1. Was XYZ Finance Corporation effective in this implementation? Why or why not?

XYZ Finance Corporation was not fully effective in the implementation of its access management program. The project was extremely scuffed due to the lack of project management, technical, and experience. Due to this, it caused many delays, issues, and a lack of trust from stakeholders towards the IT strategy and ITI teams. Overall, even though it met the base requirements for certification it was not an effective implementation.

1. What could ITI, IT Strategy, and Information Security have each done to increase the probability of success?

The ITI, IT Strategy, and Information Security team could have all done something more to increase the probability of success. The ITI team could have analyzed the current EAG tool and explored other options in line with their costs and business requirements. (They have me doing this in my internship. Understanding all the tools and options is extremely important). The IT Strategy team could have required to see a project overview including milestones, deliverables, and more. The information security team should have been more engaged and ensuring the technologies selected is secure.

1. What are some of the key activities in “buy” versus “build” analysis? What activities XYZ Finance Corporation could have performed for the product selection/development process?

XYZ Finance Corporation should have received the pros and cons from both the buy & build options. Some of the key activities in these processes are cost analysis, assessing current/future needs, risk assessment, and timeline and resource evaluation. There are many strong options out there such as OKTA. This could have been a fast migration since the program was set up. Depending on the budget of the company or if they’d rather a strong and reliable IAM software they may have looked into a cheaper solution. Such as ping identity, Microsoft, or AWS.

1. Has XYZ Finance Corporation engaged the right set of stakeholders in the access review program? Describe.

In this case, I do think that the right stakeholders were engaged. Although, I think that there was a lack of organization. There was a flaw in the decision-making process as well. Overall, the right teams were involved but bringing in new people or better organization to the project is imperative.

1. What approaches could be used to increase the level of engagement by key stakeholders?

In this case, there seemed to be a lack of structure and organization. This resulted in key stakeholders having a hard time voicing their opinions, a lack of communication, and unclear roles and responsibilities. This could have been fixed by implementing an authority structure. This would give people clear roles and responsibilities, improve communication in the project, and help with the decision-making processes. Overall, by making a more organized project everything else will fall into place a lot smoother.