

Proudest Achievement

In my professional career of almost four years, I have been fortunate enough to experience proud moments more than once. The best of them surely includes the deployment of CyberArk Endpoint Privilege Manager (EPM) for the entire organisation at HCL Technologies Limited, India. EPM helps to manage the user access rights on endpoints (desktops, laptops, servers, virtual machines, hypervisors) by either restricting or elevating the rights at application level. I lead this project along with my colleague and a small supportive team. Along with conducting proof of concept, requirement gathering, and UAT and production architecture setup, I was involved in creating security policies for the entire organisation. Since the requirements and daily activities of the users on endpoints vary greatly, policies had to be refined at department level, band level and the system level. This involved having regular meetings / discussions with all the stakeholders and making quick decisions. The software was then packaged and distributed over 90000 endpoints in multiple phases. The project was delivered within three months despite various unforeseen challenges, thanks to the hard work of the entire team. The project also involved setting up of 24 X 7 operations team, knowledge-transfer sessions, creating an escalation matrix and creating relevant documents (such as SOPs) within this time. Due to stringent timeline, deployment and management of the complete project was challenging and therefore its timely delivery was appreciated by the management. I have chosen this project as my proudest achievement because along with handling the technical challenges, I got the opportunity to address the requirements and concerns of a much larger and varied user base. EPM is now deployed on every system and server across HCL and is integrated with the OS image itself. Any issue is being handled by the operations team and new policies are being updated regularly. The impact of this project was organisation wide. The ultimate aim was to increase the security at endpoint level and it was achieved with the delivery of this project. Among many, few insights that I gained from this project were dealing with a large user base, balancing the trade-off between quick delivery and good quality application, need for proper testing and patience during tough deadlines and need for good knowledge transfer sessions to keep the quality of the application intact throughout its lifecycle.

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