

# Business Driven Identity Management at ICBC

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# Agenda

- About ICBC
- IAM at ICBC
- ICBC's IAM Challenges
- ICBC Vision
- Approach & Where We Are Today
- Things to Consider
- Q & A

# About ICBC

- Insurance Corporation of British Columbia (ICBC) is a Provincial Crown Corporation
- Established in 1973 to provide universal auto insurance to BC motorists
- ICBC also provides driver licensing and vehicle registration and licensing
- Helping make roads safer through a comprehensive road safety program
- 3.4 million customers province-wide
- One of BC's largest corporations with approximately \$12 billion in assets.

# IAM: Managing the Program/Lifestyle



# ICBC's challenges re:IAM

Same as everyone else!

- Many directories
- Manual provisioning
- Manual IDs and authorizations
- Meeting compliance and audit requirements
- Multiple business partners & suppliers
- Competing business priorities
- Large Scale Transformation Program

# More challenges....

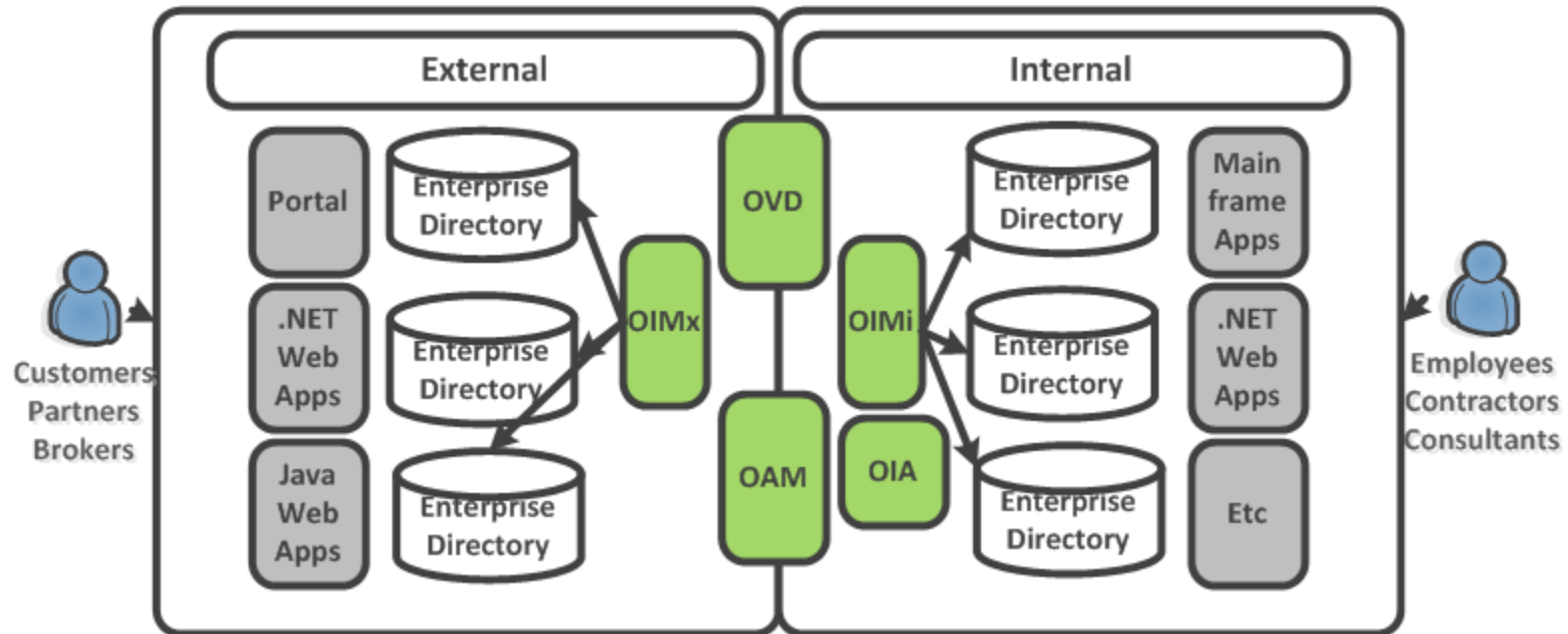
- Sun was purchased by Oracle midway through our Sun IDM implementation (2009)
- ICBC Transformation Program was beginning
- ICBC Decision – Sun or Oracle?

# Our Vision

## **EIAM** (Enterprise Identity and Access Management)

- Visioning exercise
  - Mapped technology capabilities to business strategies
- Conceptual Architecture
  - Technical patterns mapped to business capabilities
  - Whole IAM Program laid out in one architecture
- Program phases
  - Identified high value business roadmap items

# Simplified Architecture View





# Approach: Step 1– Internal

- **Approx. 5,000 Employees + contractors & consultants:**
  - **Self-serve password management for 8 managed resources (OIM)**
    - All employees, contractors, consultants password management registration for new OIM (Sun IDM retired)
    - SSO to OIM
  - **Automated ID Provisioning for internals with basic enterprise roles (OIM)**
    - All employees, contractors, consultants provisioned to 6 managed resources – includes full lifecycle
    - Recently connected to new Claims System Q4 2013 + job-based RBAC

# Approach: Step 1 – Internal

- **Currently upgrading to OIM R2ps1**
  - Ready for implementation Q3 2014
- **Access Request & Approval Workflow (OIM):**
  - Planned for Production Q3 2014 – replacing current mainframe Access Request system
- **Enterprise Analytics, Audit & Compliance (OIA):**
  - ICBC Decision – OIM or OIA – due to product merge of OIA functionality into OIM
  - Planned for Production Q3 2014

# Approach: Step 2– Partners

- Business Partners (Autoplan Brokers):
  - 900+ POS locations
  - **Broker Portal**
  - **OAM/OVD:**
    - Single Sign-on (SSO)
  - **OIM:**
    - Delegated administration
    - Provisioning
    - Self-service password management
    - Automated Broker Organization management
  - **New Insurance Product (OIM)**
    - **OIM/OAM** – provisioning & SSO (2015)

# Approach: Step 3 -Customer

- Customer Registration and SSO
- Improve operational risk management

# Sustainment

- Manage the lifestyle
- Manage expectations – ‘Oh, OIM will do that!’
- Standardize onboarding of applications

# Success factors:

- Secure executive & business support
- Establish strong governance
- Phased approach: don't boil the ocean
- Show value early
- Collaborate with System Integrator – boutique specialists for IDM
- Champion the change – live it!

# Things to consider:

- Resource constraints – skilled people!
- Simplify your directories
- Identify your authoritative sources
- This thing is hooked into everything!
  - Build repeatable patterns
- Test environment infrastructure
  - Shared, complex, and multiple
  - May not match production

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# Q & A



# ICBC Approach

