IDM 2.0 RFP – Vendor Recommendation Report

Project Sponsor: Kevin Hardcastle / Dan Zweifel
Prepared By: Ed Clark / Debby Graslaub
Date Created: February 16, 2018
Date Last Modified: March 2, 2018
## Revision History

<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Change and Reason For Changes</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debby Graslaub</td>
<td>02/16/2018</td>
<td>Initial draft</td>
<td>1.00</td>
</tr>
<tr>
<td>Debby Graslaub</td>
<td>02/19/2018</td>
<td>Update</td>
<td>1.01</td>
</tr>
<tr>
<td>Debby Graslaub</td>
<td>02/20/2018</td>
<td>Update</td>
<td>1.02</td>
</tr>
<tr>
<td>Debby Graslaub</td>
<td>02/21/2018</td>
<td>Added Dan Zweifel’s recommendation section</td>
<td>2.0</td>
</tr>
<tr>
<td>Ed Clark</td>
<td>02/26/2018</td>
<td>Update</td>
<td>2.1</td>
</tr>
<tr>
<td>Debby Graslaub</td>
<td>02/26/2018</td>
<td>Edit</td>
<td>2.2</td>
</tr>
<tr>
<td>IdM 2.0 team</td>
<td>02/27/2018</td>
<td>Final draft review</td>
<td>2.3</td>
</tr>
<tr>
<td>Ed Welker / Kevin Hardcastle review</td>
<td>03/01/2018</td>
<td>Incorporate suggested changes to content</td>
<td>Final</td>
</tr>
</tbody>
</table>
Executive Summary

The goal of the IDM 2.0 program is to modernize the WashU Identity platform and to add Governance and Administration capabilities. These enhancements will provide a platform to improve our onboarding/off-boarding processes, access request workflows and to centralize role and entitlement data to facilitate access certification and audit reporting. The core of the existing identity platform is now a decade old and is unable to meet the needs of our growing business use cases. After detailed analysis of the following vendor capabilities, options, and cost the IDM 2.0 team recommends the Saviynt hosted Enterprise Identity Governance and Administration solution.

RFP Vendor Selection Details

IdM 2.0 Program Pillars of Focus

The Identity and Access Management program contains the following projects:

- Request for Proposal (RFP) for product and integration partner selection
- Identity Lifecycle Management
- Identity Data Management
- Access Management
- Access Governance

As stated in the project charter, the goal of the IDM 2.0 RFP is to identify possible vended solutions, compare options and prices, and recommend an Identity Governance and Administration (IGA) solution.

A RFP was sent to two vendor candidates on December 14th, 2017 with bids due on January 18th, 2018. The vendor candidates were Saviynt and SailPoint.

Both vendors responded in full to the request and the response analysis was complete by the core team on February 1st. Each vendor came to Washington University during the first week of February to demonstrate their products, validate their product offerings, verify how they would satisfy the WashU
use cases and answered business/technical questions about their application. Approximately 20 members of the WashU community participated in the onsite demonstrations and were provided a framework for providing feedback to the core team.

**Vendor Candidates**

WashU IT consulted Gartner to provide insight into narrowing the field of potential solution vendors and their products. Saviynt and SailPoint were the two vendors selected.

**Vendor comparison:**

**Saviynt**
- Focus is on governance
- Higher education is an emerging market for them. They’ve been in the market for 4 years.
- Challenger in the Gartner 2017 Magic Quadrant for Identity Governance and Administration and as of this month graduated to the Leaders quadrant
- Product has pre-built Segregation of Duties (SoD) rules out of the box (governance) for PeopleSoft and Workday
- AWS (Amazon Cloud) Competency Partner, one of only 23 in the world
- Preferred governance solution for Microsoft
- Product engineered as a cloud hosted application from its inception
- Best in class in IGA artificial intelligence, role mining and analytics

**SailPoint**
- Focus is on Identity Management
- Currently an industry leader in higher education. They’ve been in the market for 11 years.
- Leader in the Gartner 2017 Magic Quadrant for Identity Governance and Administration
- Experienced in the Higher Education vertical
- Product operates as an on premises application
- Analytics capabilities are an add-on product

**Evaluation Criteria**

As part of the RFP process, vendor candidates were sent an extensive set of critical capabilities (312 in all). These capabilities focused on the following functional categories for the configuration and rollout of the vendor IGA solution. The categories evaluated were:

- Identity Life Cycle
- Entitlements Management
- Access Request
- Workflow
- Policy and Role Management
- Access Certification
- Fulfillment and Connectors
- Audit
- Reporting and Analytics
- Ease of Deployment
The IdM 2.0 core team reviewed all the responses submitted, requested clarification to responses and requested additional demonstrations as needed. Additionally the team evaluated the products by requesting that the following use cases be showcased within the product:

- **Business use cases**
  - New employee and access governance
  - Multiple persona capabilities

- **Technical use cases**
  - Audit capabilities
  - Identity merging
  - Primary persona

### Review of RFP Responses

The IDM 2.0 team summarized the RFP results by identifying key differentiators between the applications. As illustrated in the attached images, Saviynt exceeded SailPoint in five out of the six key differentiators.

#### Differentiators

**WashU assessment**

<table>
<thead>
<tr>
<th>Differentiator</th>
<th>Savvynt</th>
<th>SailPoint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity data</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Centralized auditing</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Data-driven policies</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Access request</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Automated fulfillment</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Other notables</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

- **Midsize or Large Enterprise**
  - **Governance-Focused**
    - Savvynt: 4.01
    - SailPoint: 2.75
  - **Automation-Focused**
    - Savvynt: 3.77
    - SailPoint: 3.69
Gartner Magic Quadrant February 2017 to February 2018 comparison

Strategic Planning Assumptions - Gartner
By 2021, IGA as a service becomes the dominant delivery model for new deployments, where 40% of new buyers will opt for cloud-architected IGA and 15% for cloud-hosted IGA software, up from 5% and less than 5%, respectively, in 2018. Through 2021, customers using a cloud-architected IGA solution will save an average of 30% in initial integration costs and 40% in overall professional services over a three-year period, and accelerate time to value by an average of three months.

Pricing Information Analysis
In-depth analysis of the vendor’s application pricing details identified that each vendor presented a different combination of functionality and services to satisfy WashU requirements for the quoted price. The IDM team normalized the quoted prices from the two vendors to an equivalent list of functionality and services so an equitable pricing comparison could be completed.

Final Recommendation
Saviynt is being recommended as the Identity Governance Administration platform by WashU for several reasons:

- Business friendly and Intelligent Access Request System
- Configurable platform, not a coding tool
- IGA platform is a fully managed, hosted, and vertically integrated delivery model
- Ability to provide fine-grained entitlements and SoD policies for PeopleSoft and Workday
- Integration with multiple authoritative systems for identities, PeopleSoft/Workday, SIS, AIS, ADIS, etc. to provide governance for all of WUSTL’s user population that includes faculty, student, alumni and other affiliates/guests.
The governance component of the solution will meet the following governance requirements:

- Access certification to include manager, role, entitlement, and application owner
- Access requests to include self-service or requested on behalf of
- Business process modeling to include no-code rules
- Entitlement management
- Policy governance
- Role management
- Workflows
- The ability to use the Application workbench for application onboarding
- The ability to ingest PeopleSoft security roles and associated fine-grained entitlements
- The ability to ingest Workday security roles and fine-grained entitlements
  - The solution should also allow for a security role change to occur and either ingest the change from the source system or push the change to Workday as a result of an access request, change in job or organizational role, or certification campaign
- Peer group analysis to include inliers and outliers
- Context aware risk based user interface
- Continuous controls
- SoD across connected applications

Other Capabilities:

- The solution will support the ability to trigger events in the IGA as a result of inputs
- The ability to generate rules based on identity attribute data
- User provisioning / deprovisioning into and out of connects systems
- Faster onboarding with enhanced controls through deep connectors to Apps such as PeopleSoft, Workday, O365, etc.
- Full visibility of coarse and fine grained entitlements across all managed identities
- Automated On/Off Boarding through intelligent analytics and tightly coupled business processes
- Automated provisioning and de-provisioning to fine grained entitlement
- Ability to automate role and user provisioning across multiple roles and groups
- Centralized view and reporting of all combined entitlements and usage information
- Centralized Risk Based Access Certification
- Cross Application Enterprise Segregation of Duty (SOD) assessment and management
- Actionable Security Controls with risk based signatures for accelerated remediation
- Centralized identity warehouse with attributes, entitlements, usage and mappings for all applications
- Self-service portal with data and analytics to drive informed decisions with streamlined workflow
- Risk and usage analytics to auto approve low risk requests
- Quickly onboard new divisions or applications with onboarding wizard
- Provide mass data update capability while moving toward automated identity lifecycle management.
- Self-service and administrative assisted password management
Summary

Saviynt is the IdM 2.0 team’s recommended solution to enhance our Identity and Access platform. This decision was made after a detailed review of each application’s options and functionality, analysis of each application’s technology and integration capabilities, how well the applications satisfied the goals of the program, and a detailed analysis of each application’s cost.