



# OIM Business Acceleration

On-boarding Six Hundred Applications in Oracle Identity Management



## Fast-Growing Technology and Solution Delivery Organization:

- Established in 1998. Strong Focus on Products, Service and Innovation.
- US Headquarters in Lansing, MI - Asia Headquarters in Chennai, India
- 600+ Engineers Worldwide
- More than 200 EBS Functional Consultants worldwide
- 150+ Customers Worldwide. 20+ Support engagements Worldwide
- Operations in Canada, Dubai, Singapore, Brazil, UK, Netherlands.
- 2012 Center of Excellence in India
- 2012 Sales force Development Center in Brazil
- 2012 Regional Office in The Netherlands
- **New** 2013 Regional Office in Dubai and **New** 2014 Atlanta, GA



Chain-Sys was recently identified as the Best Partner by Oracle's Accelerate Program



### Specialized

Oracle E-Business Suite  
Financial Management

Oracle E-Business Suite Supply  
Chain Management

Oracle Enterprise Manager

Java Platform Standard  
Edition

Oracle CRM On Demand



### Validated Integration

Oracle E-Business  
Suite

Oracle Accelerate  
For Midsize Companies

Hardware and Software  
Engineered to Work Together



# Problem Statement

## Challenges



Time: 4 months to onboard 600 applications. Per application on-boarding requires 4 hours configuration time. So, 4 hours X 600 = 2400 hours. So, 3 months of continuous configuration and 1 month for requirements.



Resources: Small team to complete the transition from five different platforms



Audit Compliance: must remain in compliance with audit requirements through the transition



Report Output to Identify the status of each Template as well as attributes under management

## Pre-Automation App On-boarding Steps

1. Make a csv file with the appropriate columns
2. Create a sandbox
3. Create a disconnected application instance
4. Create lookups
5. Run the code to upload the entitlements
6. Run the code to add the description
7. Run the code to assign approver and Implementer to the application and each entitlements
8. Run the code to Bulk Load the names of approvers and implementers to each application
9. Update the process task adapters to complete the application instance and entitlements provisioning without manual provisioning.



# Introduction

## Scenarios where you'd consider this methodology and solution

- A new Identity Management solution needs to be implemented in a short time frame
  - Need to add value quickly
  - May need to accelerate the sunset of an existing solution
- There have 100s of applications that need to be brought under governance
  - Because a new IAM Solution is deployed
  - Because of an Merger or Acquisition (or Divestiture)
- There isn't a single, traceable, convenient process to request and manage access to the existing target systems
  - Especially relevant for HealthCare, Pharma and Financial segments which are heavily regulated and are frequently evolving via M&A activities

# Phased Deployment

## Phase 1: Requirement Gathering

- Infrastructure Validation
- Start with a 5 step workflow
- Up-to 2000 questions possible per form, workflow
- Perform a GAP Analysis on what features are additionally needed and prioritize them.
- Identify any showstoppers, provide alternatives



## Phase 2: Application Data Gathering and Work Flow validation

- 2 weeks development to add most requested missing features that are considered show-stoppers
- 2 weeks for testing and documentation and communications
- Distribute Templates to App Owners to use



## Phase 3: Agile Testing

- Requirements Validation
- Performance Testing and Systems Tuning
- Functionality Validation
- Data Validation
- Develop Training and Education Plans

## Phase 4: Deployment and Certification

- Performance Validation
- Infrastructure Validation
- Finalize Training and self-Assessments
- Audit Certification
- Production Readiness



# Phase 1

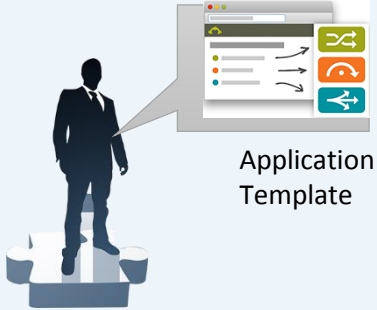
## Requirement Gathering and Reporting

- Roles Identification
  - User based or Responsibility based assignment.
  - Used to restrict unauthorized access
  - Defining SoD Rules
- Workflow and Routing Requirements
  - How many approval steps ?
  - Min = 3
  - Max =10
- Questionnaire Form
  - Dynamic Questionnaires Form – Used to create questions with Multiple Choices (Like Free text, Option Box , Radio box and etc.)
  - Up to 2000 questions allowed per active approval step
  - Up to 5 fields that permit attachments
- Takeaways for approach for the OIM Environment
  - “Touchless” approach reduces regression testing and preserves integrity of the OIM Environment
- Approvers
  - Identify the approver lists, alternates, etc.
  - Process for adding and removing approvers
  - SoD Rules, Validation of approvers
- Audit Information
  - Historical audit information will maintain for each and every request submitted for the application
  - In future, Report can be produced or Log file will be generated to view this.
- Report Output
  - Audit and Status reports
  - Detail and Graphical report, Dash Board Notification

# Phase 2

## App Data Gathering

PHASE 1 and 2



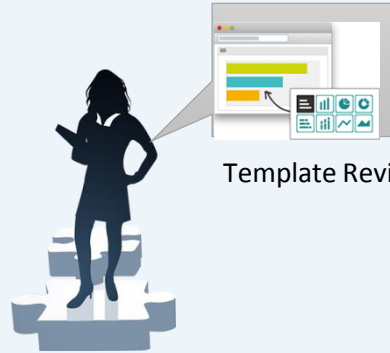
Application Template

IT APP Owner

- Match Template to application type
- Questionnaire Creation for each application approval step
- Template & Questionnaire Assignment
- Peer Review and Validation
- Application Creation and Workflow instantiation

## Workflow Validation

PHASE 3 and 4



Template Review

Business tester and users

- Testing and Validation
- User acceptance
- Documentation
- Training
- Gap analysis and tactical remediation – use this as RFE for future development

## Publishing



appINTERFACE  
OIM Connector

Use APIs to  
update OIM



End User



ORACLE  
IDENTITY MANAGEMENT

Oracle Identity  
Manager

# Phase 2 (Cont'd)

## Step 1:

- Define Roles for the application
- Roles Description (user friendly)
- Catalog creation
- Data input requirements for the stage
- Data Output to the next stage



## Step 2 :

- Questionnaire definitions
- Mandatory versus optional items
- Valid Sets for pulldowns and menu items
- Attachments
- Free form fields
- Validated fields and hidden fields
- Instructions

## Takeaways for the Work Flow:

- **App Owners provide details themselves – not IT team**
- **App users test and validate set up**
- **Audit Team can be engaged for Attestation in Phase 3.**





# Phase 3

## Agile Testing

- Functional Testing to ensure that the process delivers the results requested
- Requirements Lockdown: No Scope changes permitted
- Data Validation to ensure that approvers and roles are appropriate
- Negative testing to see if the system catches bad data and SoD violations
- Initial performance metric established



## Takeaways for the Testing:

- **Execute in Agile Sprints for weekly progress of requirements**
- **Extensive testing ensures business approval for eventual certification**

- Gaps Analysis
- Feedback on errors and issues for next round of Agile testing
- Start training and developing procedures for the Global Service Desk to follow
- Automated Documentation is validated



# Phase 4

## Deployment and Certification Take Aways

- Performance Validation
  - System Tuning,
  - Infrastructure setups (backup schedules etc.),
  - Business continuity planning,
- Infrastructure Validation
  - Validate connectivity
  - System accounts
- Finalize Training and self-assessments
- **Certify Applications On-boarded**
- **Audit Certification**
  - Alignments with Audit Teams Requirements
  - Certifying Testing Results for Audit Purposes
- Production Readiness
  - Run Book Review
  - Incident Response
  - SOPs



# Value Proposition

## What was Achieved



Time: Configuration time of 6-10 minutes. A reduction of more than a 95%.



Resources: Small teams and agile methodology allowed requirements and testing to be completed in rapid succession.



Audit Compliance: All approvals and documents are time-stamped and archived

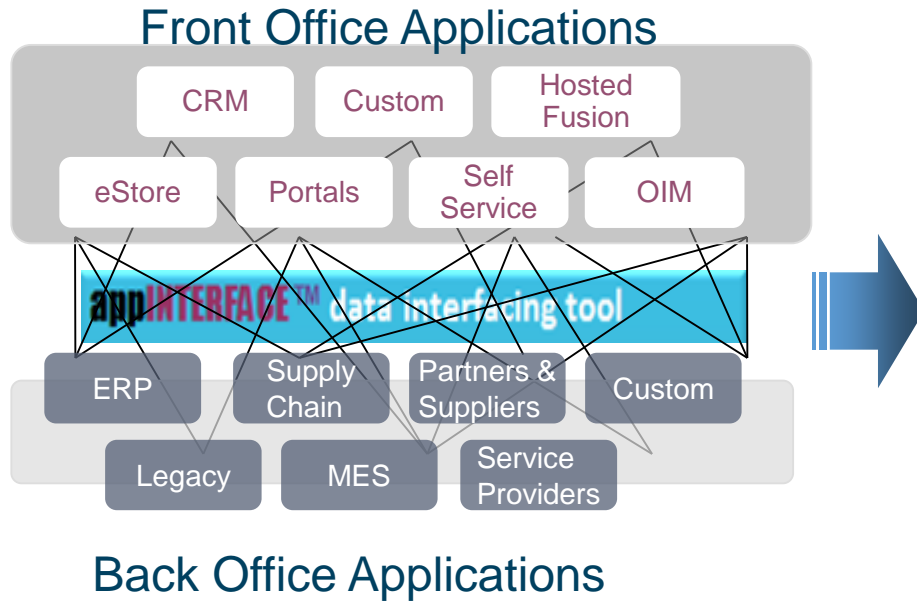


Report Provided to identify the status of each phase

## Application on-boarding automated

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# appINTERFACE for OIM



- Improve IT's ability to adapt to and respond to changing business requirements with a configurable approach
- Flexible, repeatable framework
- Build-in SDLC and best practices
- “Factory” approach allows scalability to load one or 600 applications.
- Leverage methodology and tool both now and later
- Support for Flat file, CSV, Extraction, Queueing
- Centrally managed and Support by internal helpdesk
- Audit and Project Reporting

# Contact

We are excited to continue our long-standing relationship with OAUG at [Collaborate 2015](#). Come visit us at Mandalay Bay Resort and Casino Booth #949. Don't forget to [register](#) for one of our **10 educational sessions**. Learn more about Chain-sys's product line and new and exciting services we offer this year. Please visit [www.chain-sys.com](http://www.chain-sys.com) for more details.

We are covering a range of topics that include:

- Fusion Application
- Mobile Supply Chain Application
- Oracle HCM Cloud
- Real Estate Investment Trust
- Large Scale Data Migration
- Custom OAG Extensions
- Scrum Methodology
- New Features of Oracle EBS-R-12.2.4



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[Divya.Sundaram@chain-sys.com](mailto:Divya.Sundaram@chain-sys.com)

[Austin.Davis@chain-sys.com](mailto:Austin.Davis@chain-sys.com)