

Successful introduction of Identity Governance & Administration (IGA) at TeamBank AG: No walk in the park

PERMISSIONS: A KEY FOCUS FOR AUDITORS

With 150 applications across development, testing and production environments; approximately 1,800 identities and around 25,000 permission objects, TeamBank AG is faced with a six-digit number of role and access assignments – a volume that necessitates automated processing. The company's access management undergoes audits from various authorities at least three times a year. According to the rule: "After the audit is before the audit".

However, a bank must not only act in accordance with regulations, but also ensure proper assignment and revocation of user rights.

The first step: Introduction of CyberRes Identity Manager

The days of requesting user access by fax are fortunately long gone. Nevertheless, building an IGA platform in conjunction with a bank's complex business processes and systems presents both technical and financial challenges. In 2013, the introduction of NetIQ Identity manager laid the foundation for simplified user provisioning.

However, in 2019, it became clear that the existing functionalities were inadequate for future requirements. Consequently, IS4IT was commissioned to develop a future-proof solution together with TeamBank AG's IGA team.

A cross-functional team fundamentally restructured the handling of staff-related policies to streamline automated rights assignment. This also meant rethinking roles, groups and the entire lifecycle processes.

The entire lifecycle of an employee — from onboarding to transfers, temporary absences and eventual departure — was redesigned in greater detail. Simplifications were made both in onboarding new employees and allocating permissions. By implementing the "principle of least privilege", e.g. through automatic revocation and explicit re-assignment of rights during transfers, both regulatory requirements were met, and the degree of automation was increased.

In order to implement modern IAM governance standards, tools such as Identity Governance and SKyPRO Audit & Compliance Dashboard (ACD) are now used in addition to Identity Manager.

Furthermore, several manual processes, including assignment and revocation of Active Directory rights as well as account creation and deletion, are now automated.



High level of **expertise and reliability**, combined with a valuable **external perspective** and in-depth **knowledge** of a bank's **IAM requirements** make IS4IT a competent **partner** when it comes to **consultation and implementation**.

*Quote from the IGA team;
IT department, TeamBank*

REQUIREMENTS

- Re-implementation of the existing user provisioning system for all platforms, databases and operating systems, including as cloud applications
- Reduction of manual tasks to minimize errors
- Large-scale automation of provisioning processes
- Compliance with all regulatory guidelines and requirements from the Federal Financial Supervisory Authority (BaFin), the bank, auditors and other stakeholders
- Operation as a managed service to relieve the company's own employees

SOLUTIONS

- CyberRes Identity Manager
- CyberRes Identity Governance
- SKyPRO Audit & Compliance Dashboard (ACD)
- IS4IT IGA Consulting Team

BENEFITS

- Compliance with works council, data protection, and BaFin regulations for user provisioning processes
- Increased efficiency in provisioning through automation
- Elimination of error-prone manual data entry
- Greater accuracy during implementation through process automation
- Simplified implementation of regulatory requirements
- Tool-based reporting to facilitate audits
- More certainty of regulatory compliance during audits

CUSTOMER REFERENCE

Thanks to the new Identity Governance module, regulatory requirements such as segregation of duties, recertification and the comparison of expected vs. actual access can now be mapped. The SKyPRO Audit & Compliance Dashboard (ACD) provides full transparency on employee access rights at all times, which significantly simplifies auditing processes. Auditor inquiries can be now answered with just a few clicks.

Last, but not least, ongoing development has also become notably more straightforward with the new implementation.

IS4IT's Managed Services team is responsible for operating the IGA solution. They monitor the systems and act proactively if problems arise. Updates and patches are installed promptly, new drivers and improvement suggestions are implemented and deployed in collaboration with TeamBank AG's IGA team.

Thanks to the Micro Focus platform*, TeamBank now has a technical solution equips it well for the ongoing digital transformation.

* CyberRes – A Micro Focus Line of Business

ABOUT THE CUSTOMER

Industry: **Finance**

Employees: **1,116 (as of December 31, 2021)**

TeamBank has been a member of the Volksbanken Raiffeisenbanken Cooperative Financial Network since 2003. With its headquarters in Nuremberg, it can look back on over 70 years of innovation and customer focus. In 2021, „Ratenkauf bei easyCredit“ (installment purchase via easyCredit) was named financial product of the year by the German Institute for Service Quality (DISQ).

Website: **www.teambank.de**

The logo for TeamBank, featuring the word "TeamBank" in white text on a blue and dark blue gradient background.

IS4IT

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