

Public Sector Undertaking



Overview

The client is an Indian government-owned mining and refining corporation, headquartered in Kolkata. It is a public sector undertaking (PSU), the seventh largest employer in India with nearly 272,000 employees.

For a prestigious government organisation with thousands of employees scattered all over a country, it was a tremendous challenge to manage identities of all their users and grant them role and policy-based access to internal resources. Such a PSU approached ProcessIT Global, to implement a full identity and access management stack across their entire organisation, hoping to boost productivity— while untethering employees from a traditional office setting. Also, being able to manage identities, roles, accesses from one single platform, would reduce the user dependency on system administrators.

Challenge

Below are the salient customer pain points,

Shortage of user licence: Our public sector client was facing serious challenges in implementing a single sign on strategy to manage all of the employee identities with a limited licence count for SAP. So, identities needed to be managed in such a way that they can be accommodated within the provided resources.

Knowledge gap amongst the users: The users were unable to understand the processes, and access the self-service workflows. With employees belonging from different regional areas, communication gap made understanding of the solution particularly difficult. User accounts were getting disabled/locked due to non-conformance of system security policies and System Admins were facing difficulties while trying to re-activate/enable user accounts.

Solution

Many to one mapping of identities

Schema mapping is used by Identity Manager to translate data elements as they flow between the SAP User

Management database and the Identity Vault using web-based authentication methods (SAML2.0 in this case).

Enablement of mapping One SAP ID with two/multiple Identity manager user accounts were introduced for creating a Strategic solution to address this particular SAP user licence shortage issue.

The employees work in multiple working shifts within the organisation. Same SAP IDs were allotted primarily to the employees working in different shifts, keeping the security standards of the organisation in consideration.

Same SAP ids were used while creating those users in the identity manager platform, which means they were provided individual user credentials each. Users were able to login into the IDAM platform using their unique user ID and password.

Self-Help user knowledge base creation

To provide introduction and step-to-step guidance to every salient feature of the IDAM solution, one single knowledge base was created by PIT-Global. It is a self-learning portal, where the user can find detailed instructions on how to use the Identity & Access Management system and ancillary resources. Below are screenshots of the knowledge portal.

Note: The user is provided credentials by the client's administration team which allows them to login into the portal and explore all the IDAM benefits and features. The portal provided an umbrella for the following key features: Single Source of Truth for all Identities in the system.

Results

Managed Identities: The users were accommodated within limited licence count, providing all of them a way of accessing the Identity management platform and its resources.

Reduced knowledge gap: The solution served the purpose of overcoming the knowledge gap between the IDAM system and the end users. It also reduced dependencies of the users and provided more bandwidth to the administrators, so that critical resources could be engaged for other critical workstreams.

Zero downtime assurance: Finally, limited or zero downtime assurance makes the solutions reliable and eliminates the risk of manual errors.

