

Tivoli Identity Manager enables global access control and threat identification for Levi Strauss



IBM Business Partner
PathMaker Group

Client
Levi Strauss & Co.

IBM Tivoli solution components
• Tivoli Identity Manager

The challenge

Levi Strauss & Co. sought to enable standardized, cross-platform audit and account control processes across its global network of over 10,000 users in more than 100 countries. The company was under a tight deadline to put standardized account management in place, in compliance with the Sarbanes-Oxley (SOX) Act, after a previous implementation of a competitive platform failed. They needed to get global control – quickly and efficiently.

Chris Fields, Vice President of Security Strategy for IBM® Business Partner PathMaker Group, recalled that Levi Strauss focused initially on control of privileged users with access to high-risk assets, key infrastructure, and applications. “We focused initially on a couple hundred applications, prioritized into SOX-critical and non-SOX critical categories,” Fields stated. Levi Strauss needed to improve the integrity of accounts in these key areas, enable cost-effective business process management for SOX compliance, and improve the overall efficiency of their entire user account management life cycle.

“We’re in the retail business, so identity theft, credit card theft, and all of those things are a real issue,” said Maurice Smith, Senior IT Security Manager, Levi Strauss. “In order to maintain our security posture we have to look closely at access controls. That’s where reporting comes in, where you can say, this [employee] hasn’t logged in for 90 days, we need to disable that account, and make further investigation into whether this is truly an account, or if we’re at risk.”

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Senior IT Security Manager,
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The solution

Pathmaker Group was faced with the task of helping Levi Strauss get back on track with account management after their failed project with another vendor. PathMaker Group applied their “Fast Path TM” methodology, which employs best practices to suggest the right implementation for a particular customer. The Fast Path process allowed PathMaker Group and Levi Strauss to come up with a solution that could be implemented within 90 days.

PathMaker Group integrated Tivoli® Identity Manager with 5 platforms in the first phase of the project: IBM Resource Access Control Facility, Hewlett Packard UNIX® (HP-UX), AIX®, Oracle Database and Microsoft® Active Directory. The centralized provisioning capability of Tivoli Identity Manager enabled Levi Strauss to effectively manage user privileges across heterogeneous IT resources without the need for platform-specific tools. PathMaker Group created development, quality assurance and production environments, as well as more than thirty user roles focused on IT infrastructure to meet compliance requirements.

Role-based user privilege administration both standardized and automated the workflow process. The workflow engine inside Tivoli Identity Manager made standardization a snap. “The key Tivoli Identity Manager resources were out of the box and easily customizable, which we took advantage of, creating compliance and control workflows such as validating data with human resources on an automatic schedule,” Fields said.

PathMaker Group provided Levi Strauss with in-house training in their new environment, which allows Levi Strauss’ three regions in Asia, Europe and the Americas the ability to easily control user bases within a common framework on separate custom GUIs. “It’s been a great partnership between Levi Strauss and PathMaker Group,” Smith stated emphatically. “They’ve been extremely supportive and done everything we’ve asked, been everything we’ve needed. You couldn’t ask for a better partner in terms of supporting us.”

The Partnership

IBM provided sales and product support prior to project implementation as well as critical, timely production support during the project. "Since our IBM partnership began, both IBM PartnerWorld and the Global product support teams have been outstanding. These groups have really helped us succeed as an IBM Business Partner," said Keith Squires, President of PathMaker Group. "This included critical and timely turnaround during the Levi Strauss project crunch mode." This teamwork enabled Levi Strauss to get up and running, on their schedule.

Key benefits

Tivoli Identity Manager now provides role-based, centralized provisioning of user account management. User account setup, which used to take as much as two days, now takes less than one hour to complete. In addition, Tivoli Identity Manager provides automated compliance alerts for IT Infrastructure roles to ensure policy compliance, and comprehensive reporting of account inventory and access to support compliance with SOX.

Such compliance support is built into Tivoli Identity Manager, allowing administrators to easily request user access to roles, accounts or fine-grained access entitlements within the automated workflow. Smith remarked that administrators had few problems obtaining self-sufficiency with Tivoli Identity Manager. "It's intuitive, it works well, it's readable, and very usable," he said. "There's nothing that seems obscure, out of the ordinary or strange" to non-technical users.

Subsequently, additional roles and policies were added onto the initial high-risk user roles, and enhanced reporting, which makes use of Business Objects Crystal Reports server, was developed. PathMaker Group also added SAP integration into the overall implementation. The overall result? A proactive security environment for Levi Strauss that enables the identification and deflation of security threats.

Levi Strauss discovered a surprising benefit after implementation when a few holes were exposed in their human resources data update process. Information outsourced to a third party supplier was not being updated in a timely manner, and issues with

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inaccurate employee data could easily send dangerous ripples through IT. Levi Strauss found that Tivoli Identity Manager is much more than an account management tool.

"It's not a one-dimensional tool," Smith stated. "We can look at different accounts and say, yes, this is a possible threat here, based on this role, [this employee] should not have access to this [asset]. So it's far reaching, and you can do so much with this tool that it's amazing. It helps us maintain accountability and audit trails, and makes sure that roles are in place based on an individual's title or the type of work he does, and not just haphazardly given out to anyone."

To learn more

For more information, visit ibm.com/tivoli/solutions/security

For more information on IBM Business Partner PathMaker Group, visit pathmaker-group.com

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Software Group
Route 100
Somers, NY 10589
U.S.A.

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06-08
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