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IDENTITY EXCELLENCE

Service Brief

WebSecure OSM For PAM

An integral part of managing the long term PAM program

WebSecure Operational Support & Management (OSM) for PAM recognises that PAM is not a project but is an ongoing program to manage a growing and increasingly complex platform of components that cuts across traditional resource silos.

PAM exists at an intersection of technical complexity, mission criticality, interconnectedness and regulatory compliance, creating challenges such that the distress and failure rate of projects has been quoted as high as 50%.(ref Gartner 2021 Identity Summit).

Not the least of these challenges is the ongoing cost of ownership, balancing the technical and business priorities and often a need to achieve a BAU state whilst simultaneously running projects within all PAM infrastructure (the platform).

With 15 years of experience with PAM WebSecure is highly conversant with the project journey, the enduring nature and the ownership challenge of PAM. OSM for PAM is a blended solution of Support, Monitoring and Maintenance together with flexibility to tailor in reporting, major upgrade activities and continued onboarding where required.
Its goals are to;

Provide support for the entire platform through the entire lifecycle.
WebSecure OSM avoids finger pointing, gaps in patch management, unplanned incidents and shortfalls in monitoring, reporting and risk.

A single team coordinating activities across the platform and different delivery silos and teams.
Optimise costs in a platform that may lack sustained incremental business value.

WebSecure OSM

Support	**Support extends to beyond the PAM solution alone, ensuring connectors, on-boarding, application accounts and patching is covered.**
Monitor	**Monitoring extended to accounts, infrastructure, capacity planning as well as service desk and incident control.**
Maintain	**Maintenance covering DR, break glass, patching (including third party components) and normal maintenance tasks**

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"Through 2021, organisations without formal IAM programs will spend 40% more on IAM capabilities while achieving less than organisations with such programs."
Gartner Analyst David Collison, 2021 Identity Summit

WebSecure's OSM ensures a long-term framework for CyberArk success

Support

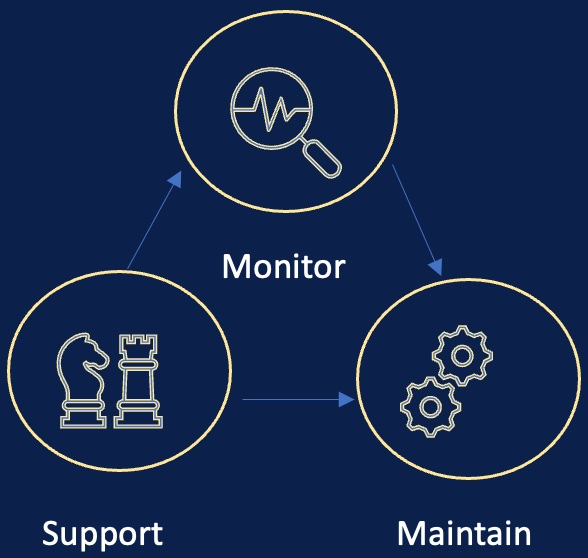
- **Incident response**
  - CyberArk incidents
  - Wider platform incidents
  - Attendance to emergency meetings
  - Incident coordination with control board
  - Incident escalation
- **BAU support queue**
- **KB article development & maintenance for users**

Monitor

- **Service monitor for critical services**
- **Log inspection**
  - Immediate response to user impact alerts
  - Coordination of other alert generated works
- **PAM Account Monitoring**
  - Detection of account out of management (user or application)
  - Remediation of accounts
- **Monitoring of certificates**
  - Coordination of certificate deployment
- **Capacity planning**
  - Monitoring of license counts
  - Monitoring of disk & other resource

Maintain

- **Vulnerability checking**
  - Patch identification
  - Patch installation
- **Patching**
  - Non SOE Elements (E.g. Google Chrome)
  - Vault specific patching (locked down)
  - Post patch verification
- **Break glass password rotation**
- **Distribution of external safe passwords**
- **DR Testing**
  - Planning & execution of detailed testing



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Over the last 21 years, WebSecure has been implementing technically complex solutions within many leading enterprise and government departments. WebSecure's point of difference can be defined by what it's not. WebSecure is not a generalist IT firm that claims to do everything. WebSecure is not a large, multi- national organisation with high staff turnover. As of July 1st, 2022 - WebSecure has had zero technical staff turnover over the last 8 years.

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