

K Farma Group Cleanup and Entitle management Tools consolidation

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Case Study: K Farma IAM Transformation - AD Group Management

Background: K Farma, a global healthcare company, embarked on an IAM (Identity and Access Management) transformation project focusing on AD (Active Directory) Group Management. The project aimed to streamline and enhance group management processes across its IT infrastructure.

Project Scope: The project was divided into several key areas:

1. Group Cleanup:

- Discovery and assessment of groups in On-prem AD and Azure AD.
- Cleanup of AD groups based on discovery reports.
- Development of a time-efficient group cleanup strategy.

2. Group Management and Migration:

- Migration of groups from various tools (GMT, GroupID, DYN) to APS (OIM).
- Definition of an automated group governance model.
- Implementation of group life-cycle management.

3. ServiceNow Integration:

- Design and implementation of functional requirements using ServiceNow for group life-cycle management.
- Creation of multiple catalogs to manage group activities via ServiceNow.

4. API Interfaces:

- Exposure of APS (OIM) APIs to ServiceNow for group management functions.

5. Testing:

- Regression testing for OIM processes connected to ServiceNow.
- Automated flow testing from ServiceNow to APS (OIM) to AD.

Project Execution:

- **Timeline:** The project started on September 1, 2021, and was completed by March 15, 2022.
- **Phases:** The project was executed in two waves to ensure smooth integration and continuous improvement.
- **Wave 1:** Focused on setting up integration between ServiceNow and APS (OIM) and piloting one catalog item.
- **Wave 2:** Based on feedback from Wave 1, subsequent catalog items were designed, tested, and delivered.

Challenges and Solutions:

- **Challenge:** Ensuring timely access to necessary systems and tools.
- **Solution:** K Farma provided timely access and necessary licenses to avoid project delays.
- **Challenge:** Managing compatibility issues during the project.
- **Solution:** Any compatibility issues were addressed through a joint evaluation and change management process.

Outcomes:

- Successful cleanup and migration of AD groups.
- Enhanced group management processes with automated governance.
- Seamless integration of ServiceNow with APS (OIM) for efficient group management.
- Improved testing and validation processes ensuring robust group management functions.

Conclusion: The IAM transformation project for AD Group Management at K Farma, executed by Infosys, resulted in streamlined group management processes, enhanced governance, and improved integration with ServiceNow. The project demonstrated effective collaboration and strategic planning, leading to successful outcomes and setting a foundation for future IAM initiatives.

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Issues faced:- Active group is deleted during the cleanup process. Which caused issues with trusted Domain.

Another group is deleted.

Key Lessons Learned from the K Farma IAM Transformation Case Study

6. Effective Collaboration:

- Close collaboration between K Farma and Infosys was crucial. Timely access to systems and licenses helped avoid delays and ensured smooth project execution.

7. Strategic Planning:

- Dividing the project into two waves allowed for continuous improvement and integration. Feedback from the first wave was instrumental in refining the subsequent phases.

8. Automated Governance:

- Implementing an automated group governance model significantly enhanced the efficiency and accuracy of group management processes.

9. Integration and Compatibility:

- Addressing compatibility issues through joint evaluation and change management ensured seamless integration between ServiceNow and APS (OIM).

10. Comprehensive Testing:

- Rigorous regression and automated flow testing were essential in validating the robustness of the group management functions.

11. Adaptability:

- The ability to adapt and respond to challenges, such as compatibility issues, was key to the project's success.

These lessons highlight the importance of collaboration, strategic planning, automation, thorough testing, and adaptability in successfully executing complex IT transformation projects.

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Unexpected Challenges Related to User Adoption

12. Resistance to Change:

- Some employees were initially resistant to adopting the new automated group management processes, preferring the familiar manual methods.

13. Training and Familiarization:

- Ensuring all employees were adequately trained and familiar with the new systems took longer than anticipated. Some users found the transition to the new interfaces and workflows challenging.

14. Technical Issues:

- There were occasional technical glitches during the initial rollout, which affected user confidence in the new system. These issues were addressed promptly, but they did cause some initial frustration.

15. Integration Hiccups:

- Integrating the new system with existing tools and platforms sometimes led to unexpected compatibility issues, requiring additional troubleshooting and adjustments.

16. Feedback Incorporation:

- Gathering and incorporating user feedback into the system improvements was a continuous process. Balancing user requests with project timelines and technical feasibility was challenging.

Despite these challenges, the project team worked diligently to address them, ensuring a smoother transition and ultimately achieving successful user adoption.

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