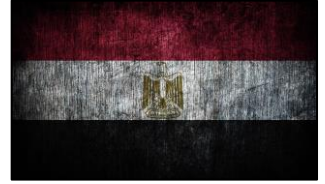


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CISO Alliances Egypt
February 22nd 2024

In Partnership with



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CISO ALLIANCES EGYPT

Thursday 22nd February 2024
09.00 – 10.30 (EGY)

“Building a Successful Identity Program
and where to Start your Identity Journey”

In collaboration with



Featuring Case Study – Vodafone Egypt



Hans-Robert Vermeulen
Identity Strategist
SailPoint



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During the closed-door session, Hans-Robert Vermeulen (Otherwise known as HRV) Identity Strategist – SailPoint was joined by Mohamed ZainElAbideen, Cyber Prevent & Assurance Manager - Vodafone Egypt to address the topic of Building a Successful Identity Program.



HRV opened up the closed door discussion with the below agenda:



- Introduction
- The business problem?
- What is Identity Security?
- How to get started?
- The right partner?
- Building the business case
- The Journey



Full Slides can be accessed [HERE](#)



FOOD FOR THOUGHT /TOPICS DISCUSSED

Takeaways

- Identity Security is not just a project/solution, it is a program
- Access decisions is based on what we can see so visibility is key - one step at a time
- Selecting a PARTNER - Not just a vendor
 - It is important to establish a relationship and trust as the program is typically a 10-year engagement
 - Look for a stable and proven track record with experience in implementation
 - Value must be demonstrated to keep success long term. Try to not just rely on technical questions in RFP



For more information on the business benefits of Identity Security and how to build the business case for an identity program, please see the Identity Security Buyers Guide - <https://www.sailpoint.com/identity-library/identity-security-buyers-guide/>



- A lot of explaining is required to various stakeholders
- Remember the helpdesk is your friend



Create a steering committee to help you along the journey to establish:

1. What are the business goals
2. What is the cost of inaction
3. What is your long-term vision
4. How are you going to measure success



Vodafone Egypt Case Study



Following HRV, we passed the 'virtual microphone' across to Mohamed ZainElAbideen who kindly shared insight on the journey that Vodafone Egypt had taken.



Agenda:

- Challenges before IDM Program
- Lifecycle Management
 - Joiner
 - Mover
 - Leaver
- Applications User Access
- Certifications & Reviews
- Reporting & Advanced Analytics



FOOD FOR THOUGHT /TOPICS DISCUSSED

Vodafone Egypt Slides can be accessed [HERE](#)

Takeaways



- Vodafone Egypt have been in Egypt since 1998 with many legacy assets & systems not capable of managing identity
- The 'Weakest link in the chain is often people here come the criticality of identity and access management program to ensure full visibility and least privilege concept on user access.
- Technology is not enough, you should always focus on People, Process and Technology . Start with robust process and technology will support.
- Start with senior management as it is key to relate scenarios with leadership
- 1st line traditionally has a high turnover, so it is important to establish support from the whole of management
- To manage lifecycle management, dedicate a single point of contact (SPOC) for each department
- SailPoint was used as a HR arm to assist with contractors' lifecycle
- To deal with movers' lifecycle ensure you adjust access to an automatic model
- Identity Warehouse provides a huge benefit
- Once you hit your destination of the Identity Security Programme, continuous process and improvements will be necessary



Q&A



Q- How do you overcome the resistance from some departments such as the Infrastructure Team?



- Benefits need to be portrayed and how the experience will change day to day role through simplifying processes and time resource
- People are naturally resistance to change and uncertainty on outcomes, however these hurdles need to be passed
- A domino effect tends to happen once have buy in and results in requests for the change



Q - How do you overcome integration between SailPoint and Legacy Applications



- Consulting fees come into play
- API integration enabled just for governance
- Some companies want to start quickly from the beginning of the journey using read-only integrations (CSV) for quick visibility. Whenever possible use the out of box and pre-defined integration



FOOD FOR THOUGHT /TOPICS DISCUSSED

Q&A cont.....

Q. What if people are looking to implement some lifecycle management, so automation, do you still see this as a full program?



If you are looking to get started with primarily automation, focus on the 5-10 most important applications. This solves the headache for new starters very quickly and allows you to start leveraging roles for more automation. .



Q. What do you see other customers do to handle 3rd party identities?



- The focus has traditionally been on the direct workforce. Many companies struggle to know 3rd parties and vendors who have access to their environments



- 3rd parties are very different as they may not have as advanced controls, secure protocols and connections. Therefore, embed cyber control in policy and minimum access for hygiene.

- MFA is very important

- Be aware that HR may not wish to handle 3rd parties



Q. How is best to report KPI's to management and ensure there is clarity on how the report demonstrates success and progress?



- There needs to be a flexibility in the report to meet the business needs

- Integrate with critical applications as the results are amazing



Q. If there are multiple regulators to satisfy are there any suggestions?



- Advice is to get common controls and a consolidates framework

- Create 10-12 similar controls to apply

- Factor in that technical implementation is different

- There is often a lot of overlap on regulations

➤ Managing new legislation is open to interpretations

➤ Meet with your legal team

➤ Observe what is happening in other sectors

➤ Be open to peers

➤ Approach auditor to obtain their perspectives



Closing thoughts



- ✓ Get Started! - It is a journey and will not happen overnight
- ✓ There will a lot of technology integration
- ✓ Be smart about the reporting wins and demonstrate the correlation
- ✓ After the 1st week of implementation CELEBRATE
- ✓ Focus on the process, mindset and technology
- ✓ Remember "Fail to plan and plan to fail"



Hans-Robert Vermeulen (Unverified)



Mohamed ZainElAbideen, Vodafone (External)