS NOT COMMON PRACTICE TO IMPLEMENT AN IDENTITY MANAGEMENT SOLUTION IN A SINGLE STEP, BUT RATHER WITH A PHASED APPROACH, WHICH HAS A FAR GREATER CHANCE OF SUCCEEDING. UMRA SUPPORTS THIS PHASED IMPLEMENTATION METHOD THROUGH A VARIETY OF MODULES. THE MODULES CAN BE IMPLEMENTED INDIVIDUALLY AND IN RANDOM SEQUENCE.

UMRA OFFERS THE FOLLOWING MODULES:

PROVISIONING **UMRA-PROV**

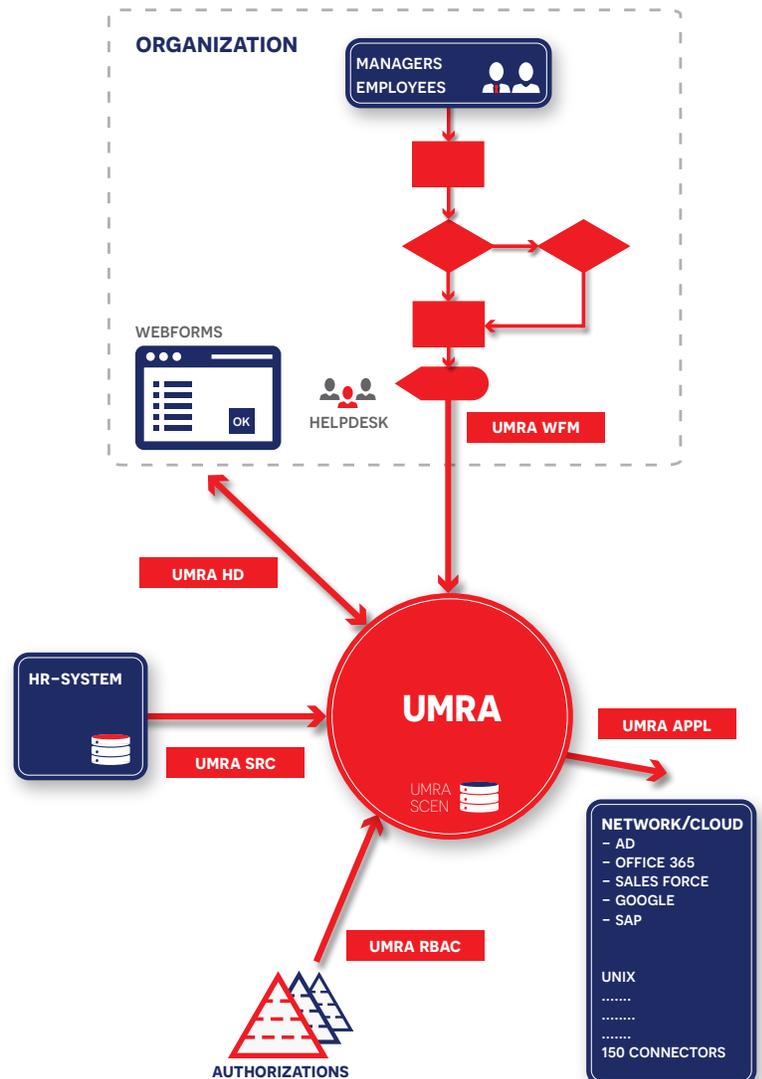
With the Provisioning module, all the existing manual user administration tasks are recorded in electronic scenarios in UMRA. These electronic scenarios determine in detail just how the user accounts must be managed in the various applications and systems. For example, UMRA has scenarios covering when an employee begins service, changes departments, gains a promotion or leaves the organisation. To cover all the user lifecycle changes, an average of twenty scenarios are needed for a normal implementation.

Over the period of a decade, Tools4ever has undertaken hundreds of implementations and built up an extensive database of scenarios, so that virtually every user account management situation can be realised out-of-the-box in a very short period of time.

The building blocks with which the scenarios are constructed are a standard component of UMRA and are included in the product. Should new applications, such as those for the cloud, be added or existing applications changed, a new version of the database actions is issued.

DOWNSTREAM PROVISIONING **UMRA-APPL**

The Downstream Provisioning module in Tools4ever's UMRA provides a link to over 150 systems. The solution uses a connector to store and manage all user accounts and associated access rights in a target system. UMRA can link to an array of systems and applications, including cloud applications, standard on-premise applications, virtualised applications, e-mail, databases, operating systems and directories.





HELPDESK DELEGATION **UMRA-HD**

With the Helpdesk Delegation module, managing user accounts can easily be delegated to non-technical IT staff, such as service-desk employees, HR staff, secretaries, IT branch coordinators etc. Helpdesk Delegation consists of a set of electronic forms linked to the central UMRA service. In these forms, the delegated staff-member can enter the data for the user management request (e.g. first name, surname, prefixes, position and department for creating a new employee) and click on OK.

The UMRA Service then implements the changes in the network in accordance with the linked scenario (UMRA-PROV). The delegated employee himself requires no administrative rights on the network, and all changes are always implemented by UMRA in the same way. Every change is also recorded, so that it is clear who, when and for whom a change was implemented for audit purposes.

CONNECTION WITH HR SYSTEM **UMRA-SRC**

Thanks to legislation and regulations, and the payroll obligations, the HR system is an extremely good source for managing user accounts. With UMRA-SRC, Tools4ever offers connections with the available HR systems. UMRA-SRC reads information from the system about personal details (name details), contract (position, department, role) and hierarchy (who is the manager for which employees). A change in the HR system is linked to the relevant scenarios.

UMRA-SRC can detect a change immediately and can process it as a direct connection between the HR system and Active Directory, which is just one example. It is also possible to synchronise via an Identity Vault (an interim database). An ID Vault is deployed when there is not one HR system which can serve as a core registration system, for example when source information is spread across multiple HR systems, flexipool systems, external registration etc.

WORKFLOW MANAGEMENT AND SELF SERVICE **UMRA-WFM**

The UMRA-WFM module is an external delegation level of UMRA-HD. With UMRA-WFM managers and employees can request, approve and implement user account changes directly, without the intervention of the IT department. UMRA-WFM offers an easy-to-use interface, showing only the icons (forms) which the

relevant employee may activate. Most actions are performed immediately in the network, but actions which do need special approval are first routed to the authorised managers. To allow for timely processing of these requests, managers are automatically notified via email when tasks are pending.

ACCESS GOVERNANCE **UMRA-RBAC**

The UMRA-RBAC module regulates the access rights of an employee in the network, based on an authorisation matrix. Based on the role the employee has, the matrix determines the resources to which he or she may be granted access. This might be: the ability to perform certain transactions, access to a (sectional) system, or a certain type of mobile phone and access to certain phy-

sical areas. Managing the matrix can be delegated to a security manager for instance, or IT administration and/or a facilitative services manager.

UMRA-RBAC also ensures that access to the resources is correct. UMRA-RBAC can also provide support in the initial configu-