ISE West Executive Forum and Awards
Nominee Showcase Presentation

September 16, 2010

Company Name:	Intuit
Project Name:	Automated Identity Governance
Presenter:	Bill Bonney
Presenter Title:	Senior Manager, Access Management

Company Overview

- A leading provider of business and financial management solutions

- Employs more than 8,000 people across the U.S., Canada, India and the U.K.

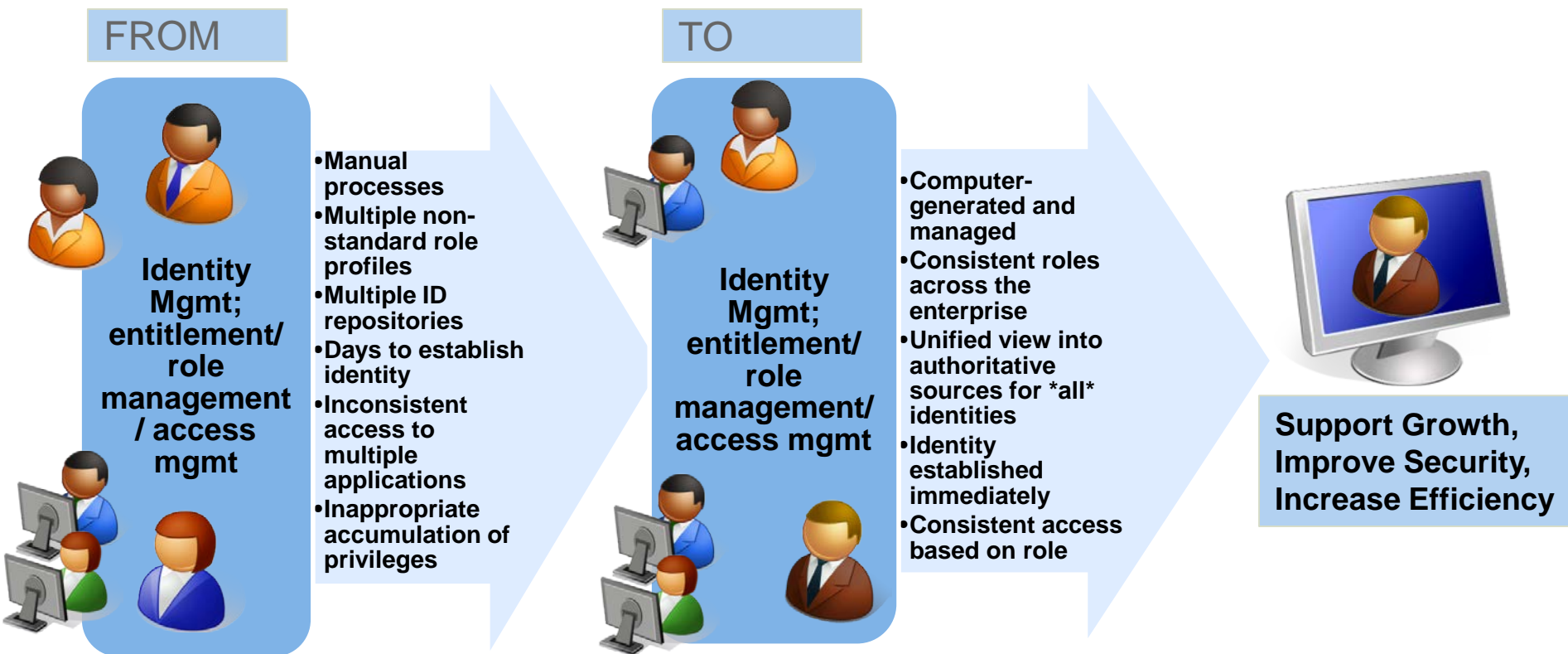- 50 million users of Intuit products

Identity Governance Drivers

- Compliance Challenges: Must comply with multiple regulations as a retailer, merchant, processor, SaaS provider

- Workforce Challenges: Must manage a spike of 4-5k temporary workers each tax season

- Data Protection Challenges: Must secure highly sensitive data for customers
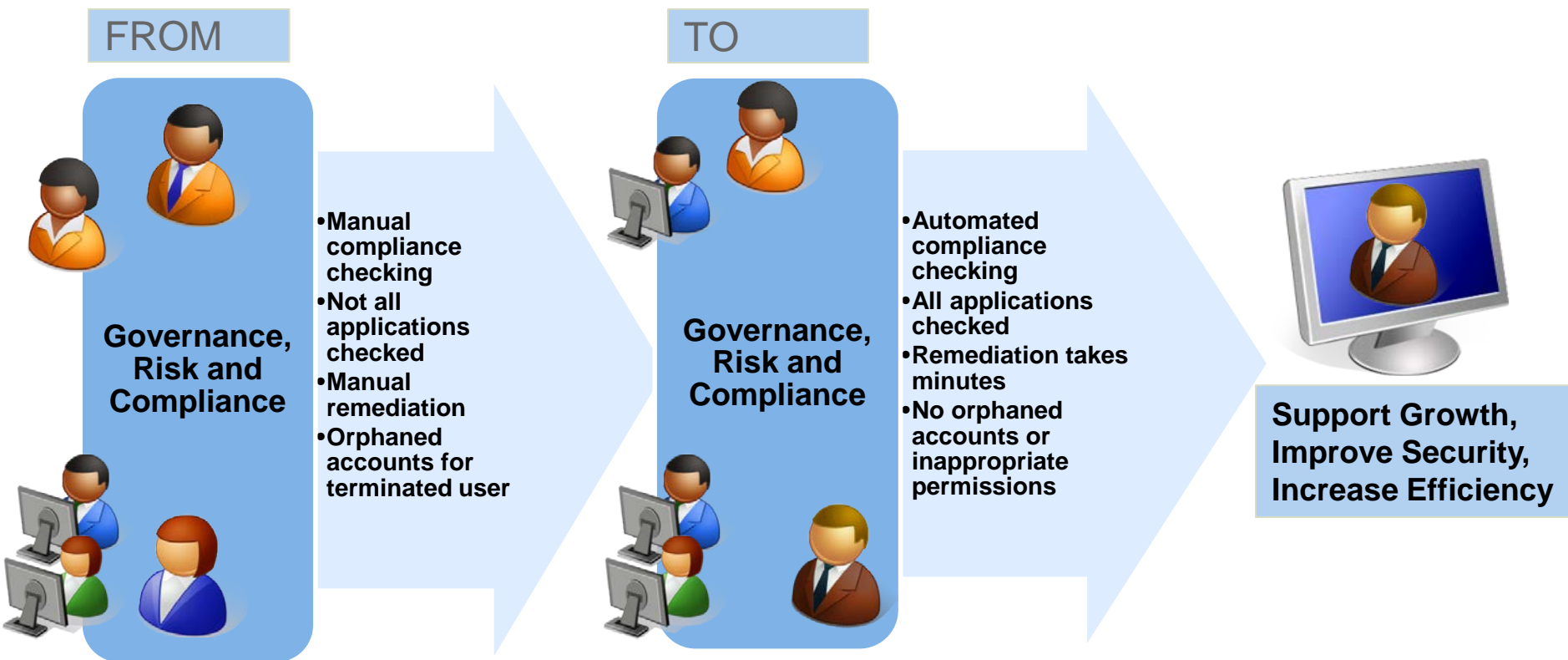
Primary Business Challenge

- Intuit needed a consistent, centrally controlled, global Enterprise Access Management program to:
  - *Prevent and Manage Risks*
  - *Improve Productivity*

FROM

TO

Identity Mgmt; entitlement/ role management / access mgmt

- Manual processes
- Multiple non-standard role profiles
- Multiple ID repositories
- Days to establish identity
- Inconsistent access to multiple applications
- Inappropriate accumulation of privileges

Identity Mgmt; entitlement/ role management/ access mgmt

- Computer-generated and managed
- Consistent roles across the enterprise
- Unified view into authoritative sources for *all* identities
- Identity established immediately
- Consistent access based on role

Support Growth, Improve Security, Increase Efficiency

Standardize and automate current enterprise-wide manual, disjointed, high-touch processes.

FROM

Governance, Risk and Compliance

- Manual compliance checking
- Not all applications checked
- Manual remediation
- Orphaned accounts for terminated user

TO

Governance, Risk and Compliance

- Automated compliance checking
- All applications checked
- Remediation takes minutes
- No orphaned accounts or inappropriate permissions

**Support Growth, Improve Security, Increase Efficiency**

Drive down the cost and burden of compliance and reinvest the time to create better outcomes for our internal customers.

Project Goals

- Protect customer data more effectively and efficiently.

- Manage the access requirements of seasonal workforce increases.

- Better address governmental and industry regulations.

- Improve IT staff productivity and audit performance.

People

Job Functions

Governance Model

IT Entitlements

Resources
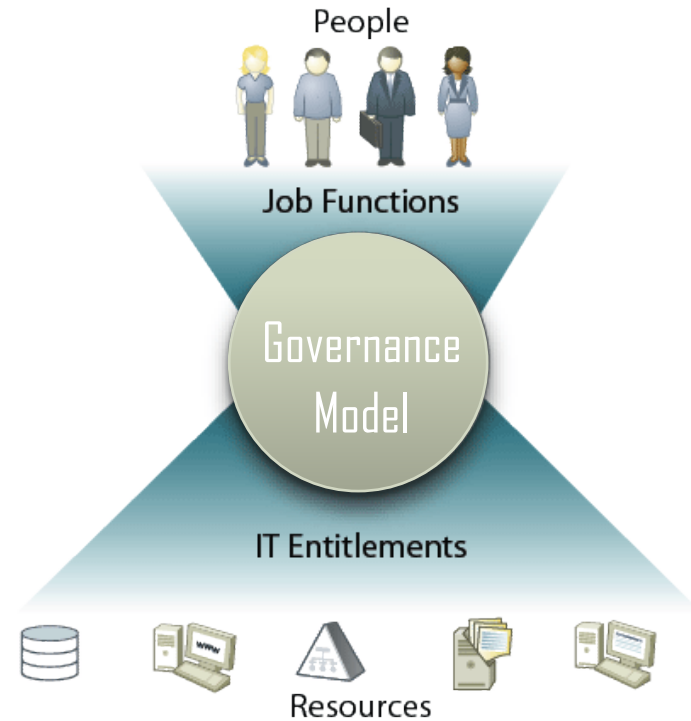
Project Results

- 100% of our application landscape was profiled for access risk.

- Remediation of access issues now takes only minutes.

- Fully automated process for revoking access privileges.

- Simplified data gathering process with improved accuracy.

Lessons Learned/Best Practices

- Put points on the board early

- Understand that even good ideas have to fight momentum

- Engage with your audit partners early if you're doing a governance project

- Invest the time in operating mechanisms

Thank you and Questions

- Questions?