

# Introducing Agile Identity

By Readibots



**Agile Identity is a transformative approach for rapidly evolving enterprise challenges faced by today's IAM systems. Readibots consistently hears that Identity teams and IT staff are faced with a multitude of IAM stress points directly related to the deployment and integration which are more challenging than they anticipated.**

Over the past 4 years, Identity and IT teams have been the focal point of massive business process upheaval.

- Identity Management has often been at the core of these disruptive business events. As a result, it has become a business imperative for organizations to focus on Identity solutions which offer flexible, scalable, and efficient approach to Identity Management.
- A shift in where/how teams are working that ranges from, "work from anywhere", "everyone back to the office on selected days", to "everyone back to the office full time" which necessitates a new approach to prepare for future opportunities and protect the enterprise for increasing volatility.

**Agile Identity** draws inspiration from Agile Software Development and Project Management Principles, emphasizing rapid deployment, adaptability, and the leveraging of existing organizational resources. This approach is underpinned by a robust automation platform and an integrated directory service, serving as the foundation for a suite of specialized modules designed to address specific IAM challenges. From foundational identity processes to advanced security and compliance requirements, Agile Identity provides a comprehensive framework that can effortlessly adapt to the unique needs and evolving demands of any organization.

This paper explores the principles and key benefits underlying **Agile Identity**, its strategic advantages over traditional IAM methodologies, and how it aligns with the goals of senior management to enhance organizational agility, reduce costs, and improve security postures. **Agile Identity** represents a paradigm shift in how organizations deliver identity management, in order to prepare their organization for future growth.

**Key benefits of Agile Identity include:**

### **Scalable Modern Architecture**

Agile Identity is a cloud-centric approach with the ability to reach on-prem and disconnected systems, providing a single framework that can cover your operations wherever they are.

### **Flexible and Extensible**

An Agile Identity approach with an extensible architecture ensures that solutions can grow and adapt with the organization, ensuring long-term viability.

### **Reduced Costs and Increased Efficiency**

Leveraging existing skills and resources, coupled with the automation capabilities, Agile Identity reduces operational costs while enhancing overall IAM efficiency.

### **Enhanced Security Posture**

Agile Identity enables organizations to swiftly respond to emerging threats and compliance requirements, bolstering security and regulatory compliance.

### **Rapid Deployment and Immediate ROI**

By addressing critical IAM challenges from the outset with an Agile Identity approach, organizations can realize significant returns on investment in a shorter timeframe.

## **The Evolution of Identity and Access Management**

The journey from traditional Identity and Access Management (IAM) systems to Agile Identity mirrors the evolution from railway to trucking in logistics. Where once the rigidity of railway systems symbolized strength and reliability, the advent of trucking introduced unparalleled flexibility, efficiency, and adaptability. This shift is not just about changing modes of transport but about revolutionizing how we approach movement and delivery. Similarly, Agile Identity represents a transformative approach to IAM, addressing the dynamic demands of the recalibrated IT environments with agility, precision, and security.



Traditional IAM systems, akin to railways, laid down the tracks for secure and managed identity access. Yet, as organizations navigate through rapid technological advancements and evolving cybersecurity landscapes, the limitations of these systems become apparent.

**Gartner's analysis reveals that up to 50% of Identity Governance and Administration (IGA) deployments encounter significant challenges, underscoring the need for a paradigm shift toward more adaptable solutions. The cost of inadequate Identity Management, as reported by the Ponemon Institute, averages \$5 million per organization annually, highlighting the critical need for flexibility and responsiveness in IAM strategies.**

## Key Failure Points in Traditional IAM Implementations

A critical examination of traditional Identity and Access Management (IAM) systems reveals several key failure points that contribute to the challenges organizations face in managing identities and access in today's dynamic IT environment:

### Inadequate Planning and Scope Misunderstandings

Often, IAM projects commence with an unclear understanding of the full scope, leading to significant oversights and budget overruns. The complexity of integrating diverse systems and the underestimation of resource requirements can derail projects before they fully launch.

### Budget Constraints and Incomplete Implementations

As projects expand beyond original budget allocations, organizations are forced to curtail their IAM implementations. This scaling back results in partial solutions that fail to encompass all necessary systems and processes, undermining the effectiveness of the IAM strategy.

### Failure to Integrate with Existing Systems and Processes

The inability to seamlessly integrate new IAM solutions with existing infrastructures and workflows can result in continued reliance on inefficient, manual processes, compromising the efficiency and security of identity management.

### Rigid Security Measures

Traditional IAM systems often lack the flexibility to adapt to new security technologies and protocols, potentially leaving organizations exposed to emerging threats and compliance issues.

### Poor Data Hygiene

One of the most daunting hurdles in IAM projects is ensuring data consistency across systems. The task of aligning disparate data sets to achieve seamless integration often proves to be both challenging and resource-intensive, contributing to project delays and failures.

### Lack of Stakeholder Buy-in

Successful IAM implementation requires the support and collaboration of stakeholders across the organization. Without full buy-in, projects can stall due to internal resistance, insufficient resource allocation, and misaligned objectives.

### Protracted Deployment

Extended timelines for implementing IAM solutions can leave organizations vulnerable to rapidly evolving security threats and competitive pressures, reducing the effectiveness of the IAM strategy and potentially leading to project abandonment.

Addressing these failure points is essential for developing an IAM strategy that is both effective and resilient.



**Agile Identity**, with its emphasis on flexibility, rapid deployment, and adaptability, offers a promising solution to these challenges, ensuring organizations can manage identities and access rights efficiently and securely in an ever-changing environment.

## Agile Identity: The Paradigm Shift

Drawing inspiration from the Agile Software Development and Project Management Principles, Agile Identity introduces a strategic, modular approach to IAM. It prioritizes immediate ROI by addressing critical pain points with a **"start anywhere, go anywhere"** philosophy. Unlike point solutions, Agile Identity offers tactical solutions and assists with a long-term strategy, offering a scalable framework for addressing IAM challenges without the need for exhaustive and expensive upfront investment.

**Agile Identity** emphasizes rapid deployment, flexibility, and leveraging existing organizational skills and resources. This approach is crucial for seamless integrations during mergers and acquisitions or in unique business models, offering a streamlined path to efficient and effective IAM.



## Planning and Deployment: Embracing Automation and Adaptability

At the core of an **Agile Identity Methodology** is the READI Platform, a robust automation technology that facilitates seamless connections and integrations, addressing the perennial challenge of data hygiene in IAM deployments. Unlike traditional approaches that often lead to protracted and costly implementations, Agile Identity leverages the READI Platform for dynamic data mapping and custom business processes, ensuring a quick and tangible realization of value.

## Integrated Directory Services: The Intellectual Hub

The integrated directory services serves as the intellectual cornerstone of **Agile Identity**. This repository of normalized identity data acts as a dynamic hub, extending and enriching the IAM ecosystem with each system integration. It champions the ideology of placing identity at the core of operational and security frameworks, ensuring a cohesive, secure, and agile IAM strategy.



## Agile Identity Modular Approach: Specialized Solutions for Complex Challenges

**Agile Identity's** modular architecture allows for the deployment of specialized solutions addressing specific IAM challenges. From foundational tasks like Joiner-Mover-Leaver processes to sophisticated modules for multi-tenant administration and zero trust security, our modules provide targeted solutions built on the foundation of the core automation platform and integrated directory services.

## Readibots: Tailored Solutions for Comprehensive IAM Challenges

Readibots Solutions transcend traditional IAM solutions with its suite of modules, each designed to tackle specific identity and access management challenges. This modular approach ensures organizations can implement targeted solutions that address their unique needs while maintaining the flexibility to adapt and expand their IAM strategy over time. Here's an overview of key Readibots modules powered by Agile Identity:

### Joiner, Mover, Leaver (JML)

Automates the lifecycle management of user identities, from onboarding through role changes to offboarding, ensuring efficient and secure handling of access rights across the organization.

### Disconnected Systems

Integrates systems lacking native IAM support or vendor connectors, using a variety of methods to ensure seamless identity governance across all organizational assets.

### Group Management

Utilizes organizational metadata for dynamic group creation and maintenance, overcoming limitations of static or purely dynamic grouping mechanisms in traditional IAM solutions.

### License Management

Optimizes software licensing costs by intelligently managing license assignments and usage patterns, preventing overspending and ensuring compliance.

### Service Desk Ticket Processing

Reduces IT operational burdens by automating the handling of identity-related service desk tickets, from entitlement adjustments to user access requests, enhancing response times and operational efficiency.

### Security Event Triage

Leverages automated analysis of security events for rapid triage and remediation, reducing threat exposure by addressing vulnerabilities and anomalous activities efficiently.

### Multi-Tenant Administration

Facilitates management of complex organizational structures, such as multi-tenant or multi-organizational environments, through a unified interface that supports extensive customization and integration.

### Resource Cleanup

Empowers organizations to improve data hygiene and streamline processes by automating the cleanup of resources or data, leveraging business user input for targeted remediation efforts.

### Custom Modules

Readibots' flexible architecture allows for the development of bespoke modules to meet specific organizational needs, ensuring that even the most unique IAM challenges can be addressed effectively.

Each module within the READI framework is built upon a robust automation platform and deeply integrated with the centralized directory services, ensuring that data flows seamlessly and securely across the IAM ecosystem. This modular design not only allows organizations to address their immediate IAM challenges effectively but also provides a scalable foundation for future growth and adaptation to emerging trends and technologies.

By harnessing the power of Agile Identity, organizations can achieve a balance between the strategic oversight of their IAM framework and the tactical execution of specific IAM functions, enabling a more dynamic, responsive, and efficient approach to identity and access management.

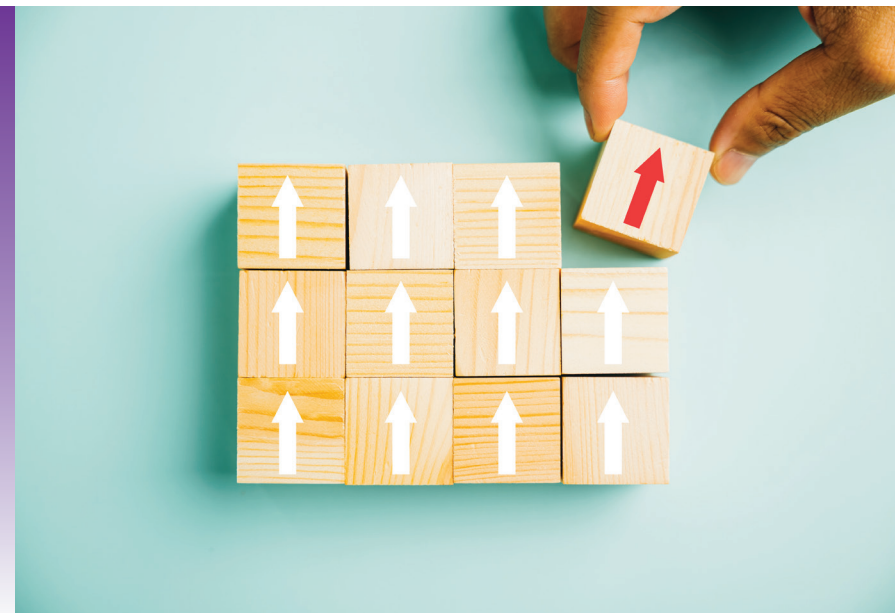
## Extensibility for Unique Organizational Needs

A key strength of the READI platform is its extensibility, ensuring that each module can be customized to meet the unique challenges and workflows of any organization. This flexibility underscores Readibots' commitment to providing bespoke solutions that adapt to and evolve with the organization's needs.



## Start Anywhere, Go Anywhere

An Agile Identity approach and extensible nature empower organizations to adopt and expand their IAM capabilities incrementally, focusing on immediate needs while laying the groundwork for future expansion. This approach minimizes risk, reduces costs, and ensures that organizations can adapt swiftly to changing requirements and opportunities.



This methodology revolutionizes the deployment and evolution of Identity and Access Management (IAM) solutions by leveraging the foundational components of Agile Identity, the READI Platform, integrated directory services, and versatile connectors. Through this strategic framework, organizations can implement a tailored IAM solution that grows in complexity and capability at their pace, aligning perfectly with the Agile philosophy of iterative improvement and immediate value delivery.

### Foundation for Growth

When an organization chooses to deploy a Readibots module, it's not just adopting a singular solution; it's laying down a comprehensive Agile Identity approach and infrastructure for all future IAM needs. The initial base service offering includes:

#### Automation Platform

Serves as the engine for all IAM operations, enabling the rapid automation of identity processes and workflows.

#### Integrated Directory Services

Acts as the central repository for identity data, ensuring consistency, accuracy, and accessibility across the organization.

#### Connectors

Facilitate seamless integration with a wide array of systems and applications, both on-premises and in the cloud, ensuring that no part of the organizational ecosystem is left in silos.

This foundational deployment sets the stage for easy addition of subsequent modules. Each new module leverages the existing infrastructure, dramatically simplifying integration and enabling organizations to expand their IAM capabilities without the need for extensive redevelopment or reconfiguration.





## Simplifying Expansion

Adopting additional modules becomes a straightforward process, thanks to the robust foundation already in place. Organizations can address new IAM challenges or enhance their capabilities through the addition of modules such as Joiner-Mover-Leaver, Zero Trust Administration, or any other specialized solutions Readibots offers. This ease of expansion encourages a strategic, sprint-based approach to IAM development, allowing organizations to tackle challenges in manageable segments, realize immediate value from each deployment, and systematically grow their IAM framework.

## Enabling Custom Solutions

Beyond the pre-defined modules, the READI platform is designed with customization in mind. Organizations are not limited to out-of-the-box solutions; they can create bespoke modules tailored to their unique requirements. The integration of the automation platform, directory services, and connectors provides a versatile environment for developing custom solutions that address specific organizational challenges. Building custom solutions on the READI platform is exceedingly simple, thanks to the accessible and flexible architecture of the underlying infrastructure.



## Leveraging Skills and Community

The extension of the READI platform with PowerShell underscores the solution's commitment to leveraging readily available skills and the rich ecosystem of open-source modules. This approach democratizes IAM implementation, empowering organizations to harness the collective expertise of the community and ensuring that IAM solutions are both robust and accessible. This approach allows organizations to utilize the existing IT administration team as part of the Identity and Access Management solution.

## Customer Use Cases

### Alorica: Enhancing IAM for a Large Outsourced Service Desk Provider



Alorica, an organization with over 100,000 users and a sophisticated IAM process for mainstream corporate employees, specializes in providing outsourced service desk experiences tailored to the unique needs and systems of each customer. Due to the proprietary nature of their operational processes, Alorica faced significant challenges in adopting commercial IAM solutions, leading to millions of identity operations being managed manually by a dedicated full-time staff of 13.

In 2021, Alorica turned their approach to **Agile Identity** with the READI Platform to automate their Joiner process. Alorica was able to automate its provisioning and deprovisioning processes within six weeks. These processes now complete within minutes rather than days. Alorica Identity and Access Management staff can now focus on more strategic tasks, as they no longer have to manually complete many of the mundane provisioning and deprovisioning tasks. Within 45 days, the entire process was automated. Encouraged by the success and efficiency gains, Alorica initiated a second project phase focusing on Mover and Leaver operations.

The READI platform with Identity Manager was seamlessly integrated alongside Alorica's existing corporate IAM framework without requiring modifications to their process. This approach provided Alorica with a tailored, sprint-based solution that delivered an immediate return on investment (ROI), addressing their unique IAM challenges effectively and efficiently.

### Nuvolo: Streamlining IAM in Facilities Management Technology



Nuvolo, a leader in facilities management technology, operated a bespoke IAM solution that lacked critical features such as delegated, zero-trust management, and advanced group management capabilities. The company required dynamic group management to reflect their organizational structure, with groups automatically updating in response to changes in sales districts and division creation. Additionally, the need for privileged access for certain administrative tasks restricted these operations to senior staff, posing bottlenecks and security risks.

Adopting an Agile Identity approach with Readibots enabled Nuvolo to implement a policy-driven approach for group management, automating creation and maintenance processes, and significantly reducing manual workload.

Nuvolo implemented a Zero Trust architecture with the READI platform eliminating the need for standing admin access among junior staff, transitioning manual identity requests to bot-fulfilled operations via a secure portal.

This strategic implementation with an Agile Identity approach allowed Nuvolo to not only automate and refine their group management processes but also to enhance their security framework and operational efficiency. The incremental deployment of these solutions led to noticeable ROI within the first 30 days of adoption, demonstrating Agile Identity's impact on streamlining IAM operations while bolstering security measures.



## Embracing the Future with Agile Identity



The evolution of Identity and Access Management (IAM) from traditional, rigid frameworks to the dynamic and adaptable Agile Identity paradigm marks a significant milestone in the pursuit of efficient, secure, and responsive IAM strategies. This transformation, inspired by the flexibility and efficiency of the Agile Software Development and Project Management Principles, embodies the shift towards a more agile, modular, and scalable approach to managing identities in a rapidly, ever-changing hyper-competitive enterprise world.

**Agile Identity**, with its roots in Agile software development principles, introduces a strategic approach with the READI framework that emphasizes rapid deployment, flexibility, and the efficient use of existing resources. This approach not only addresses the immediate challenges faced by organizations but also lays the groundwork for future expansion and adaptation to evolving business needs and security threats. The core of **Readibots**—a robust automation technology and an integrated directory service—serves as the foundation upon which specialized modules are built, each designed to tackle specific IAM challenges from joiner-mover-leaver processes to sophisticated multi-tenant administration and zero trust security models.

The extensible nature of the READI Platform ensures that organizations are not confined to a one-size-fits-all solution but can tailor the IAM strategy to their unique operational landscape. This adaptability is further enhanced by leveraging the power of PowerShell, making it possible for organizations to draw upon a vast pool of readily available skills and the extensive support of the open-source community.

**Agile Identity** offers a path to resolving the immediate pain points in IAM and also provides a scalable and flexible framework for future growth and innovation. Agile Identity is not just an approach for today's IAM challenges; it's a strategic investment in the future of secure, efficient, and adaptable enterprises.



### About Readibots

Readibots is an industry leader in Agile Identity. Readibots changes the game from a traditional waterfall approach by building Identity on an automation platform. Readibots allows organizations to focus on specific pain points with a start anywhere and go anywhere agile approach. Readibots has the tools to transform manual processes into efficient and secure automations. An enterprise-integrated solution delivered incrementally for maximum value.



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