ISE Southeast Executive Forum and Awards
Nominee Showcase Presentation

August 11, 2010

Company Name:	SunTrust Banks, Inc
Project Name:	Self Funded Access Assurance
Presenter:	Jennifer I Graham
Presenter Title:	Manager, Access Assurance

Company Overview

- Total assets of $170.7 billion

- Entire spectrum of Banking Services

- 35,000 Teammates & Contractors

- 40 – NASCAR Driver bank with SunTrust

- 56 – Clients with 97 Grammy nomination in 2010

Presentation/Project Overview

- Governance is H A R D

- Making the Business Prosper

- Planning Challenges – We need it to do EVERYTHING!!

- The Pay-Off

Governance Is Getting Harder

- What's Up?
  - Insider threat
  - Regulations
    - "Sweeping Overhaul of Financial Regulations"
- What's Not?
  - Unless it generates revenue
  - Budgets

TOUGHER TIMES AHEAD

The Real Challenge

Ensure that the *Right People,*

have the *Right Access,*

to the *Right Resources…*

…and are doing the Right Things

And do it

…Cheaper

…Faster

*…NO Impact to the Business*

The Right Stuff Can be Daunting

- 100s of applications
- Policies
  - Defined?
  - Enforcement?
- Identity Management
- Activity & Sensitive Data
- Compliance

Project Scope/Goals

- Ensure Effective Controls
- Continuous improvements in SLA & Service Quality
- Get in front and STAY in front of Audit
- Program that continuously improves E3
- Efficient Security Operations
- Balance the Business Need
- Financial
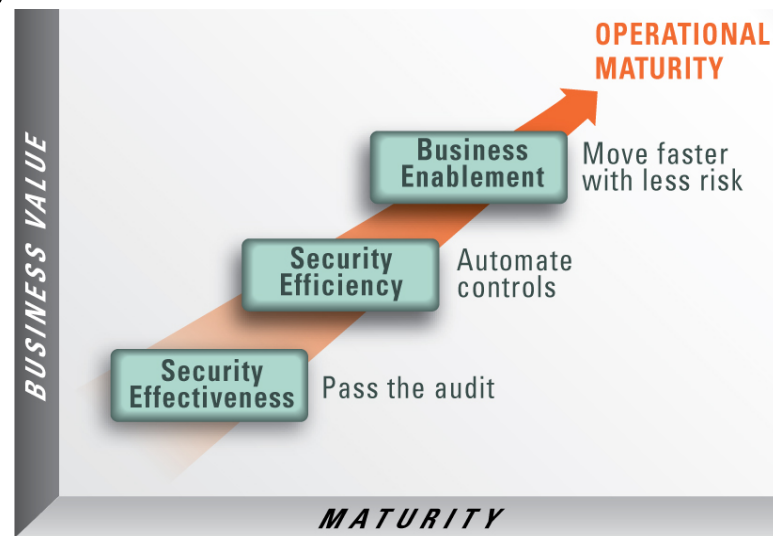
Access Assurance Gap Analysis

Objectives: Provide reasonable assurance that the following items are being enforced.	Threat	Control Type	Control Activities	Current			Automated			Opportunity			Complexity	Metrics	Reporting	Notes
				Effective	Efficient	Enabling	Effective	Efficient	Enabling	Effective	Efficient	Enabling				
Least privilage	Significant	Preventative	Increase use of roles										31-Oct-08	# of users covered by roles Fo	# of users covered by roles ov	**Constraint:** *
		Preventative	Suggest with approval by manager (and app											Average labor	Monthly labor cost	**Issue:** 1. The In
		Compensating	A la carte menu of applications											Average SLAs Average labor	SLA over time Labor cost over time	
		Detective	Periodic attestation of HRAs												HRA attestation appliance	
		Preventative	Application owner approval for role MACs												Evidence	**Issue:** 2. System
Efficiency			Disable all accounts immediatley upon term													**Issue:** 5. Lack o mechanism to id document all em contractor acces

Financial Model

- Monthly analysis out to 2013
  - Work breakdown
  - Capabilities
  - Connectors over time
  - Cash and Cap Ex waterfalls

- All variances are tracked in deployment

Project Results
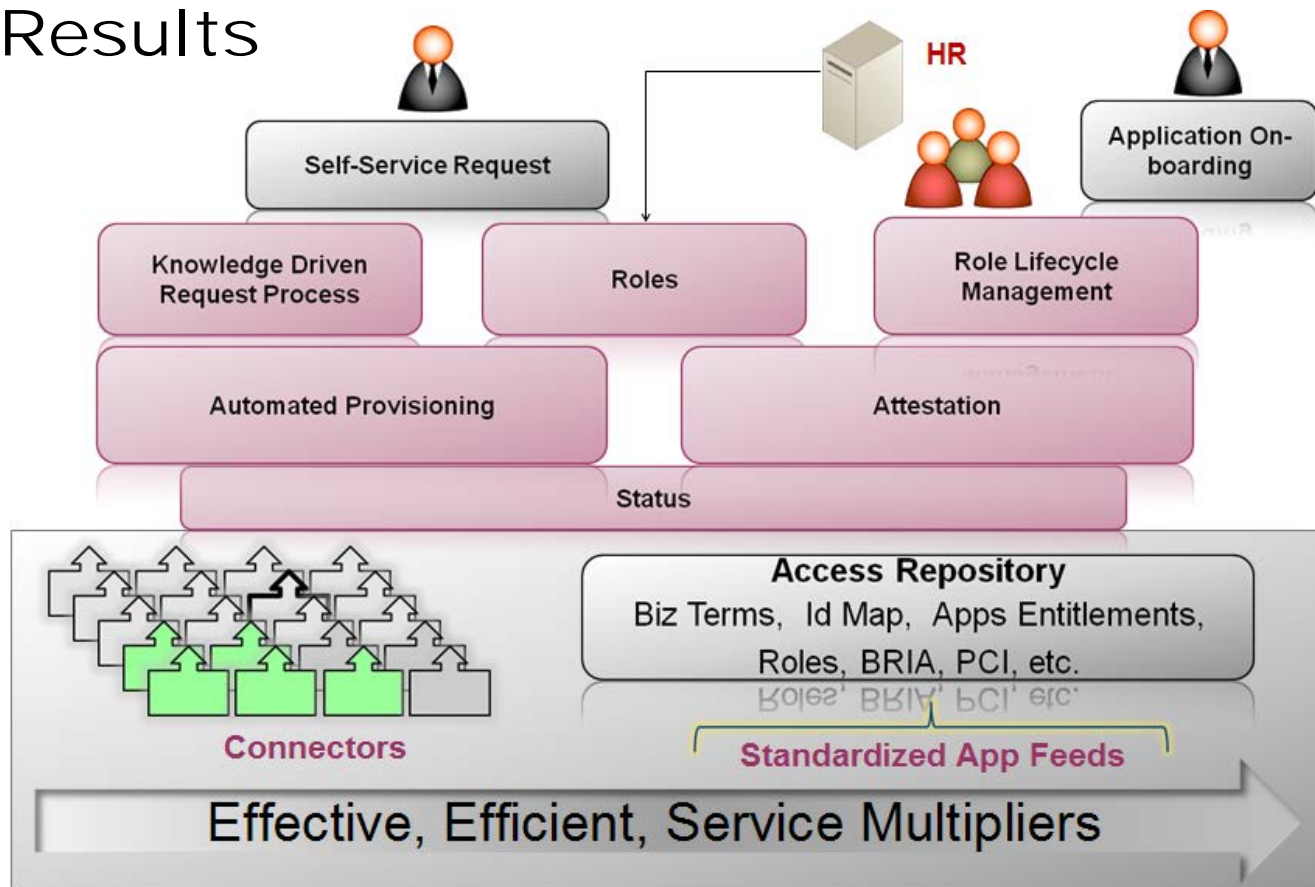
Lessons Learned/Best Practices

- Process
  - Deep financial analysis
  - Education
  - Discovery
  - Planning
  - Requirements
  - Risk based gap analysis

- Develop & Execute w/ Constant Change
  - Reductions
  - Change in structure

- It's strategy & program not just "A Project"
- Get buy in
  - CIO
  - CISO
  - IT Governance
  - IT Finance
  - Internal & External Auditors
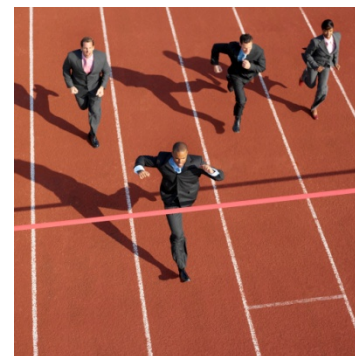
Thank you and Questions

- Questions?