



*10th Anniversary*

## *Nominee Showcase Presentation*

# ISE Southeast Executive Forum and Awards March 13, 2012

*Company Name:* CSX  
*Project Name:* Forefront Identity Manager 2010 Implementation  
*Presenter:* Steve Mead  
*Presenter Title:* Technical Director – Information Security





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# Company Overview



- **CSX** - a leading transportation company in the US.
- Providing rail, intermodal & rail-to-truck services
- 21,000 miles of track, service to 23 eastern states & DC
- Approximately 32K Employees
- Annual revenue – 11.7B
- **CSX first among Class 1 railroads in Newsweek Green Rankings**





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# Presentation/Project Overview

- Replace & Update Identity Management System
- Reduce & modularize any required custom coding
- Fully automate new employee “On-boarding” process
- Automate employee account lifecycle to the extent possible
- Fully automate employee account de-provisioning process
- Lay the groundwork for future “Self-service” initiatives
- Establish dedicated IDM System support team

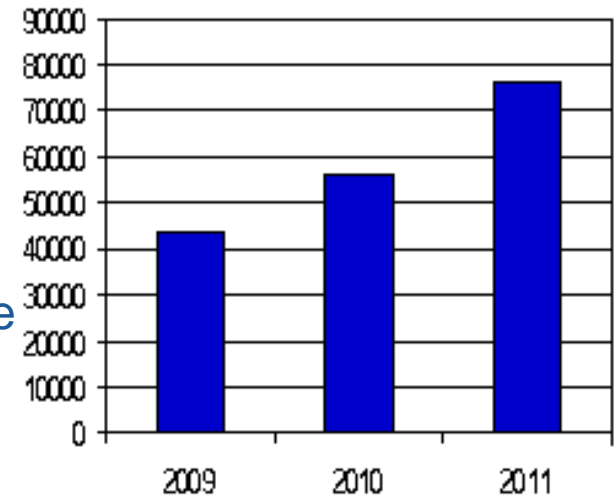


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# Overview of Business Challenge

- Simplifying our security environment (AD, RACF, LDAP)
  - Changes to the infrastructure are time consuming & costly
  - Automate user provisioning, maintenance, & de-provisioning processes
  - Challenge managing employee job transfers
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- Account maintenance request growth rate - 7.5%
  - Most are handled manually
  - Manual processing = time consuming & error prone





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# Project Scope/Goals

- **Automate Information Systems Account Lifecycle:**
  - MS Active Directory
  - MS Exchange
  - IBM RACF
  - PeopleSoft
  - Oracle eBusiness
  - IBM Tivoli Directory Server (LDAP)
  - Flat-file exports of key data for consumption by external systems



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# Project Results

- IDM System replaced & updated to FIM 2010
- Custom coding reduced to “Management Agents”.
- “On-boarding” process fully automated
  - 4,307 New Hires in 2011
  - 8,015 New Account Requests
- FIM automation applied to employee account lifecycle
  - 988 Transfers/Promotions
  - 1764 Terminations
- Employee account de-provisioning process fully automated.
- Groundwork laid for future “Self-service” initiatives
- Dedicated IDM System support team established





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# Lessons Learned/Best Practices

- Communicate project scope & goals broadly and often
- Include all cross functional teams from the outset
- Continue to seek feedback from all teams throughout project lifecycle
- Develop backup resources for project key contributors
- Maintain Business Partner key resource awareness
- Continue to motivate all Business Partners involved



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# Thank you and Questions

- Questions?
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