



BMC Remedy Identity Management

BMC Remedy Identity Management (BRIM) is a Remedy IT Service Management application that is a formidable part of the BMC Identity Management Suite. Remedy Identity Management provides customers and end-users with a service catalog experience driving backend user provisioning services. It is equipped with out-of-the-box services for end-users to request access and manage passwords and is fully integrated with the BMC IT Service Request Manager (SRM).

KEY BENEFITS

Reduce IT Support Costs

- » Decrease up to 40% of help desk calls with user-driven password management
- » Automate closed-loop provisioning (assets & access) processes
- » Reduce the time to On-Board new employees from days to minutes
- » Enforce compliance with internal and external regulatory
- » Standardize and create auditable identity and access controls
- » Create a consistent implementation and enforcement of roles, provisioning, and profile policy that spans across IT Disciplines

Accelerate Best Practice Adoption

- » Consolidate "People" data in a CMDB to promote ITIL
- » Drive and enforce standardized processes through the use of service catalogs
- » Save time and configuration costs with out-of-the-box ITIL processes
- » Integrate common shared services throughout all IT Service Management processes
- » Authorization control objectives
- » Reduce risks and vulnerabilities with automated recertification and attestation processes

BUSINESS CHALLENGE

Resetting passwords, requesting access and on/off boarding of employees requests can comprise more than 50% of service desk tickets. Coupled with manual approval and provisioning of access rights by administrators and other manual intensive compliance activities (e.g. Recertification), Identity Management manual activities take a heavy toll on the cost of IT support.

THE BMC SOLUTION

With BMC Remedy Identity Management, IT can publish Identity Management related services to end-users (employees, managers, contractors, partners etc) and fully integrate with BMC's Self Service solution (a.k.a. SRM), allowing end users to request or remove access for themselves or on behalf of others, and allowing managers to manage the access rights of their employees. Moreover, Identity Management services are included in the IT Service Catalogue and share the same approval, SLA and entitlement mechanisms as other established service support processes. Remedy Identity Management enables managers, administration, and business owners to automate management of recertification and policy exception handling processes.

BMC IDENTITY MANAGEMENT SUITE

As part of the BMC identity Management Suite, Remedy Identity Management provides organizations with world-class Identity Administration, Authorization, Audit, & Approval processes featuring the industry-standard Remedy ARS Work Flow engine. The suite includes:

- » User Administration provides a central remote management of IT systems access rights supporting both manual and automated role based provisioning and discovery of access rights, user accounts, and other user permissions (e.g. mail boxes).
- » Password Management allows organizations to provision and intercept password changes, enforce password policies and provide challenge responses mechanism for users who forgot their password.
- » Out-of-the-box connectors (agent based and agent less) to more than 40 different IT system (Application, Operating Systems, Directories, HR etc), coupled with a wizard based dev studio to support organization specific IT systems
- » Compliance enables organizations to define policies, report on policy adherence, act on policy exceptions and manage the recertification process all fully integrated with BRIM
- » Identity Discovery – populates the BMC Atrium CMDB with Identity Information (people, Account, roles and access rights on IT systems)

OUT-OF-THE-BOX ALIGNMENT WITH BEST PRACTICES

BMC Identity Management Suite applications (User Administration, Compliance Manager, Password Management, and Identity Discovery) are embedded into Remedy forms and leverage standard Remedy authentication and permissions

The IT Infrastructure Library® (ITIL®) provides best-practice guidelines for IT service management. The ITIL books are organized around the service lifecycle, and cover service strategy, service design, service transition, service operation, and continual service improvement. One of the key processes in these books, as published in mid 2007 with ITIL v3, pertains to access management (a.k.a. Identity Management), which is defined as the process of

**FEATURES OF BMC REMEDY
IDENTITY MANAGEMENT**

- End-users' Requests
 - » Reset Password Request
 - » Access Rights Request
 - » Remove Access Rights Request

Managers' Requests for Employees

- » Access Rights Request
- » Remove Access Rights Request

Manager Console

- » View employee details and history
- » Request access rights recertification or perform corrective actions

Exception Handling Console

- » View all policy exception assigned to you
- » Request exception approval or perform corrective action

granting authorized users the right to use a service, while preventing access to non-authorized users. These guidelines stress the importance of integrating technology, processes, and people. Identity management provides the essential information for the people dimension.

IDENTITY-AWARE BUSINESS SERVICE MANAGEMENT (BSM)

BMC's Identity-aware BSM approach brings identity management into the Business Service Management equation, linking people with IT resources, processes, and corporate deliverables. Establishing this connection enables organizations to be more effective and proactive in risk management, security and compliance and impact analysis

Identity management has evolved significantly over the past few years, from a narrow role of access control to one of providing a variety of automated services. Identity management solutions were initially introduced to address the challenge of user account management by centralizing that management and automating many of the account management processes. Today, identity management systems have evolved to encompass all the processes, practices, and tools utilized to govern the complete lifecycle of digital identities. Identity management systems now provide several important functions to consolidate identity information, centralize identity management, automate identity management tasks, and automate both password management and audit and compliance management.

BSM can help you strike the optimum balance between cost and value. BSM automates the management of technology and IT process workflow to drive out cost, lower business risk, and support business growth and flexibility. BSM is based on a shared view, across all IT, of how IT resources directly support the business. Identity management has become a key component of BSM because it can help boost staff productivity, increase user productivity, and reduce security risk.

Integrating the identity management solution with other components of a BSM approach allows other solutions to share and leverage this identity data. This data sharing significantly increases the value of the identity management solution, as well as that of the other solutions. Identity management data can be leveraged by a variety of IT service management processes, including service request management, closed-loop change and configuration management (including automated user provisioning), and incident and problem management. Identity data also plays a key role in regulatory compliance.

The following diagram illustrates the Identity Management services that assemble the BMC's Identity-Aware BSM approach:

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