

PRODUCT OVERVIEW

ARMS—Sponsorship

The Access Request Management System (ARMS) is the premier end-user facing Identity Management tool on the market. ARMS combines an intuitive, simple to use interface, with the power and functionality to manage identity and access in the most complex environments. ARMS is a suite of tools made up of three modules, each designed to handle specific facets of the Identity life cycle. These modules are seamlessly integrated to provide flow from one module to the next. The Ac-

FAST FACTS

What you need to know about Sponsorship

- ⇒ Manages “External” user accounts
- ⇒ Delegate account management to sponsor
- ⇒ Automatic policy based account expiration
- ⇒ Policy based password complexity enforcement
- ⇒ Integrations with DSS and other ARMS modules
- ⇒ Cross-platform browser based access

count Management Module provides end-users with self service functionality as well as providing managers, help desk users and other delegates with delegated administration capabilities. Requesting, approving, tracking and re-attesting access are all provided with the Workflow Module. Lastly, the Sponsorship Module allows IT to delegate the lifecycle management of external accounts to the hiring manager while enabling policies to ensure compliance. With the addition of DSS, ARMS is fully integrated into an organization's identity management infrastructure, giving IT administrators single point, cradle to grave control over all users in the system

The Sponsorship Module of ARMS gives organizations the tool to manage external user accounts from one centralized solution. External user accounts can be defined as any account that exists outside of the authoritative system (ie HRMS). These accounts are typically made up of contractors, consultants, temporary workers, and volunteers. Because they don't work directly for the organization and are not entered into the HRMS, many of the processes handled by an IDM solution won't function. Provisioning them into the systems that they

need to perform the function they have been contracted for is generally very manually intensive. Things are further complicated by short total life cycles within the system, creating the same amount of manual workload to deprovision user when they leave. The Sponsorship Module of ARMS is the solution for managing the complete life cycle of such users. Accounts can now be created for users who need to access systems that have credentials that are serviced by an IDM solution, these can include email, directory service, databases, point of sale systems, and just about any other system designed to provide external connectivity. User accounts can be created by anyone that has been granted the authority to do so. This authority can be delegated to hiring managers or it can remain centrally managed by IT. In either case the “Sponsor” will create the account and then have the option to transfer it to another sponsor. The transfer functionality can also be applied to move the account to a different sponsor if the contractor changes departments. For organizations that maintain a large number or high turnover rate of temporary users, the manager's designated sponsor can also be granted the ability to create and manage those accounts. Finally, the help desk role allows its members support all sponsored accounts in the system.

When created, the account has a required expiration as defined by IT policies. The expiration is a safety feature to automatically deprovision sponsored accounts to prevent them from being available indefinitely. A sponsor is responsible for the reattestation of their sponsored accounts. By placing these sponsored accounts in the direct care of their hiring managers, you place the responsibility on the one person who knows when the account needs to be deprovisioned. If the contractor needs to maintain access for another period of time the sponsor can log in, and reattest the account to match the contract length. On the other hand if the contractor needs to be immediately disabled, sponsors can expire that access in a single mouse click. Instant ability to access and maintain accounts saves times, reduces workload, and increases security.



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