



EXPERT  
SERVICES

# Identity Manager Foundation Services Package

## Key Service Features

- Establish a robust Identity Manager foundation with guided setup
- Self-service access request for Active Directory groups
- Attestation for Active Directory groups
- Identity lifecycle management
- Instructor-led technical training

## Key Business Outcomes

- Provides a logical entry point
- Reduces risk by providing stable core functionality to build upon
- Achieves rapid time to value
- Operational efficiency with technical training

Establish and implement a strong Identity Manager foundation in as little as six weeks with the Identity Manager Foundation Services Package. Offered through One Identity Services (OIS), you get expert, guided assistance every step of the way so that you can implement our Identity Manager solution quickly, effectively and efficiently.

Straight out-of-the-box, the Identity Manager Foundation Services Package establishes core functionality to deliver an immediate confidence boost. Then we help build your internal knowledge and implement best practices so that you can keep your systems running optimally once we leave.

When you bring in the OIS experts, you get:

- Guided set up
- Systems up and running in as little as six weeks
- Project management to keep you on track every step of the way
- Instructor-led technical training to acquire practical IAM-system skills

## Activities

The activities include:

- Project initiation and kickoff meeting
- A discovery workshop that includes:
  - A complete review of business and technical requirements
  - Comprehensive hardware requirements
    - For MS SQL, network and servers for development, test and production
  - Knowledge transfer of Identity Manager capabilities
  - A how-to training for our support portal
  - Overview of available training packages
- The implementation phase includes:
  - Configuration of a single authoritative source using a flat-file or a single database view
  - Configuration of Active Directory/Exchange in a single domain
  - Configuration of attestation for Active Directory Groups
  - Configuration of access request for Active Directory groups
- Systems design and use-case requirements and documentation

# Training

On-site, instructor-led training for up to a maximum of eight (8) attendees for the following courses:

Course	Description
<a href="#">Identity Manager Foundations Training</a>	<p>Build your knowledge of Identity Manager with this foundational course and acquire the skills needed to leverage all the features of your software investment.</p> <p>What you'll learn:</p> <ul style="list-style-type: none"><li>• An overview of the feature-set of Identity Manager</li><li>• Identity Managers main business processes</li><li>• An overview of customization of the solution framework</li></ul>
<a href="#">Identity Manager Troubleshooting</a>	<p>Gain best practices from the experts on efficient troubleshooting features and methods.</p> <p>Topics include:</p> <ul style="list-style-type: none"><li>• Technical Overview</li><li>• Standard Logging</li><li>• Advanced Logging and Troubleshooting</li></ul>

## Assumptions & Prerequisites

- Customer has less than 10K managed identities
- One (1) authoritative source
- One (1) Active Directory domain with Exchange
- Active Directory contains a single attribute to correlate with the authoritative source
- Customer is responsible for providing a suitable installation environment in alignment with the products recommended specifications
- Customer must commit the appropriate technical resource(s) to assist the OIS expert as required to complete the activities and deliverables
- Customer will provide adequate and appropriate access to servers, systems and data
- Customer will identify a single point of contact to ensure that all pre-engagement tasks are completed within the specified time

## Limitations

This offering does not include:

- Configuration of reporting
- Custom attestation processes

## Special Notes

The duration of this service may vary based on many factors, including, but not limited to, the complexity of the environment. The information above is a general description of professional services that OIS may provide during the services engagement. The actual services to be provided during your engagement will be specified.

## Get Started

To start your professional services engagement.

[Contact an Expert](#)