Widget Insurance Inc. Identity & Access Management Lean Business Canvas

Business Need as a User Story

As a financial institution
I need the ability to improve identity & access management for all users of the business' systems both within & across enterprise boundaries
So that the business can increase security & productivity
As well as decrease costs, downtime & repetitive tasks

Key Product Capabilities

- User, group, role & policy-level mgmt
- Real-time IAM log monitoring & reporting
- Org-wide Federated IDs & attributes
- Single Sign-On (SSO) authentication
- Multi-factor auth via smartphones & keys
- Enterprise-wide synchronization of IDs
- Canadian-based data residency solution
- Approved API extension expandability
- Authentication with Widget web services
- Self-serve support

Impact of Not Doing Project

- Staff onboarding remains slow
- Greater risk of security breaches & ID theft
- Regulatory compliance exposure
- ID-related support calls do not decrease
- Manual tasks fueling more mistakes
- Continued user frustration w/ pwd policies
- Siloed app user directories perpetuate
- Bring-Your-Own-Device policy complexity
- Less successful app integrations

Beneficiaries

Key Stakeholders:
- CEO / CFO / Board of Directors
- Cyber Risk Mgmt (SVP = Sponsor)
- Legal / Compliance
- Operations (Early Adopters)
- Human Resources
- Authorized Customers
- Authorized Vendors & Partners

Identity Access Management (I.A.M.) Concept Overview

Create fit-to-purpose principles, authorization & privileges for resources

Identity and Access Management Privileges

User | User | User
Roles
Groups
Policies
Principle of least privilege

Multi-Factor Authentication

Hardware | Virtual
IAM Admin Users
Root Account

NOTE: Reduce and / or remove use of root account asap

Potential Obstacles

- Alignment with business strategy
- Regulatory compliance for cloud solutions
- ID & access mgmt-as-a-service (IDaaS) security & ongoing subscription fees
- Complex Bring-Your-Own-Device policies
- Redundancies possible due to automation
- Enterprise architectural challenges (e.g. legacy systems driving code customizing)

Solution Approach

Decide on Project Methodology

Key Waterfall Pros
- Relatively easy to understand & apply
- Process and results are well documented
- More docs => easier team ramp up

Key Waterfall Cons
- Collaboration decreases over time
- Launchable product only at end
- Project run rate ($) increases with time
- Testing at stage end => more defect risk
- Risk of hiding value delivery increases

Key Agile Pros
- Constant collaboration & calibration
- Many launchable product increments
- Project run rate ($) stable with time
- Continuous testing => less defect risk
- More adaptable to changing rqmts

Key Agile Cons
- Easy to understand but hard to apply

Potential Solution
- Hybrid approach blending waterfall with Scaled Agile *scaledagileframework.com*

Decide on Software Platform
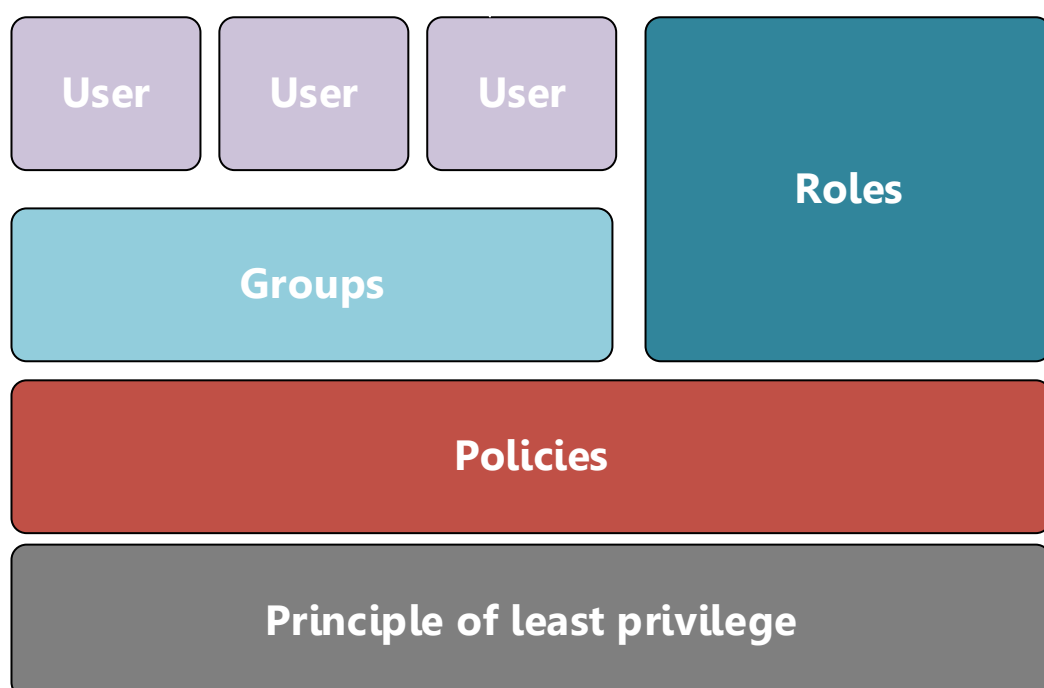- In-house OS or SaaS / IDaaS solution?

Decide on Database Solution
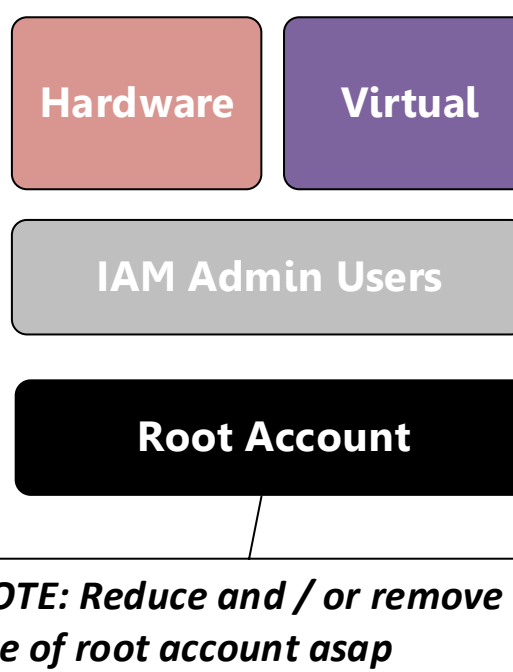- Structured (SQL) or unstructured database (NoSQL)

Unfair Advantage

- Relatively nimble size of business
- Experienced & qualified team
- Deep & broad vendor pool
- Strong local SME network in KW region

Key Resources

Time
- Project duration @ 12 months

People
- Team of 9 (1 Scrum Master / PM, 3 Devs, 1 Architect, 1 BPO, 1 BA, 2 SMEs) TEAM COST over 12 Months = $1,310,400 *Based on blended daily rate of $70/hr*
- TRAINING = $125,000 1st year only

Technology
- User move/add/change = $250,000
- IDaaS ONGOING COSTS - Monthly Subscription Fee of $5 @ 7500 users = $37,500 / mth = $450,000 / yr
- Support Costs = $200,000 / yr

Regulatory & Compliance
- Regulatory Compliance Cost = $750,000

Grand Total over 1 Year
- **$3,085,400**

Key Success Metrics

- Speed to onboard new staff (days)
- No. IAM-related security breaches / week
- IAM-related regulatory fines (dollars / yr)
- Average Handle Time (AHT) for IAM support calls (mins / week)
- No. of change-add-move errors / week
- No. user password complaints / week
- App integration project success rate / year

Desired Outcomes

- 25% faster staff onboarding
- Risk of security holes down by est'd 15%
- $500K savings on regulatory compliance
- 20% less time spent on ID-related support
- Opportunity to automate 50% of IAM tasks
- Less user password fatigue
- Unification of 5 siloed app user directories
- More control of employee BYOD policies
- More successful app integrations

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