ISE Southeast Executive Forum and Awards
Nominee Showcase Presentation

August 11, 2010

Company Name:	Sallie Mae
Project Name:	IAM Modernization Program
Presenter:	Chris Tuten
Presenter Title:	Vice President, Corporate Information Security

Company Overview

SallieMae®
Dream. Invest. Succeed.℠

- The nation's leading saving, planning and paying for education company

- Over 10 million student and parent customers

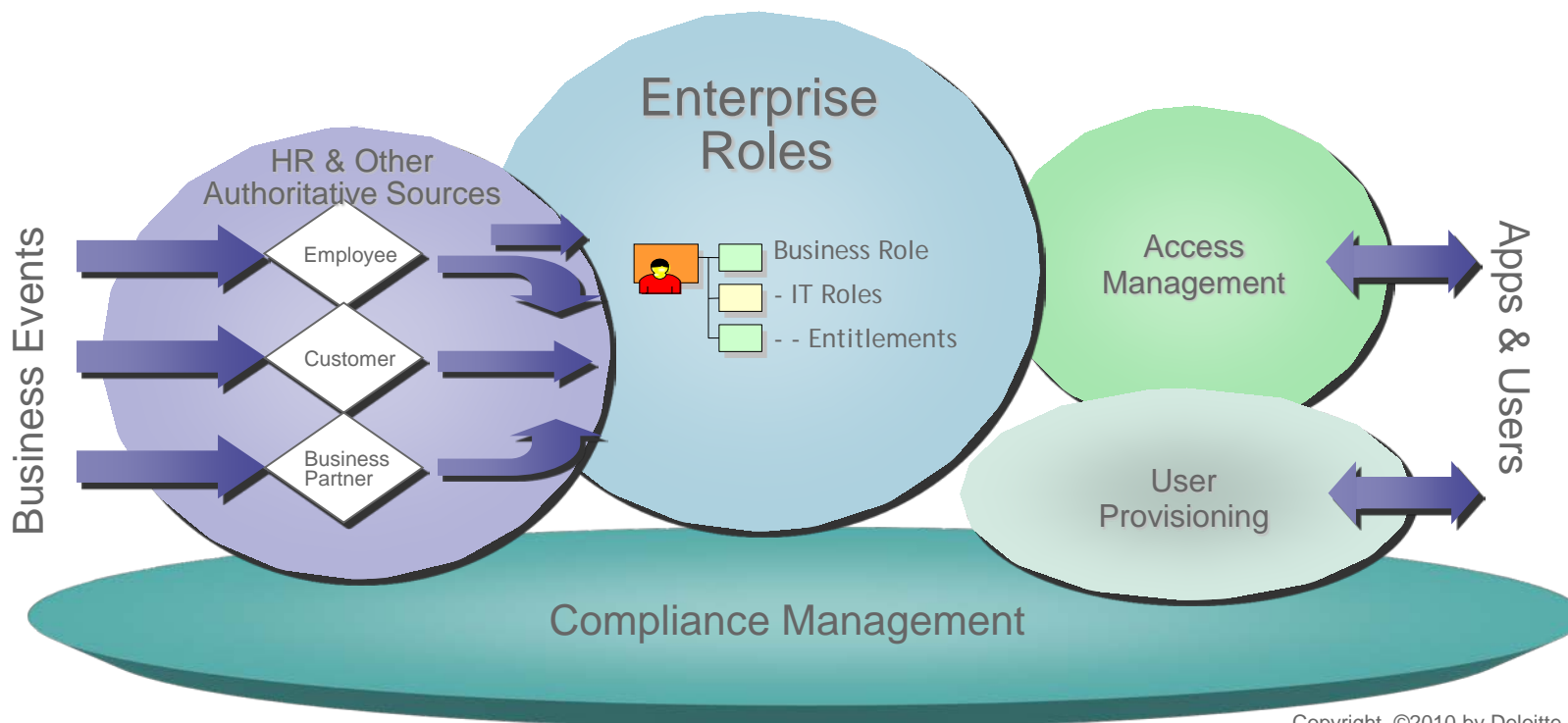- Manages $207 billion in education loans & 529 college-savings plans

Overview of Business Drivers

- Regulatory Requirements
  - FISMA, SOX, GLBA, PCI and SAS-70's (Sallie Mae)
  - FFIEC and State of Utah (Sallie Mae Bank)
  - SEC, FINRA & FTC (Upromise Rewards and Investments)

- Provisioning Demands
  - Some relatively high turnover functions create demand for more rapid SLA's
  - Restructuring creates short-term demand
  - New business initiatives require rapid but controlled response

- Operational Risk
  - Desire to centralize controls in one place across organizational boundaries
  - Manual processes and hand-offs make security policy enforcement challenging
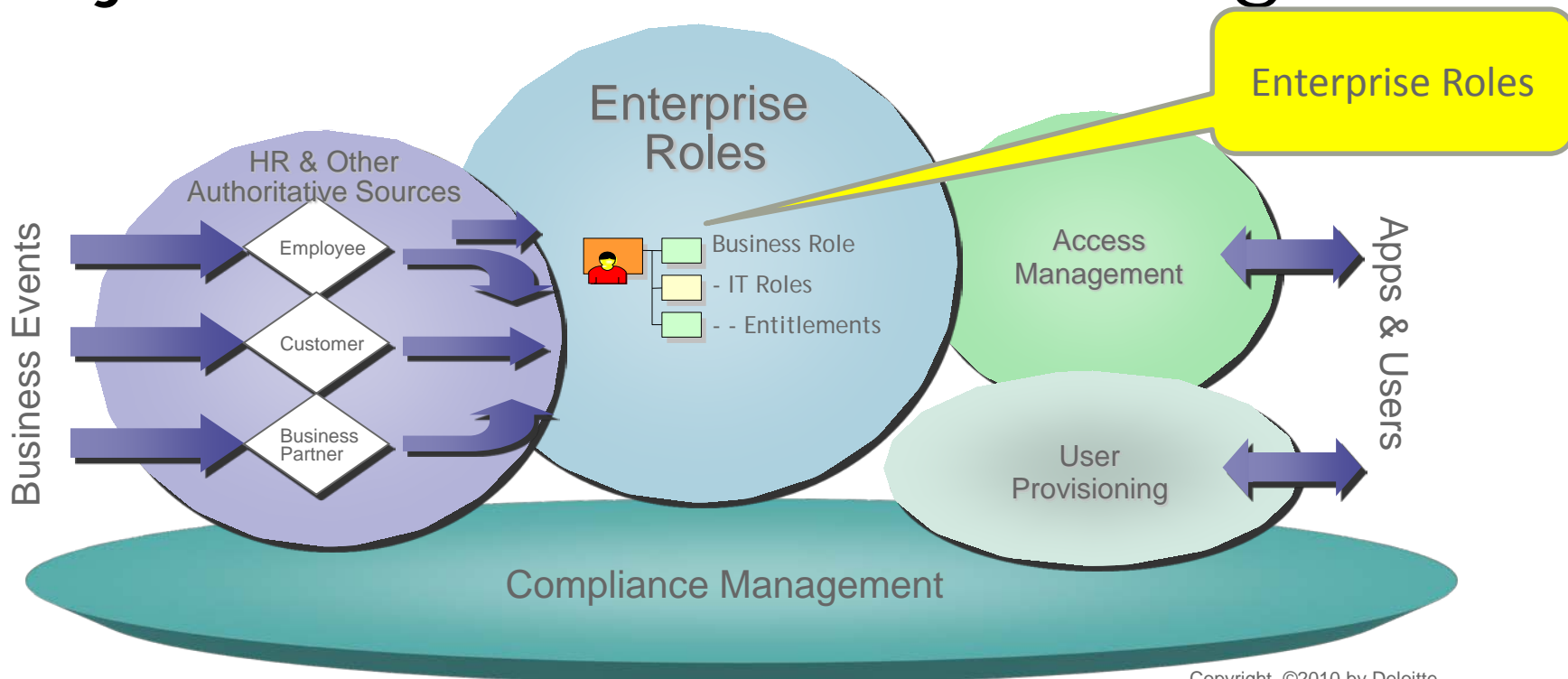
Project Overview – IAM Program

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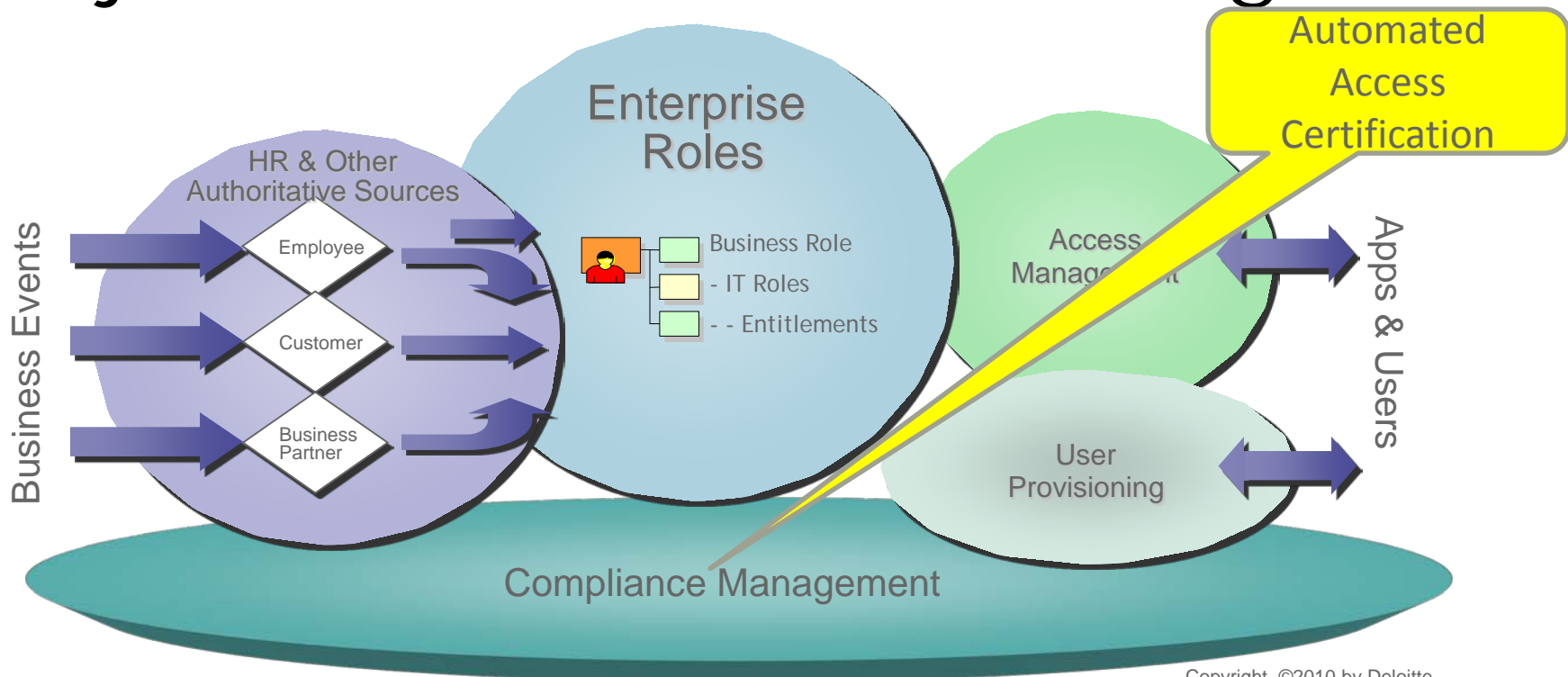
Project Overview – IAM Program

Enterprise Roles

Enterprise Roles

HR & Other Authoritative Sources

Business Events

Employee

Customer

Business Partner

Business Role
- IT Roles
- - Entitlements

Access Management

User Provisioning

Apps & Users

Compliance Management

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Project Overview – IAM Program

Automated Access Certification

Enterprise Roles

HR & Other Authoritative Sources

Business Events

Employee

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Business Partner

Business Role
- IT Roles
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Access Management

Apps & Users

User Provisioning
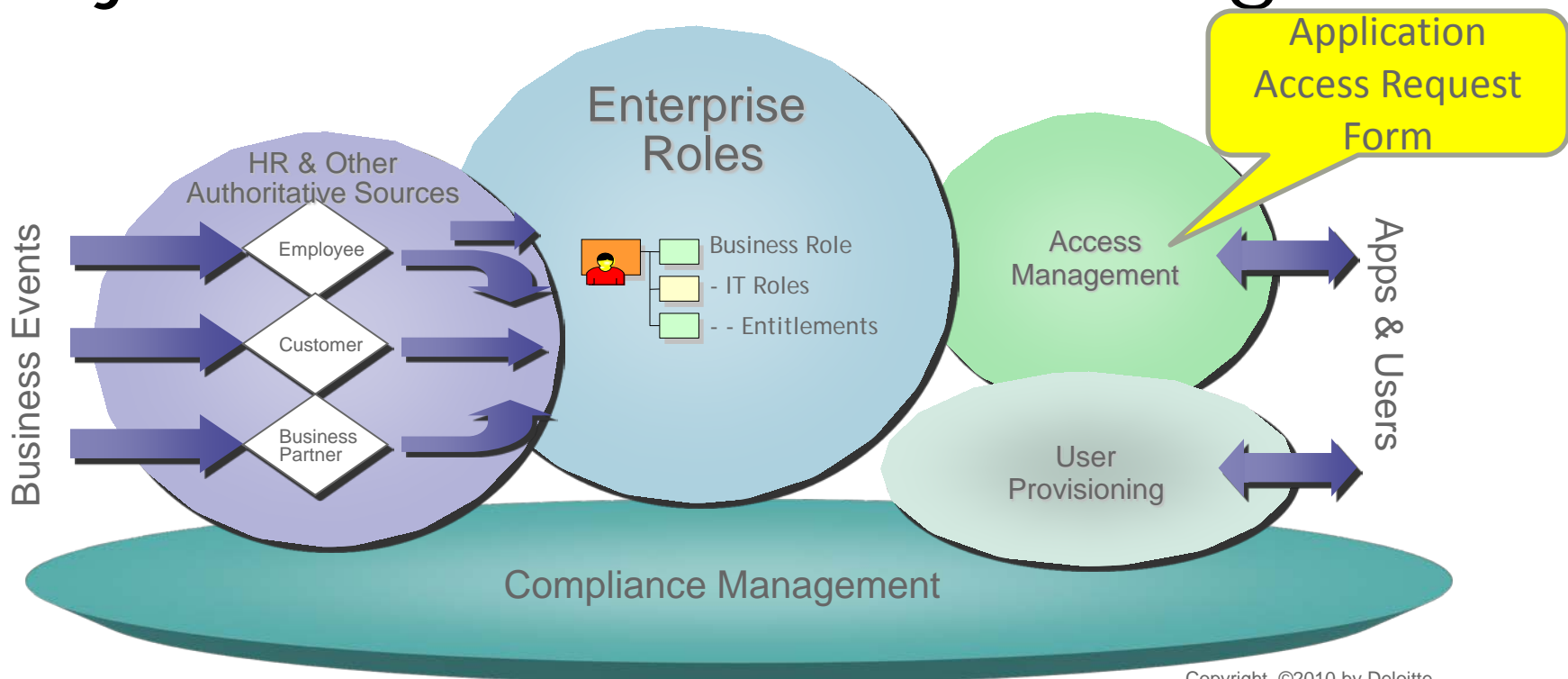
Compliance Management

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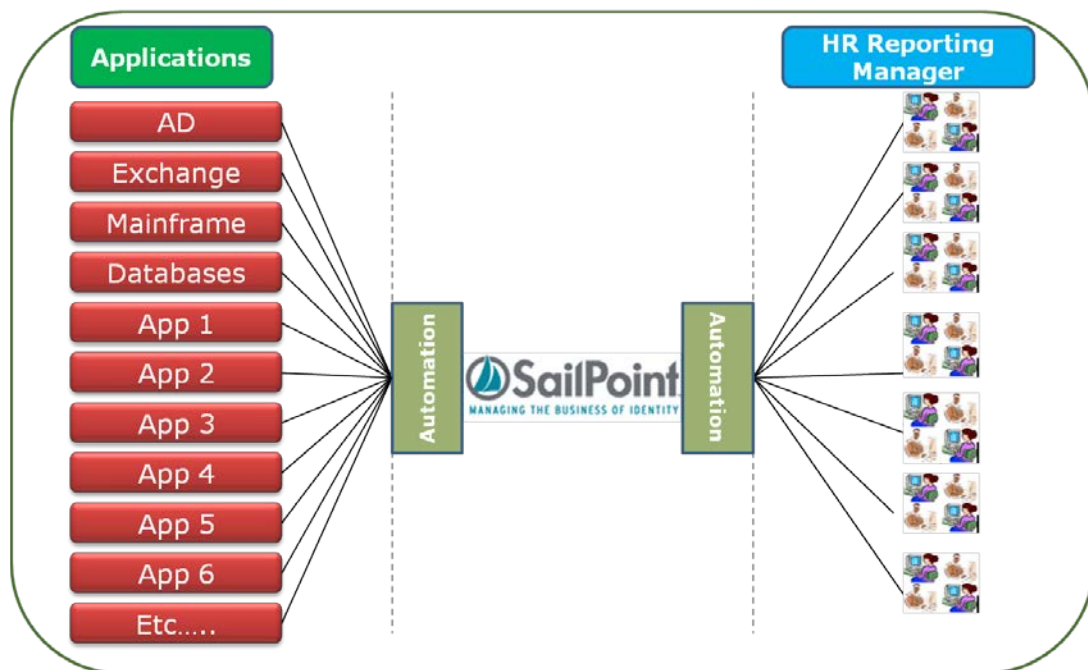
Project Overview – IAM Program

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Project Goals

- Increased efficiency through **Automation**

- Improved effectiveness through process **Optimization**

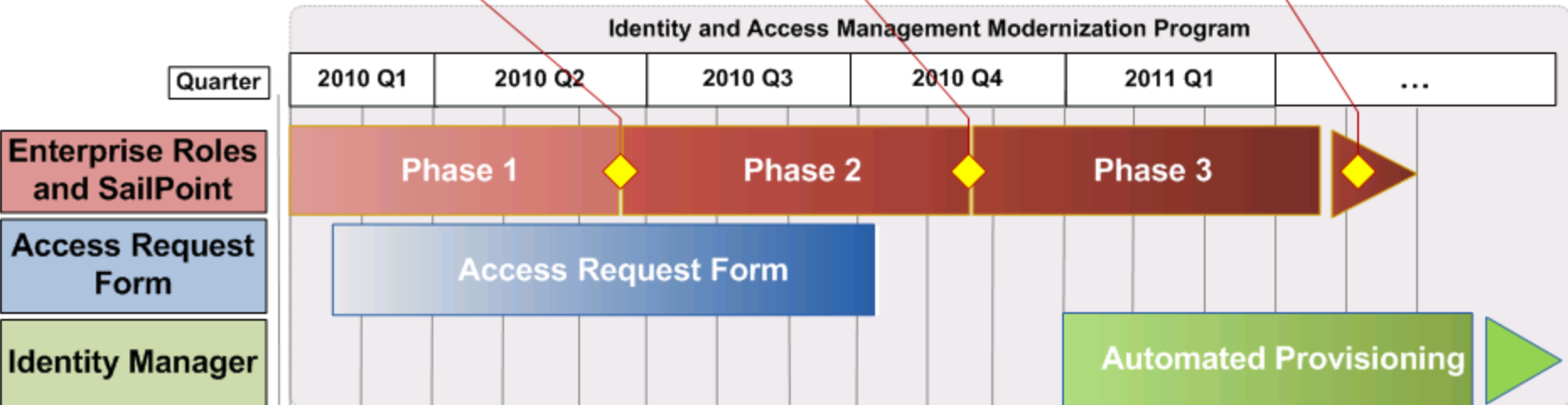- Improved **Quality** of compliance activities

Project Timeline

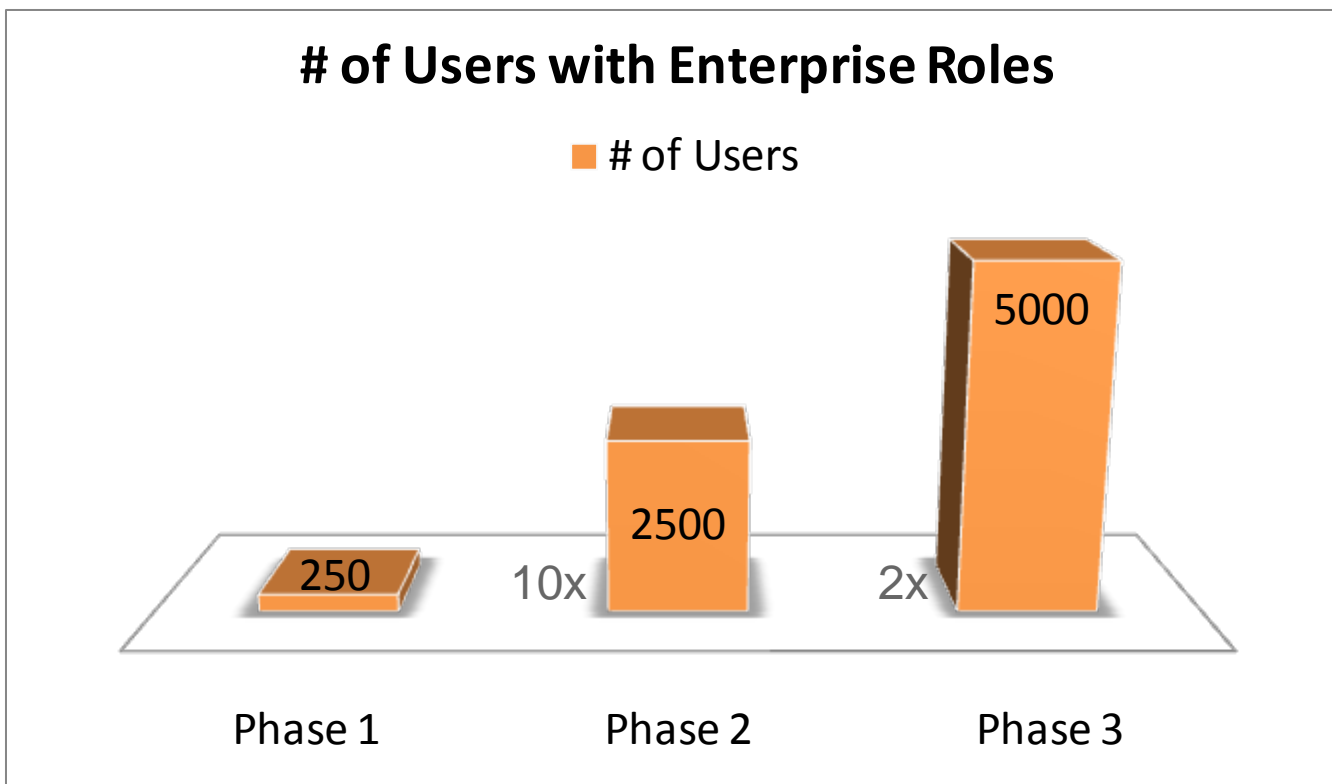
250 Enterprise Role Users
60 Applications On-boarded

2500 Enterprise Role Users
135 Applications On-boarded

5000+ Enterprise Role Users
200+ Applications On-boarded

Identity and Access Management Modernization Program

Quarter	2010 Q1	2010 Q2	2010 Q3	2010 Q4	2011 Q1	...

Enterprise Roles and SailPoint — Phase 1 / Phase 2 / Phase 3

Access Request Form — Access Request Form

Identity Manager — Automated Provisioning

Project Results

# of Users with Enterprise Roles

■ # of Users

	Phase 1	Phase 2	Phase 3
# of Users	250	2500	5000
		10x	2x

Project Results

Provisioning Efficiencies

Duration

Original State | Request | Provision

Current State | Request | Provision | **33% Reduction**

Future State | Request | Provision | **60% Reduction (est.)**
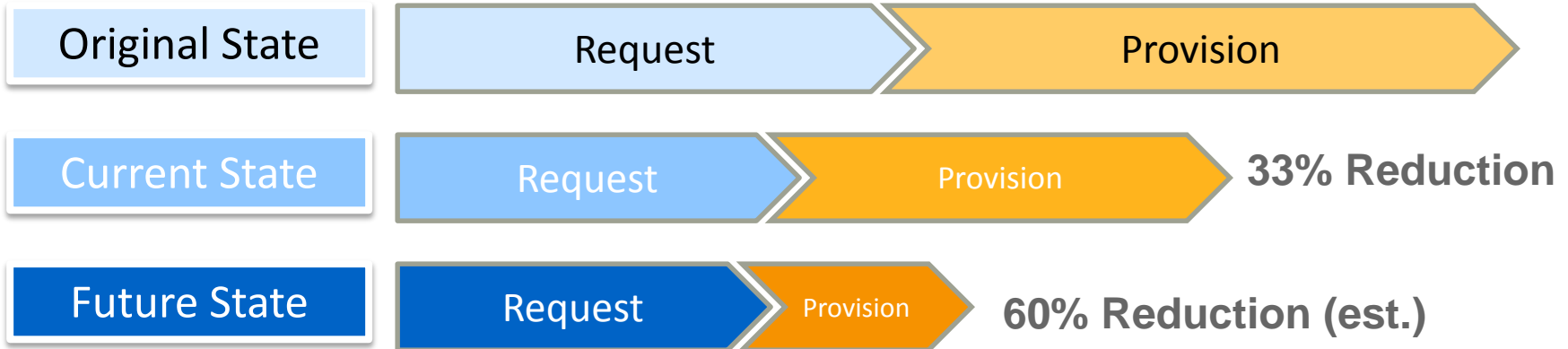
Project Results

90% reduction in the business' access certification review

■ Original Effort
■ Optimized Effort

10%
90%
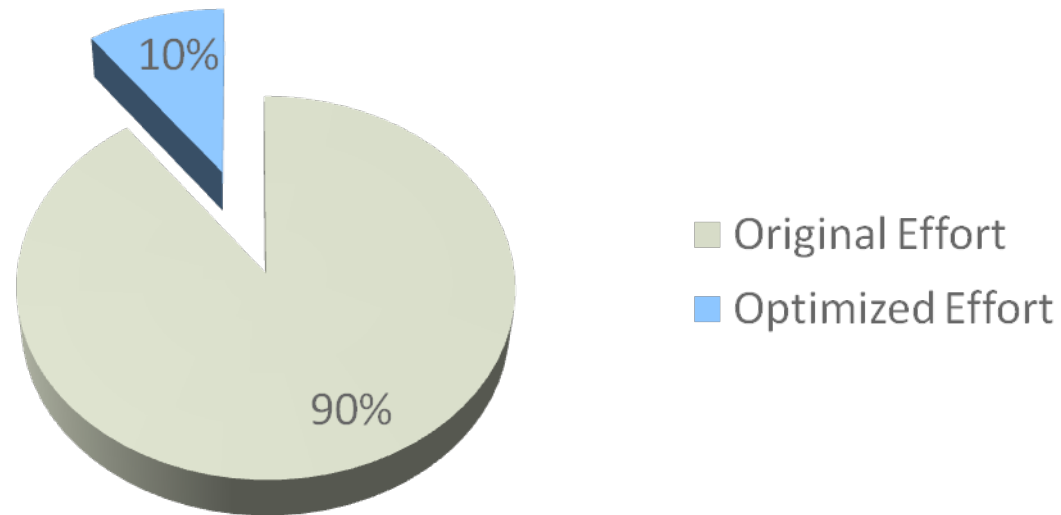
Lessons Learned/Best Practices

- Do Enterprise Roles First
  - Simplifies the implementation of all IAM components and reduces future rework
  - Team MUST include someone who has successfully deployed Enterprise Roles
- Well Defined Roadmap
  - Program is expensive and requires shared vision from business and executives
  - Part of broader program
- Achieve Quick Wins
  - Showing results is critical to keep momentum of multi-year program

Enterprise Roles

Can be leveraged across…

User Provisioning

Access Requests

Access Certification
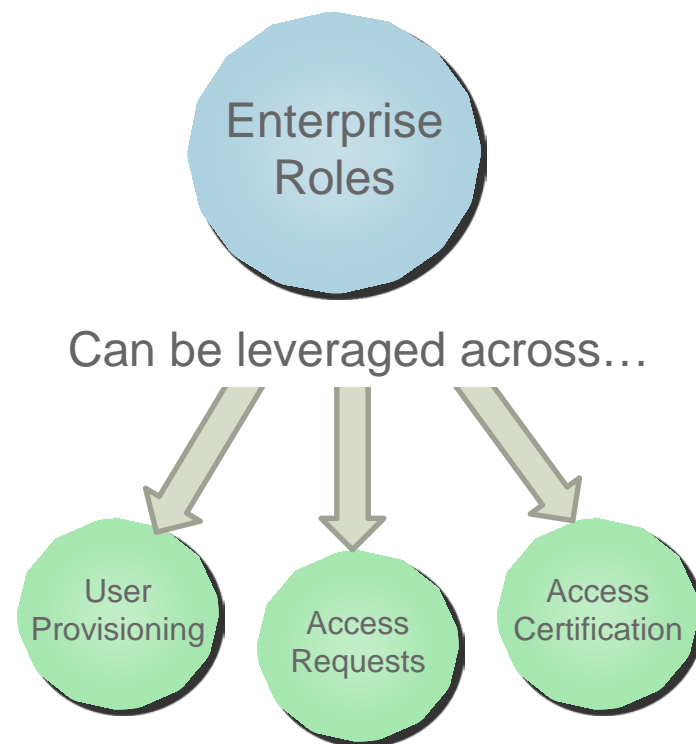
Thank You and Questions

- Questions?