

# Artificial Intelligence-Driven Security and Compliance

## ForgeRock Identity Governance and Administration Solutions

ForgeRock Identity Governance and Administration (IGA) is a modern solution that allows organizations to accelerate secure access for employees and contractors, achieve regulatory compliance, mitigate risks, and reduce costs.

The digital “new normal” – where office-based employees and contractors all shifted to remote work during the COVID-19 pandemic – has quickly changed how global organizations are planning and executing their strategic business plans for digital transformation. They have adjusted to supporting employees and contractors who must now work remotely. But obstacles that hold business back still remain. Poorly designed and insecure remote access make it hard for workers to remain productive. Excessive access and licensing permissions that are granted and never revoked can leave organizations vulnerable to data breaches. Organizations that cannot secure their remote workforce will fail to meet regulatory compliance requirements, and are at risk for financial penalties.

The ForgeRock Workforce IGA solution helps organizations enable an autonomous, self-driving governance process. It uses artificial intelligence and machine learning to automate access and certification processes, clean up user access privileges, and identify security and risk blind spots across the organization. This results in higher audit pass rates, stronger compliance controls, and shorter review cycles.

# The Digital Identity Evolution

Today's enterprise CISO is facing tremendous pressure to support a mostly remote workforce in response to the global pandemic. Remote work has quickly become the new normal, fundamentally changing the way global organizations do business. At the same time, organizations are still responsible for executing on their strategic plans to grow the business. It's all about weighing the risks and benefits associated with the workforce, maintaining regulatory compliance, and improving the operational efficiency of the business.

Employees and contractors need seamless and secure access to remain productive in a remote environment. Insider data breach incidents – due to a combination of accidental or inadvertent data misuse or malicious intent – comprised 25% of data breaches, according to a 2019 Forrester security survey.<sup>1</sup> Forrester predicts that the rapid push of users to remote work during the COVID-19 pandemic, fear of job loss, and the ease with which data can be moved will lead to an increase of insider incidents from 25% in 2020 to 33% in 2021.

Organizations need to have the right identity governance and access controls in place so that employees or contractors are not provisioned with excessive or inappropriate access privileges to sensitive applications, systems, and data. As firms add capabilities for detecting insider threats, they will also be able to identify and attribute more incidents to insider activity than they were previously.

Increased regulatory compliance requirements are pressuring organizations to take a hard look at where their processes fall short: weak compliance controls coupled with legacy identity governance solutions are limiting the ability to visualize, understand, and manage digital identities across the organization.

Organizations relying on legacy IGA solutions still find themselves performing manual work, because many of these traditional IGA solutions are slow, cumbersome, and decades old. They have to provision access for employees and contractors access on day one, review and approve access requests, and close unknown accounts or change inappropriate user access. Most of these legacy IGA solutions integrate with only a few authoritative identity sources, such as the organization's identity store or human resources (HR) system. These identity siloes make it impossible to capture the full purview of where identities are provisioned across the organization. Keeping track of who has access to what and the privilege levels of each account, is impossible for even the most skilled teams. The result is over provisioned access and rubber-stamped certifications that leave the organization vulnerable to unauthorized access and potential data breaches.

<sup>1</sup> Forrester, Predictions 2021: Cyber Security

# Self-Driving Governance

Identity governance is heading towards a new paradigm called self-driving governance, in which ongoing processes are automated. Self-driving governance gives employees and contractors the right access to the right resources at the right time – no matter where they are or what platform they are using. With a self-driving governance process in place, organizations can fully automate employee and contractor access on day one. They can automatically review and approve access requests, compliance reviews, and close unknown or inappropriate entitlements and security gaps.

Self-driving governance involves multiple processes:

- 1. Data Ingestion:** Consuming and normalizing user data from multiple data sources, such as IAM, IGA HR, LDAP, database, Active Directory systems, and others is consumed and normalized.
- 2. Data Aggregated:** Collecting data across all data sources and maintaining historical information provides a comprehensive user access landscape of the entire organization.
- 3. Artificial Intelligence (AI) Applied:** AI and machine learning (ML) algorithms are applied to the aggregated identity data to predict user access and identify user access risks, inappropriate user privileges, user entitlement creep, and more.
- 4. Contextual Analysis:** This type of analysis helps determine, explain, recommend, and justify recommended remediations for user access using low/medium/high confidence scores.
- 5. Automated Actions:** Automation pushes recommendations directly back to the organization's authoritative identity systems, applications, and infrastructure.



# Why ForgeRock?

ForgeRock helps people safely and simply access the connected world with one platform, supporting all identities, on any cloud.

ForgeRock Workforce IGA is a modern identity governance and administration solution that allows organizations to accelerate secure access, mitigate risks and reduce costs, and achieve regulatory compliance.

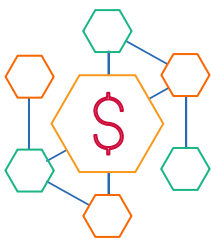
Here are some of the reasons why customers choose ForgeRock:



## Streamlined and Simplified Governance

The ForgeRock IGA solution kills “rubber stamp” certifications, while fully automating access and certification processes. Organizations can identify entitlement assignments as candidates for automated clean-up and identify and remove licenses for identities with low application usage across the organization.

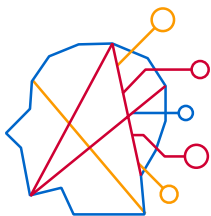
- A multinational financial services organization was able to identify and remove access privileges for 91% of the 1.1 million assignments from a major enterprise resource planning (ERP) application.



## Simpler and Faster Time to Value

ForgeRock IGA is a modular, lightweight solution that enables efficient compliance. The AutoID component of the ForgeRock IGA solution lets organizations integrate with their existing IGA solution, such as Oracle via application programming interfaces (APIs) or with SailPoint.

- A major U.S. healthcare provider used ForgeRock to identify 550,000 excess entitlements for 14.6 million assignments throughout the enterprise in under three hours.



## Smarter and More Secure Operations Using Artificial Intelligence and Machine Learning (AI/ML)

Today, enterprises are overwhelmed with permissions, entitlements, roles, and groups that are spread across applications everywhere in the organization. It's impossible to successfully manage all these entitlements manually. This requires AI and ML to automate processing of all the identity data in the organization, find access patterns, and determine the landscape of what good access and bad access looks like.

- A global consumer packaged goods provider reduced 70% of required roles across the organization for 66,000 users and objects.

## The Voice of the Customer

ForgeRock has achieved the highest overall rating (4.5 out of 6) in Identity Governance and Administration according to Gartner.<sup>2</sup>

<sup>2</sup> Gartner Peer Insights Customers' Choice, 31 January 2020.

“With ForgeRock IGA, we will have a good strategic process for identity management. The auditing process will become much smoother – easier and less costly for the organization.”

Marius Sorteberg,  
Storebrand Identity Manager

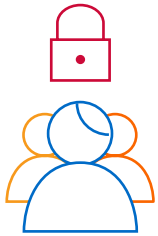


# Benefits



## Accelerate Secure Access

- Secure the remote workforce by quickly granting and enforcing secure access to systems, applications, and infrastructure according to established business policies.
- Raise workforce productivity and decision-making through AI-driven access approvals, automation, remediation, and recommendations.
- Reduce help desk calls with automated policy-based self-service access to any system, application, and infrastructure.



## Achieve Regulatory Compliance

- Pass audits at a higher rate with user access audit trails of every identity in your organization.
- Strengthen compliance controls by ensuring compliance with automated certification and access reviews.
- Accelerate compliance decision making with contextual user access insights.



## Mitigate Risk and Reduce Costs

- Leverage AI-driven security insights and machine learning algorithms to evolve user access policies and remediation.
- Automate high-confidence access to eliminate unnecessary requests, reviews, certifications, and approvals.
- Decrease operational costs by eliminating manual bulk approvals and certification rubber stamping.

## About ForgeRock

ForgeRock, the leader in digital identity, delivers modern and comprehensive Identity and Access Management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than a thousand global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is privately held, and headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit [www.forgerock.com](http://www.forgerock.com) or follow ForgeRock on social media.

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