

Privileged Access Management

Solution Datasheet

KEY FEATURES

- Privileged Access Request
- Privilege Self Elevation
- Granular Access Control
- Configurable Approval Workflow
- Reporting & Auditing
- PAM Service Portal
- Mobile App
- Mobile Push Notifications
- Email Notifications
- Calendar Integration
- Predefined end-to-end process
- PAM dashboard

SUPPORTED SYSTEM/APPLICATION

ServiceNow PAM

- ServiceNow

Enterprise PAM

- ServiceNow Change Management Integration
- Windows
- Other Applications

IKC Privileged Access Management is a solution developed based on the principle of Zero Standing Access* with Just-in-Time (JIT) and Just-Enough-Access (JEA) on the ServiceNow platform. PAM aids organisations to reduce their attack surface and better protect their critical data and IT systems. With ServiceNow's highly configurable platform, the solution can be tailored to meet each organisation's specific requirements.

The principle of ***Zero Standing Access** means instead of granting permanent privileged access, users must request permissions for access. When permissions are granted, it is Just-in-Time and Just-Enough Access to perform a privileged task only for a finite amount of time.

IKC PAM offers two versions. ServiceNow Privilege Access Management, **ServiceNow PAM**, offers PAM to only ServiceNow. Enterprise Privilege Access Management, **Enterprise PAM**, supports Windows and other applications as well as ServiceNow.

BENEFITS

- Provides Just-in-Time (JIT) and Just-Enough-Access (JEA) privileged access
- Manage privileged access requests with structured processes in automated workflows
- Configurable approval workflows to fit your organisation's security requirements
- Alerts the user with a message when the expiry time is approaching
- Easily accessible Auditing reports and activity logs



User requests privileged access



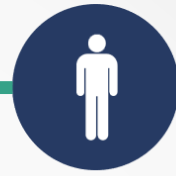
Defined approver to approve



User gains the privileged access and perform task



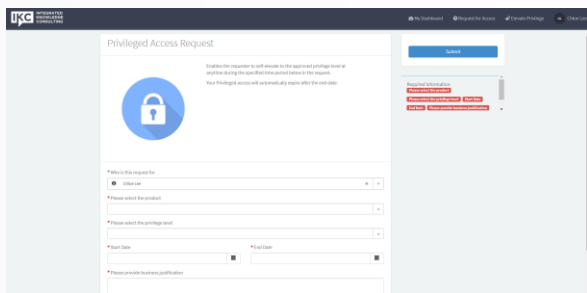
Privilege expires after a specified duration



User no longer has access

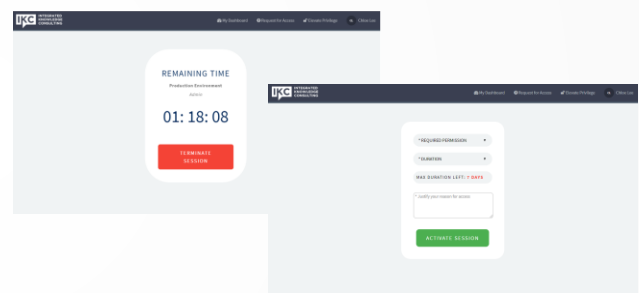
Privileged Access Request

Users can request for the right to get privileged access to a system/application for limited duration defined by your organisation (Just-in-Time Access). The Privileged Access Request form can be accessed from the PAM portal. It utilises ServiceNow's OOTB Catalogue Item and end user friendly language to ensure a consistent, user-friendly experience.



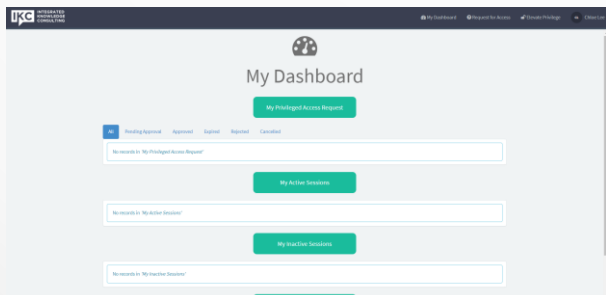
Privilege Self Elevation

After approved for Privileged Access, users can self-elevate to the necessary privilege (JEA) or terminate their rights at any time while the Privileged Access Request period is valid. Users must provide a justification when self-elevating. All self-elevation requests are monitored and recorded in ServiceNow, and can be audited by your Security team.



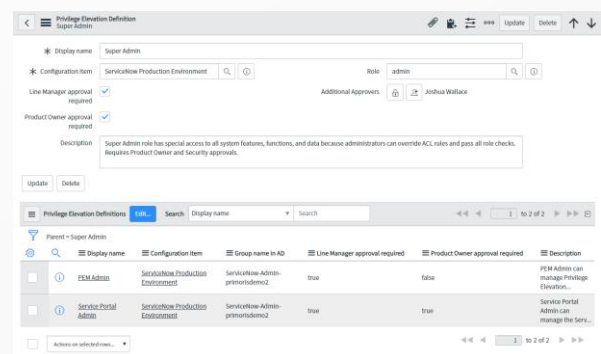
Dedicated PAM Portal

The PAM Portal enables viewing and managing elevation sessions and submitting requests for Privileged Access. The portal provides an easy-to-use interface on both desktop and mobile to provide seamless experiences for end users.



Configurable Granular Access Control & Approval Workflow

Applying the principle of the Just-Enough Access (JEA), IKC PAM allows configuration of approvals and access per system/application, allowing your organisation control over the approval process and access levels.



Exception Handling

Troubleshooting workflows can be difficult for system admins, especially when a workflow fails at a critical point such as removing a user's privilege, which can lead to high security incidents. IKC PAM Exception Handling helps your organisations to define how errors should be handled.

Notifications

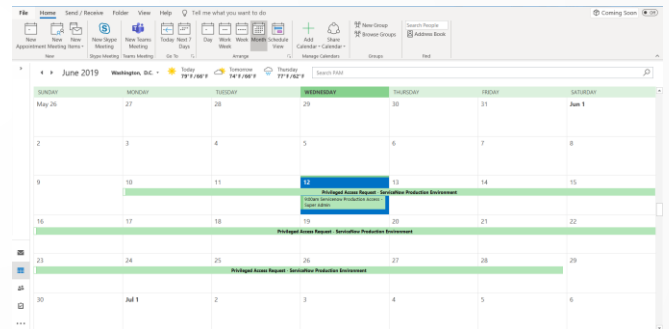
IKC PAM provides comprehensive predefined notifications which deliver the right notification to users at critical points during the Privileged access process. Additionally, these notifications can be received as ServiceNow Mobile App push notifications.

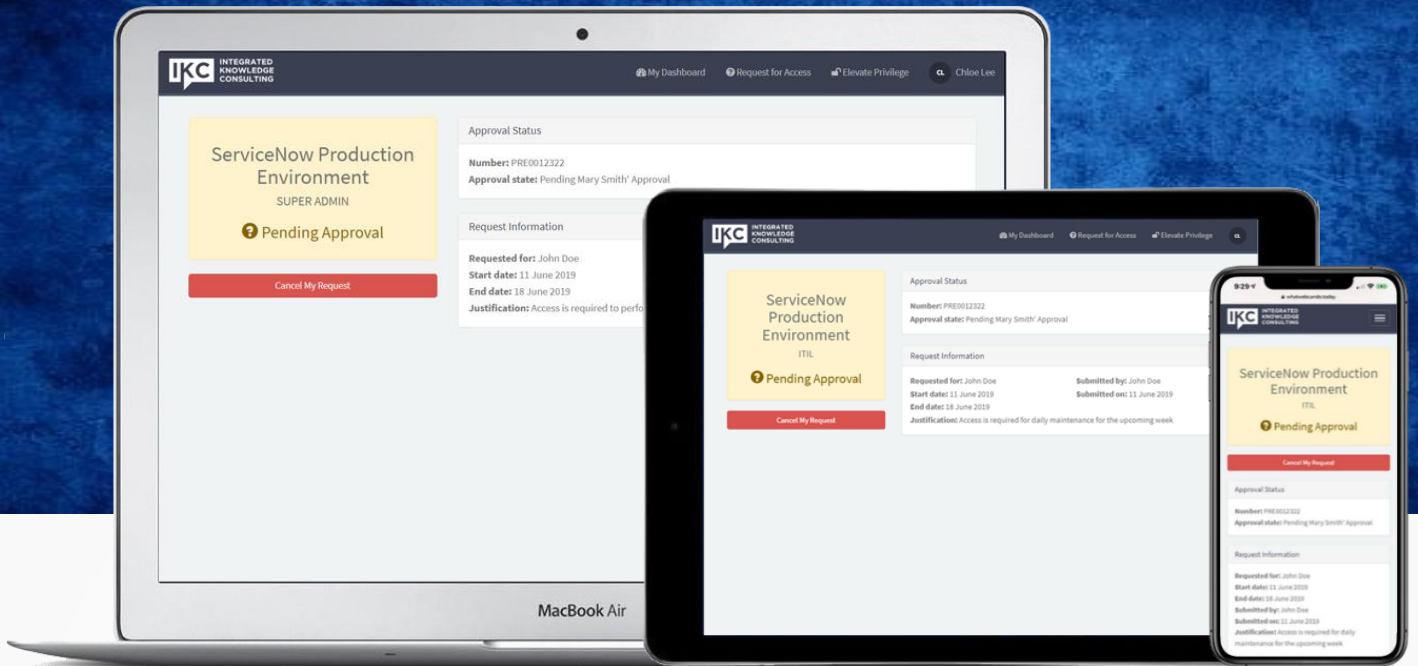
Reporting & Auditing

All Privileged Access Requests, Approval History and Self-elevation Requests are recorded for auditing purposes in ServiceNow. IKC PAM offers an Overview dashboard with predefined reports to monitor and manage privileged accounts, increasing your organisation's control and awareness of your environment.

Calendar Integration

IKC PAM integrates with calendars (e.g. Outlook, Gmail) allowing elevated access schedules to be automatically added. This helps privileged access requests and elevated sessions to be managed more efficiently and effectively by your organisation.





Mobile Application

Leveraging ServiceNow's Service Portal, our PAM portal is designed with mobile in mind, allowing users to view, request and manage their sessions anytime, anywhere.

PREREQUISITES

ServiceNow PAM

- ServiceNow Kingston, London, or Madrid

Enterprise PAM

- ServiceNow Kingston, London, or Madrid
- ServiceNow Orchestration
- Microsoft Active Directory

Enterprise PAM

Windows & Other Applications

Our ServiceNow PAM application can be upgraded to support systems outside of ServiceNow utilising our Enterprise PAM application, which can manage and control access requests to Windows devices and other applications, providing an additional layer of security.

Change Management Integration

Our Enterprise PAM application provides integration with ServiceNow Change Management. With this integration, Change Implementors can gain required access to applications or Windows devices, only for the agreed duration of the Change Implementation.

