

Club utilisateurs CA Siteminder

CA Expo, Palais Brongniart, Paris
Mardi 23 octobre 2012

Yannick Fhima

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Agenda : club utilisateurs CA Siteminder

12h00 **Accueil**

12h15 **Solution CA CloudMinder, gestion des accès, SSO, fédération et Authentification avancée dans le cloud**

Yannick Fhima, Senior Principal Consultant, CA Technologies

12h45 **déjeuner**

13h25 **Retour d'expérience – Fédération**

Mr Bernard Fritsch, Manager DIRECTORY-IAM DOMAIN IT, ALCATEL-LUCENT

13h45 **Fin du club utilisateurs – retour à CA Expo**

Cloud Dynamics and Identity

By 2015, about **24%** of all new business software purchases will be of service-enabled software

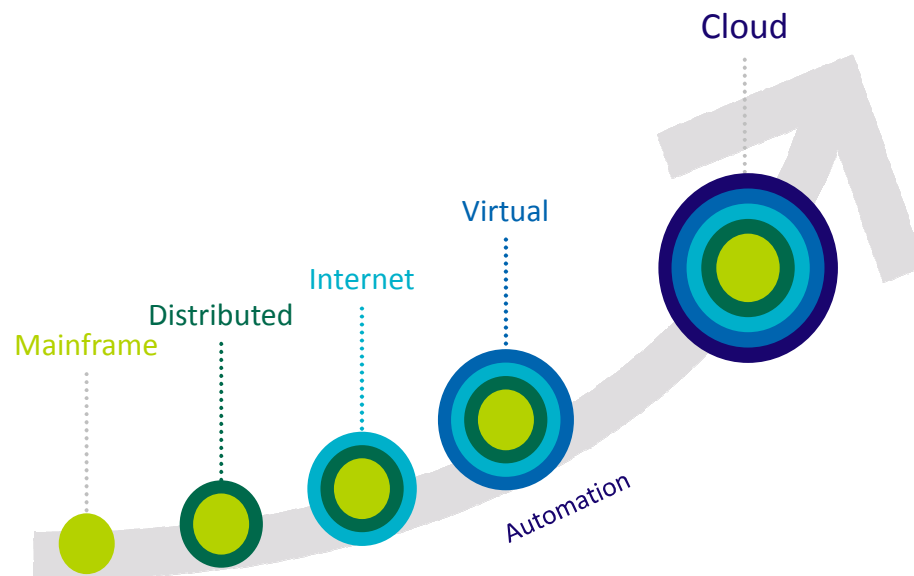
IDC, "Worldwide software as a service 2011-2015 Forecast and 2010 Vendor Shares". Document number: 229440, August 2011

Of the top 5 most important issues for companies migrating to the cloud, the

#1 issue was

IDENTITY AND ACCESS MGMT
(50% of respondents)

Ponemon Institute, "Security of Cloud Computing Provider study". April, 2011



Identity as a Service

Cloud-based delivery grows to **30%** by 2016

Gartner, Inc., "The Growing Adoption of Cloud-Based Security Services". Kelly M. Kavanagh, May, 2012

Social Media & Identity

Usage, Growing Reach

Social networks now reach **82%** of the world's population

* comScore MediaMatrix, Worldwide, March2007–October2011, "It's a Social World," Dec 21 2011

Online is Driving It

80% of marketing technology purchases are bought or influenced by Marketing

* Gartner – Marketing Budgets Survey, August 2011

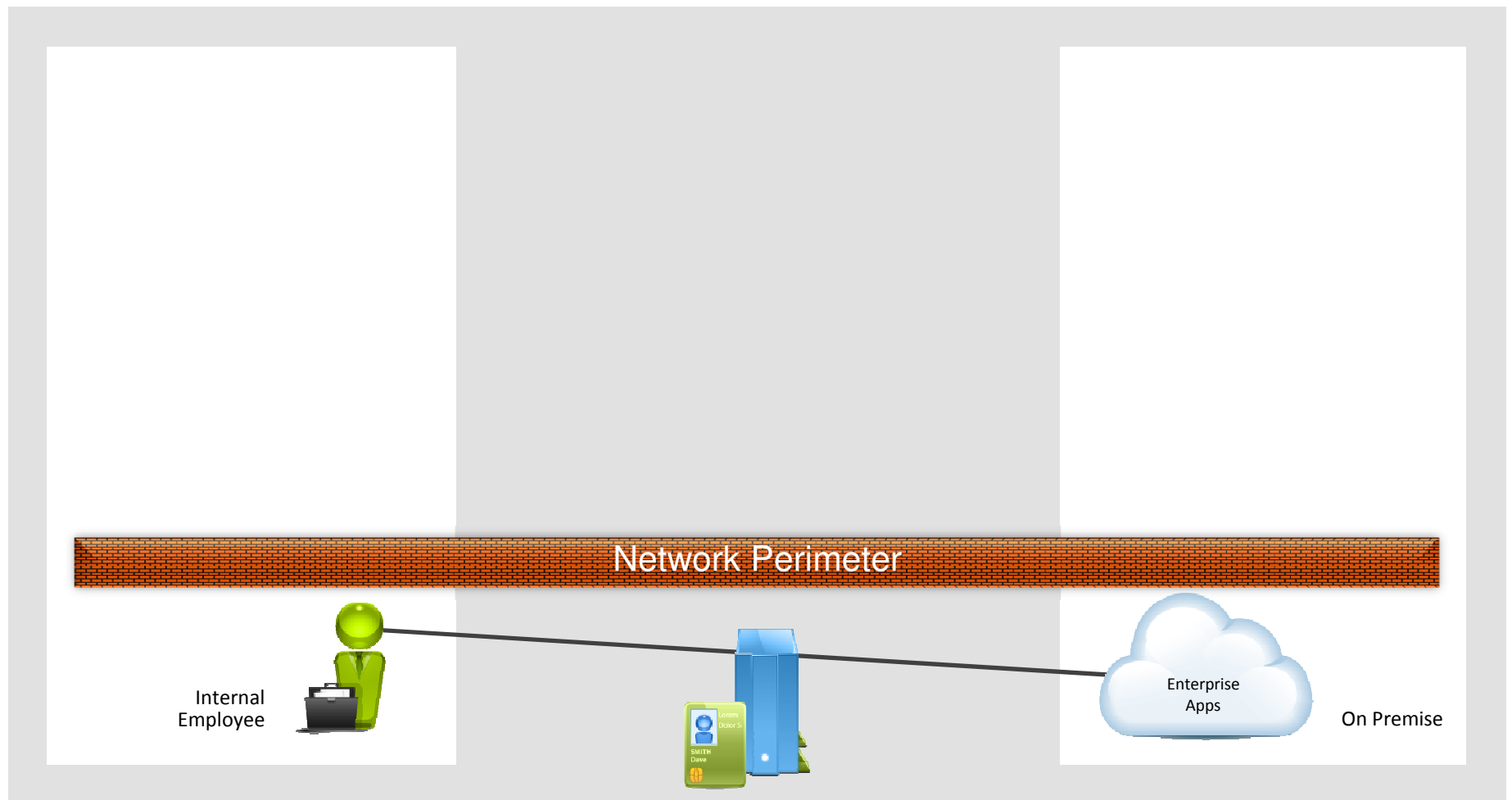
Social Drives Spending

53% of active adult social networkers follow a brand and 70% shop online

* Neilson, Social Media Report, Q3 2011

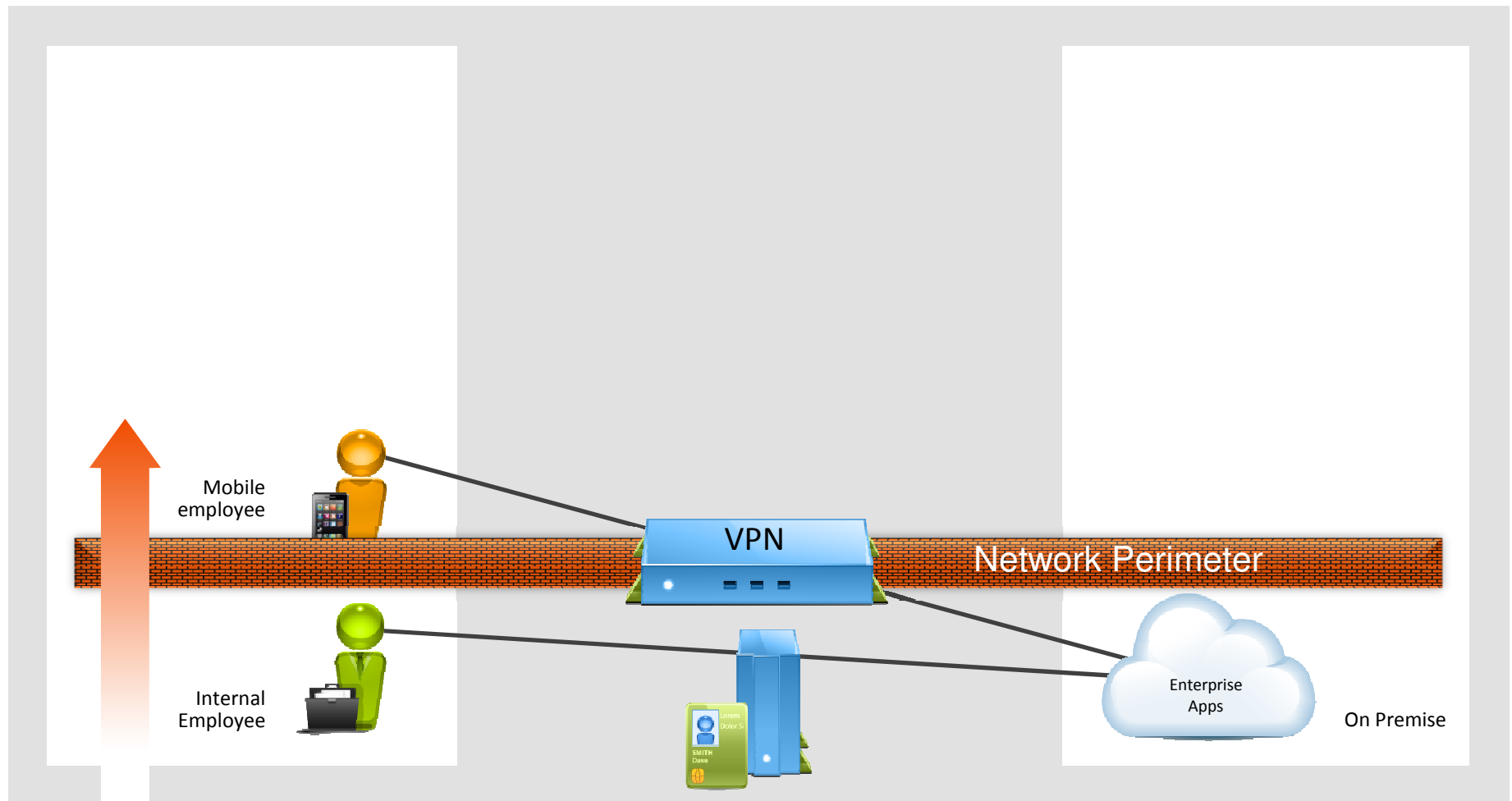


Traditional Enterprise with Network Perimeter



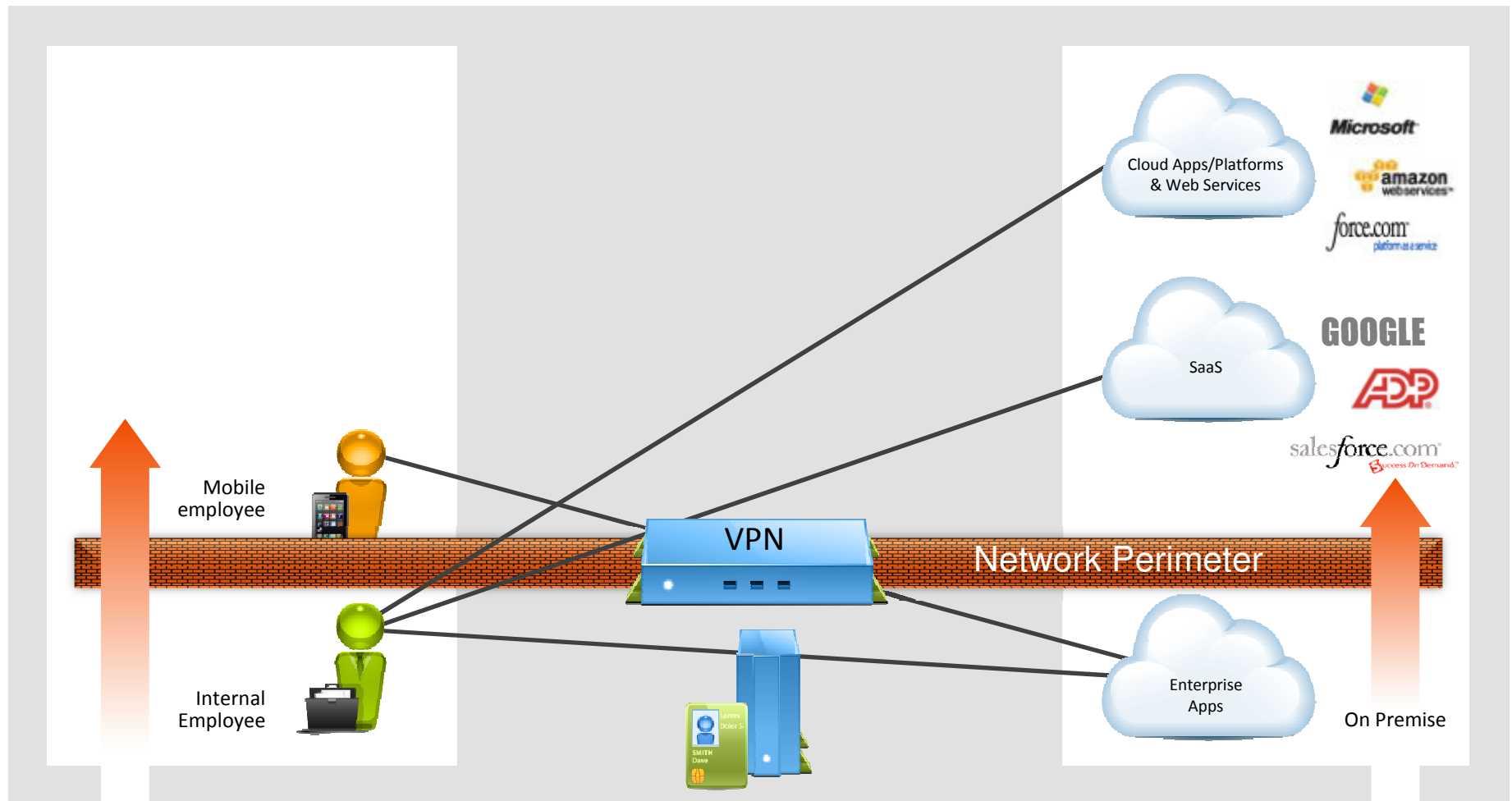
Traditional Enterprise with Network Perimeter

...and remote employees



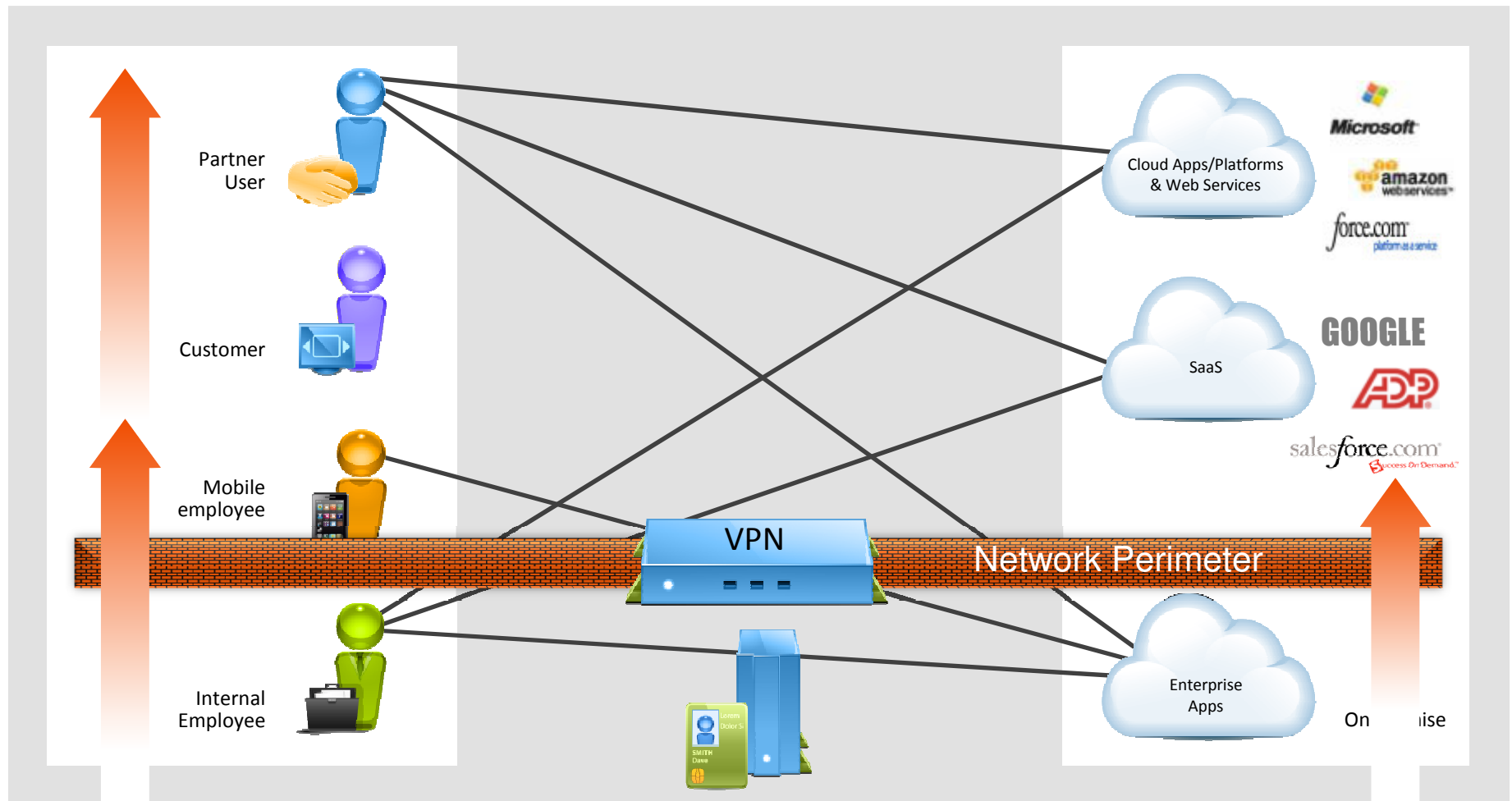
Traditional Enterprise with Network Perimeter

...and remote employees ...and cloud applications



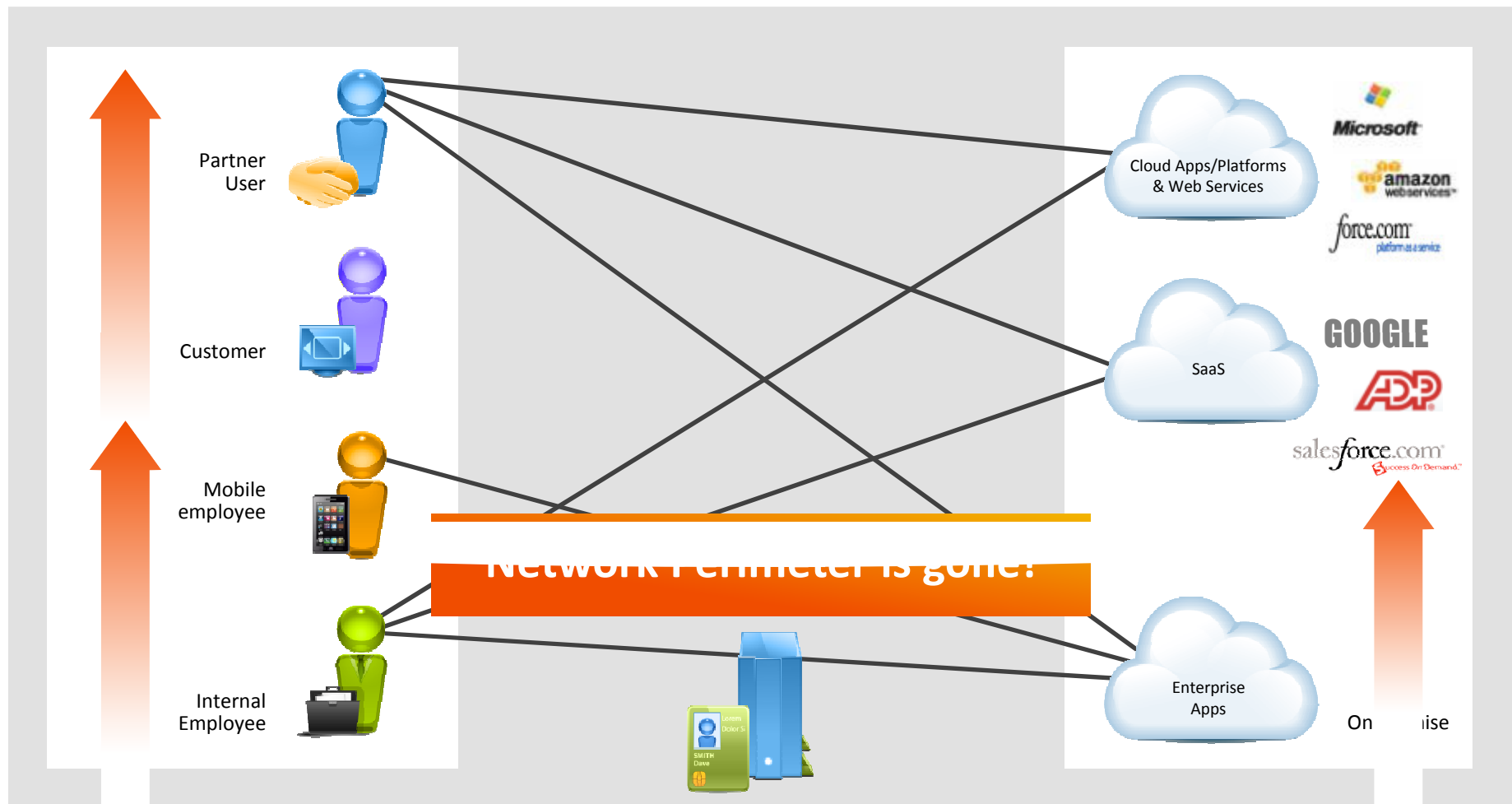
Traditional Enterprise with Network Perimeter

...and remote employees ...and cloud applications ...and external users



Traditional Enterprise with Network Perimeter

...and remote employees ...and cloud applications ...and external users



Identity is the new network perimeter



Social Media & Monetizing Identity



Affiliate Marketing

- NY Jets revenue generating FB page
- Dell sells products using social media by offering exclusive discounts
- PETCO leverages customers to generate net new sales
- GUCCI Live & GUCCI Connect provide lifestyle applications
- 8thBridge helped generate \$100,000 in new sales in one day for retailer HauteLook



Social network and Airline

The screenshot displays the Alitalia website interface. At the top, the Alitalia logo is visible alongside the SkyTeam alliance logo. Navigation tabs include PROMOTIONS, VOLS, E-SERVICES, VOTRE VOYAGE, MILLEMIGLIA, and ENTREPRISE. A search bar is present below the navigation. A prominent red banner announces the closure of Catania-Fontanarossa airport for maintenance. Below this, a flight search form is shown with tabs for VOL, CHECK-IN, HÔTELS, and VOLS + HÔTELS. The form includes options for round-trip or one-way travel, departure and return dates (23/10/2012 and 24/10/2012), class selection (Classica/Economy), and passenger counts (1 adult, 0 children, 0 infants). A red 'RECHERCHE' button is at the bottom of the form. To the right, a social media login overlay titled 'ACCÉDEZ VIA VOTRE RÉSEAU SOCIAL' offers login options for Facebook, Twitter, Google, LinkedIn, Yahoo!, and Windows Live. Below this, a login section for the Millemiglia program asks for a CODE and PIN. A green arrow points from the text 'B2C Sales Portal' to this login section. At the bottom, a three-step process is outlined: 1. OÙ ALLEZ VOUS, 2. ORGANISEZ VOTRE DÉPART, and 3. VIVEZ VOTRE VOYAGE. The footer includes the date November 14, 2012, and a copyright notice for CA technologies.

FRANCE | CHANGER DE PAYS ET DE LANGUE

MilleMiglia INSCRIVEZ-VOUS CONNEXION

PROMOTIONS VOLS E-SERVICES VOTRE VOYAGE MILLEMIGLIA ENTREPRISE

ACCÉDEZ VIA VOTRE RÉSEAU SOCIAL

facebook twitter Google LinkedIn YAHOO! Windows Live

OU BIEN

AVEC VOTRE COMPTE MILLEMIGLIA

CODE PIN

Mémoirez mes données

Inscrivez-vous au programme MilleMiglia

Trouvez votre code PIN

CES TARIFS NE LE SONT PAS.

B2C Sales Portal

1 OÙ ALLEZ VOUS 2 ORGANISEZ VOTRE DÉPART 3 VIVEZ VOTRE VOYAGE

12 November 14, 2012 Copyright © 2012 CA. All rights reserved. ca technologies

Profile Data Available by Network

	Facebook	LinkedIn	Salesforce	Twitter	Foursquare
Verified Email	X		X		X
Given Name	X	X			X
Family Name	X	X			X
Phone Number		X			X
Address	X	X			
Profile Photo	X	X	X	X	
Display Name	X	X	X	X	
Birthday	X	X			
Current Location	X	X			
Gender	X				X
Homepage	X	X	X	X	X

CA Cloud Strategy

- Security “From” the Cloud, “For” the Cloud & Enterprise, “To” the cloud & Enterprise
- Short term Tactical GTM
 - Leverage our Direct sales
 - Build SaaS experience and Validity
- Long term Strategic GTM
 - Franchise / Strategic partnerships
 - Vertically integrated channel partners in healthcare, government, etc.
 - Telcos, MSPs, Cloud Providers

What is CA CloudMinder?

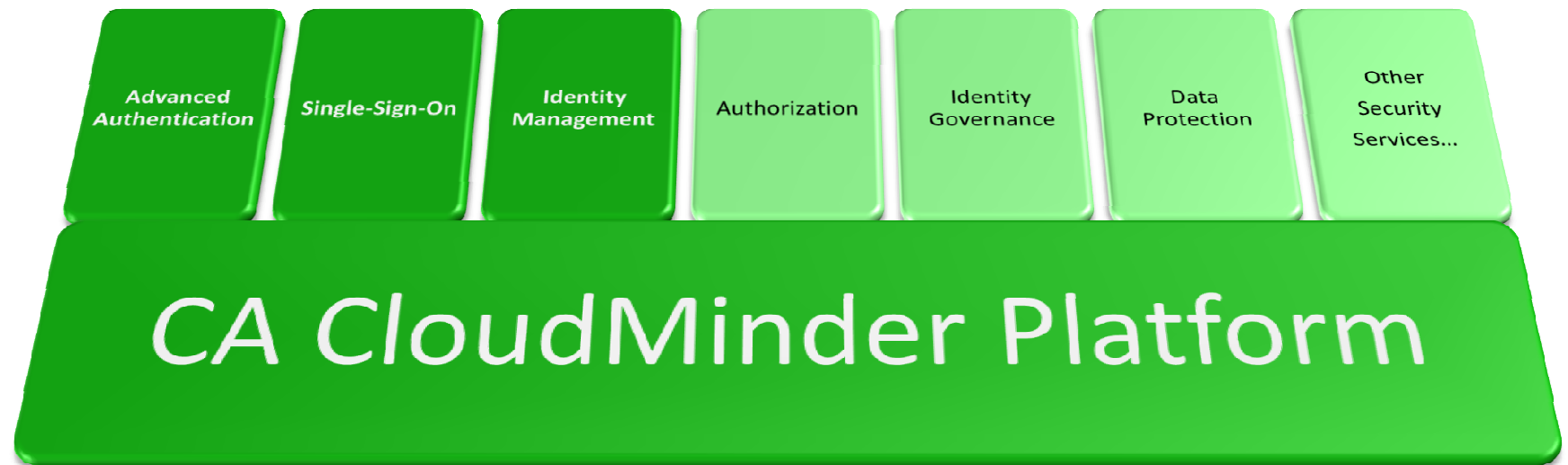
- CloudMinder is the brand name for CA Security Services offered from the cloud
 - Will be combination of pure cloud and hybrid deployments
- CloudMinder is NOT just “on-premise products hosted by CA”
- CloudMinder will offer logical grouping of capabilities from one or more products
 - Comparable to on-premise functionality but not 1:1 mapping
- CloudMinder will allow customers to buy targeted functionality to meet a business need and pay accordingly

What is CA CloudMinder? (contd.)

- CloudMinder is a set of SaaS based services that will be delivered directly from CA and from our partners (via Franchise model)
- CloudMinder = IAM as a Service it will include:
 - Advanced Authentication - Identity Governance
 - Identity Management - Data Protection
 - SSO (including Federation)
 - Privileged User Management/Vaulting
 - +++++++
- CloudMinder releases will include updates to any existing service and/or new services (does not always include updates to all existing services)

CA CloudMinder vision

Ability to Deliver Identity and Access Management (IAM) capabilities using a **carrier-grade service** as a **unified-solution** providing **consumerized** experience, addressing current and future needs of both large and emerging enterprises



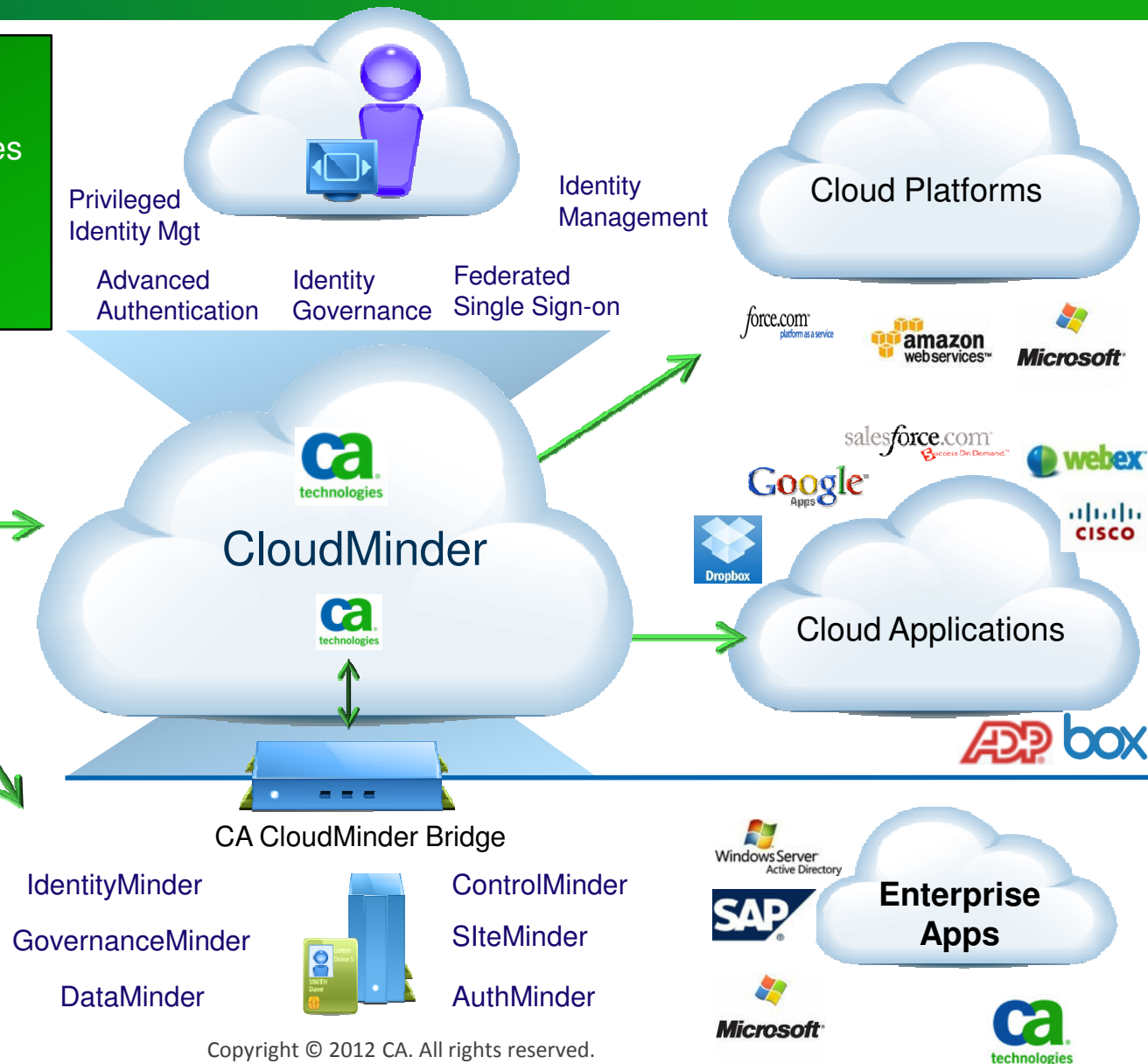
CloudMinder Architecture

Benefits to the Business

- Improve IT agility
- Improve operational efficiencies
- Accelerate new business services
- Improved security for on-premise or cloud



- Employees
- Customers
- Partners
- Contractors



CA CloudMinder

Suite of IAM Cloud Services

Identity Management

- User Management
- Access request
- Provisioning
- Identity Synch

CloudMinder Identity Management



Strong Authentication

- Software Tokens, QnA, OATH, certificates
- Roaming support (mobile devices)
- Risk analysis, Adaptive authentication
- Device identification, Geolocation
- Fraud prevention (user behavior)

CloudMinder Advanced Auth



New
Name

Federated SSO

New!

- Standards-based federation
- Just-in-time provisioning
- Integration with other CloudMinder services

CloudMinder Single Sign-on



CA CloudMinder 1.1 (2nd Half CY 2012)

- Single Sign-On & Federation Service
- Identity Management (provisioning) service
- Advanced Authentication service
- Common services & platform components

SSO Service

Advanced
Authentication Service

Identity Management
Service

CA IAM Framework & Common Services

CA CloudMinder 1.1 Service Packages

Single Sign-On	Identity Management	Advanced Authentication
<ul style="list-style-type: none">• Federated SSO• Claims Augmentation• Supports both on-premise, web forms, and cloud based apps• Leverage 3rd party IdP (FedHub) to enable social networking and viral marketing	<ul style="list-style-type: none">• Provision users to cloud and on-premise applications for full Identity LifeCycle Management• Password Management & User Self Service• Access Request management• Add On:<ul style="list-style-type: none">• Identity Proofing• Session Recording	<ul style="list-style-type: none">• Strong Multi factor Authentication for on-premise and cloud based applications• MFA service for VPN• RISK Based step up Authentication• Add On:<ul style="list-style-type: none">• Identity Proofing• Voice/SMS OTP

CA CloudMinder Identity Management capabilities

Feature	Description
User Management	<ul style="list-style-type: none">• Registration• Password resets• Approval workflows
Provisioning	<ul style="list-style-type: none">• Provision users to cloud services &/or enterprise applications• OOTB support for 30 plus applications• Manage users (add, del, edit)
Access request	<ul style="list-style-type: none">• Request enterprise/cloud applications• Leverage OOTB approval & fulfillment workflow
Robust Administration/Extensibility	<ul style="list-style-type: none">• Capabilities exposed via fully delegated admin model• Role based authorization• Extensible via web services interface, xpress technologies
Identity synch	<ul style="list-style-type: none">• Synchronize Active Directory/LDAP users to Cloud IdP• Light weight, easy to deploy synchronization tool
CA CloudMinder Advanced Authentication integration	<ul style="list-style-type: none">• Leverage strong authentication and risk based evaluations
Reporting/Auditing	<ul style="list-style-type: none">• Usage activity reports (access), SLA reports• Identity centric reports (create/update users)

CA CloudMinder Single Sign On capabilities

Feature	Description
Standards based Federation	<ul style="list-style-type: none">• SSO to SaaS applications• Security Assertion Markup Language (SAML) 1.x and 2.0• Configure Federation policies
Just-in-time Provisioning	<ul style="list-style-type: none">• Adding identities and their association to a given group/role using SAML
Pre-tested application support	<ul style="list-style-type: none">• Out-of-the-box support for common SAML-based applications
Reporting & Auditing	<ul style="list-style-type: none">• Usage activity reports (Access)
CA CloudMinder Advanced Authentication integration	<ul style="list-style-type: none">• Leverage strong authentication capabilities
CA CloudMinder Identity Management integration	<ul style="list-style-type: none">• Leverages a single access request system for SSO and IdM request

CA CloudMinder Advanced Authentication capabilities

Feature	Description
Centralized Management of Multiple Authentication Methods	<ul style="list-style-type: none"> • Password, security Q&A • OTP via SMS/email/voice, OATH tokens • KBA including out of wallet/ID Proofing questions
Unique Software-Based Authentication Methods	<ul style="list-style-type: none"> • Patented key protection technology <ul style="list-style-type: none"> • ArcotID PKI • ArcotID OTP
Adaptive Risk-based Authentication	<ul style="list-style-type: none"> • Transparent real-time risk evaluation based on a wide range of contextual items and company specific policies, plus optional step-up authentication
Device Identification	<ul style="list-style-type: none"> • Device type • Key characteristics
Integration with CA SiteMinder	<ul style="list-style-type: none"> • Leverage the risk score throughout the SM session as an additional policy variable for downstream activities or transactions • Leverage SM Policy Server as integration point between SM and AA • OOTB AA support for all SM supported end point applications

CA CloudMinder 1.1

Scenarios

- **Extend Identity Management to the Cloud**
 - On-premise and enterprise cloud applications, mostly consumers
 - Competitive IAM Replacements
- **Universal SSO to Enterprise AND On-premise applications**
 - Federated SSO and Advanced Authentication
 - Typically own the application, consumer & partner communities
- **Extend Advanced Authentication for large new user communities cost effectively**
 - Lower cost of software based tokens delivered as SaaS
- **Leverage Social Media for consumer relations**
 - IAM services to help manage consumer relationships for marketing and sales

Scenario 4: Access via Social Media to Enterprise Applications for consumers

Use Consumer Identity for initial customer acquisition and low risk transactions



Sign in with ***stronger credentials*** when needed for high value transactions

CA CloudMinder 2.0 (CY 2013)

- Single Sign-On & Federation Service
- Identity Management (provisioning) service
- Advanced Authentication service
- Privileged User Management & Vaulting
- Common services & platform components

SSO Service

Advanced
Authentication
Service

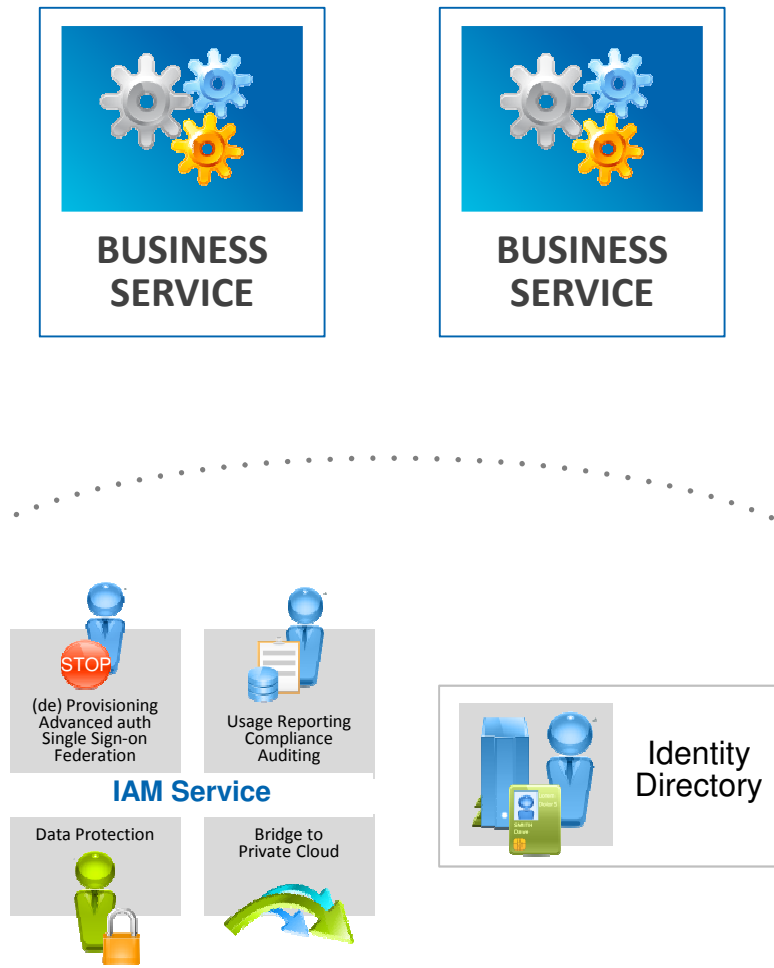
Identity
Management
Service

Privileged User
Mgmt/Vaulting

CA IAM Framework & Common Services

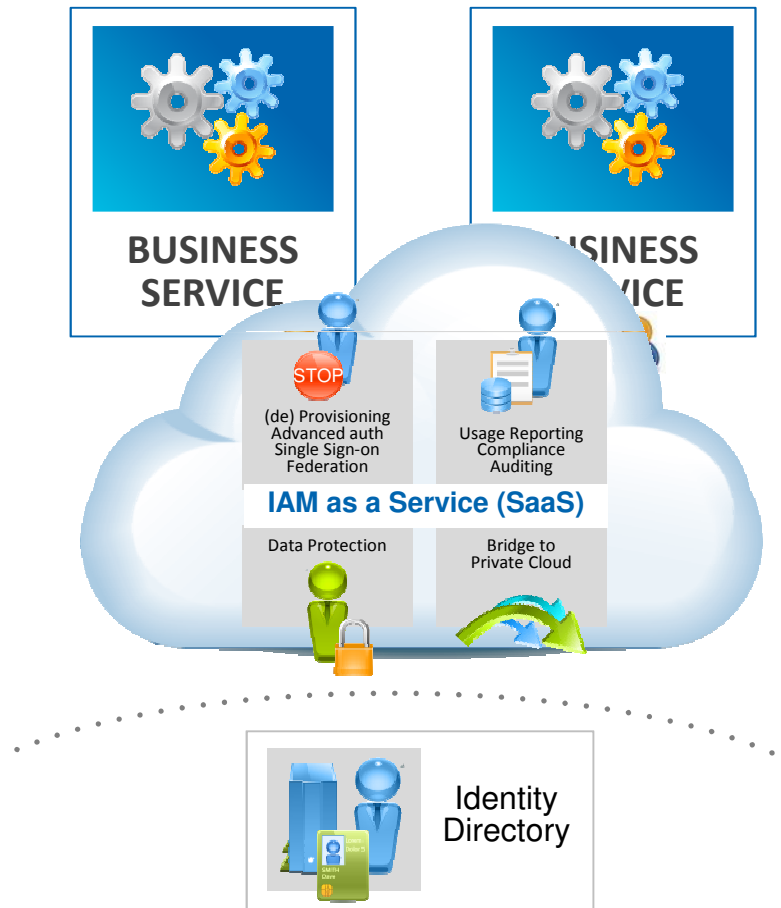
One CA IAM Solution, 2 Deployment Models

On-Premise Software

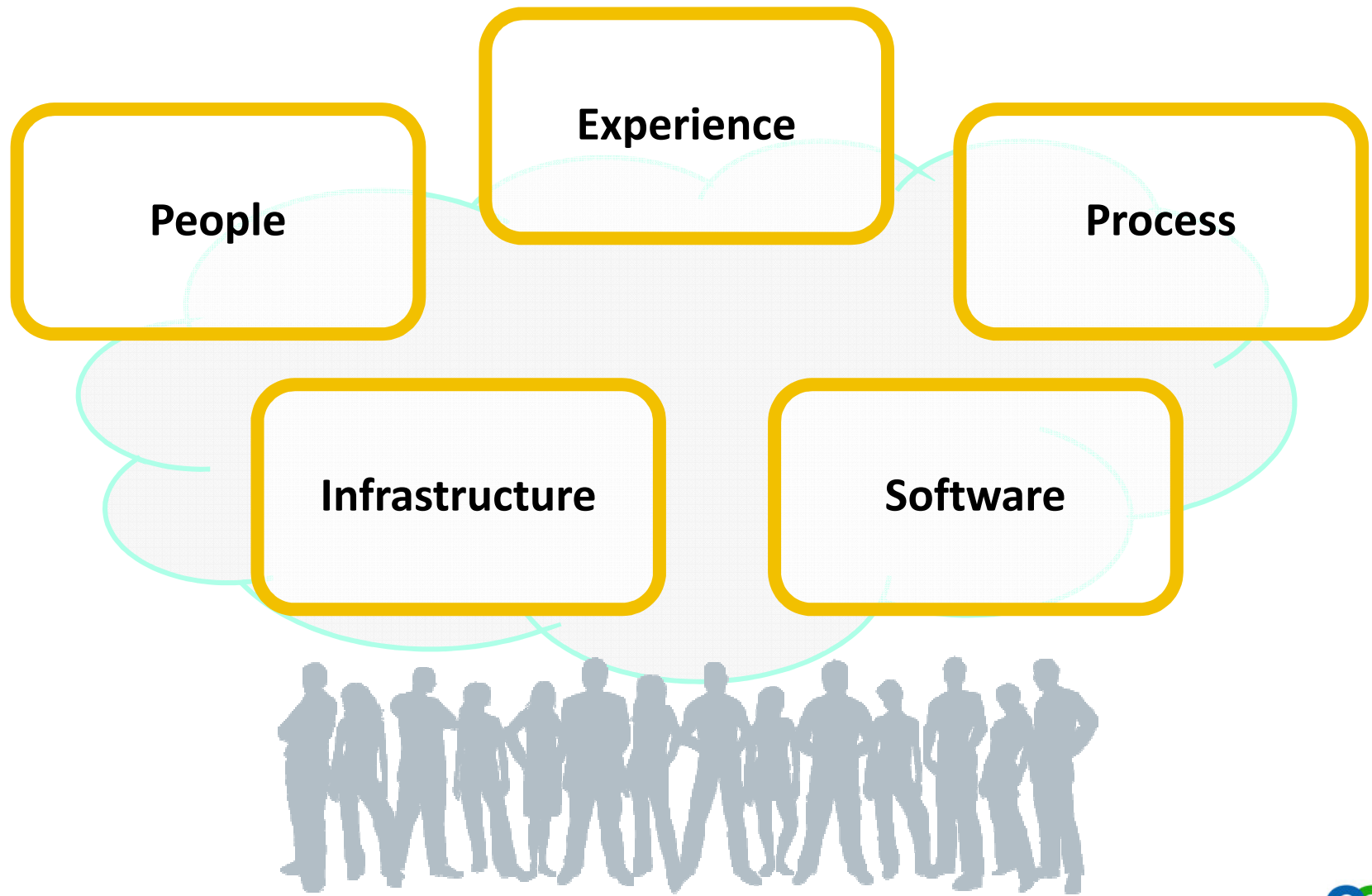


or

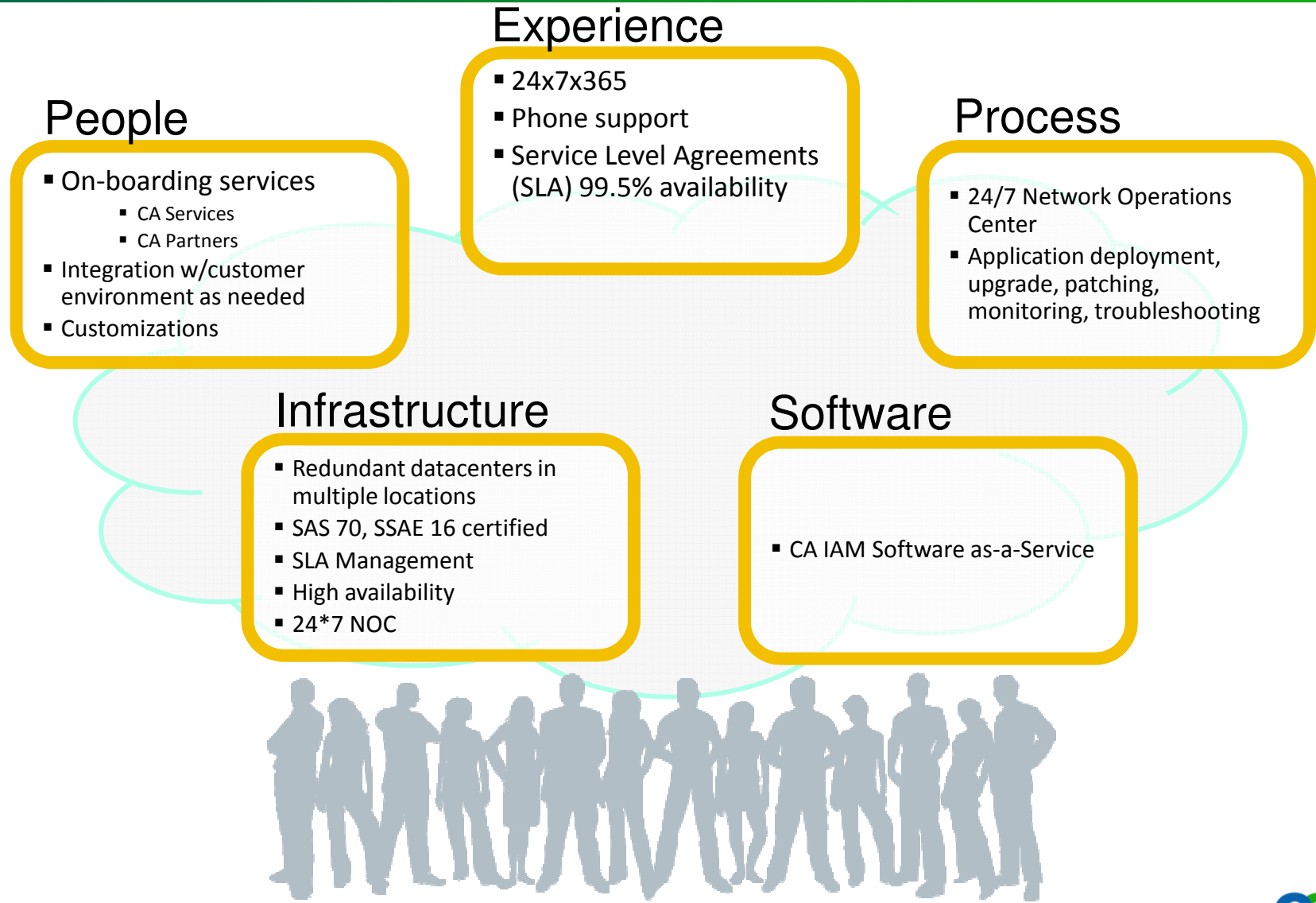
Public Cloud Service (SaaS)



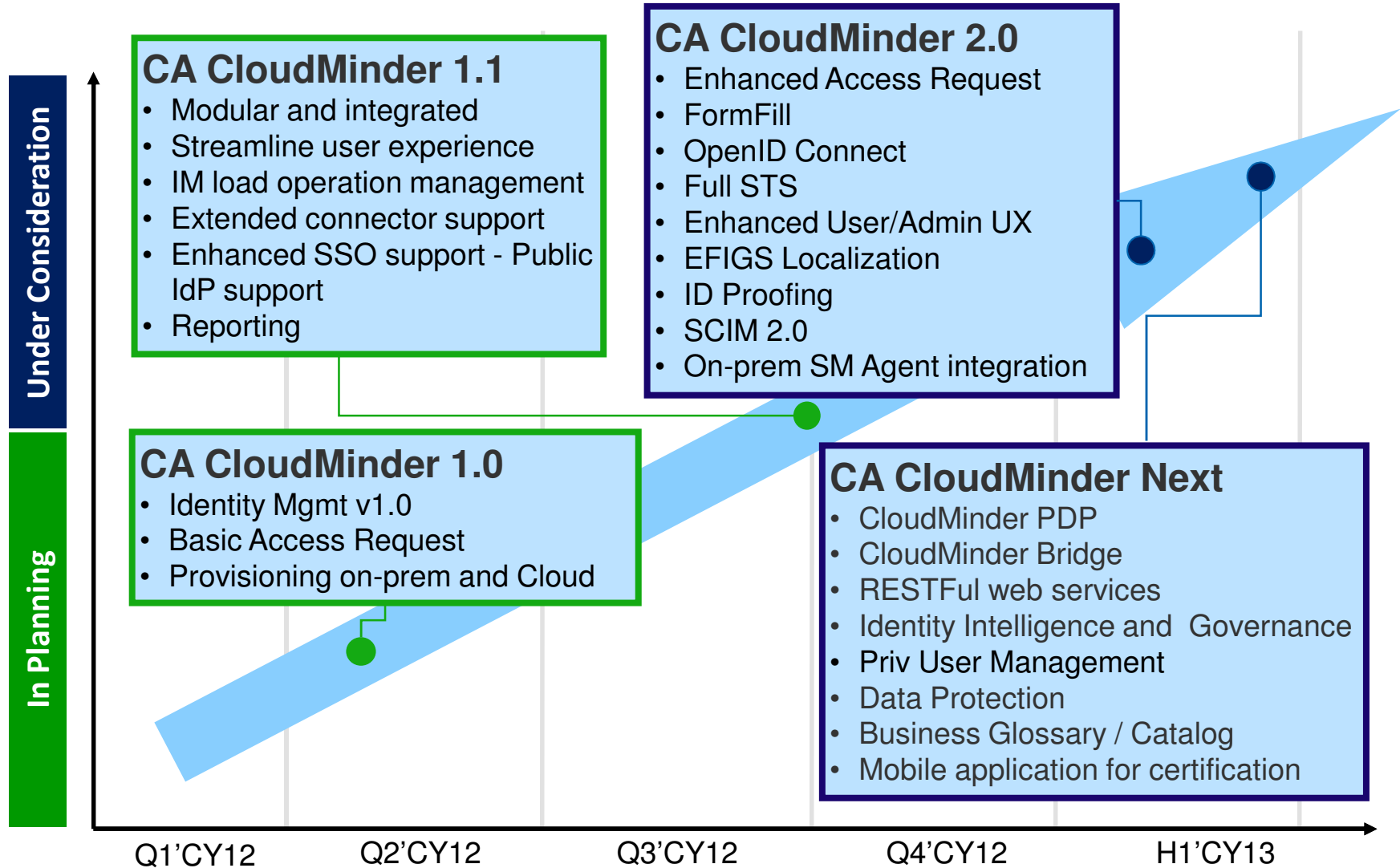
Delivering CA CloudMinder – what does it take?



Delivering CA CloudMinder – what does it take?

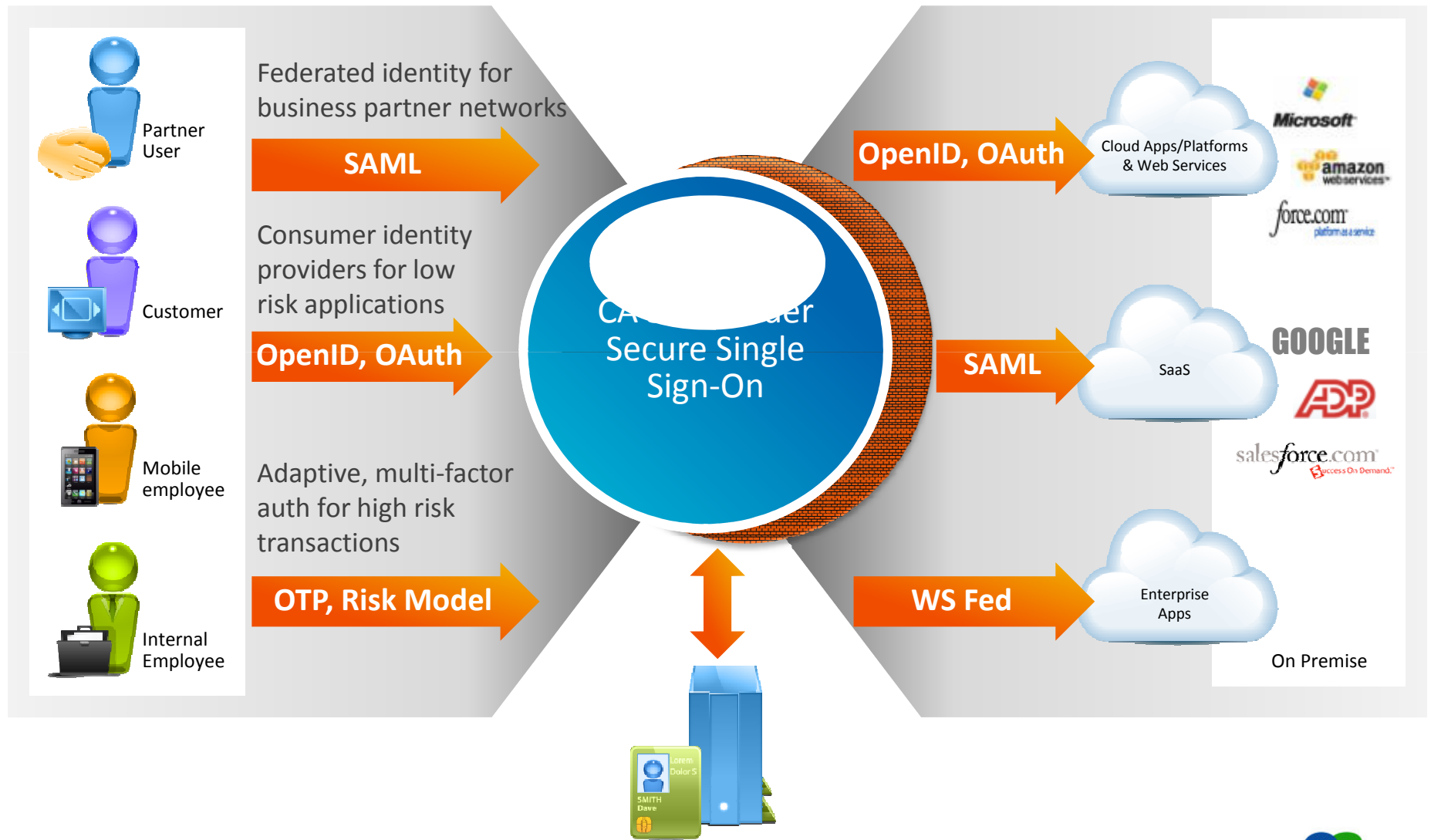


CloudMinder Roadmap

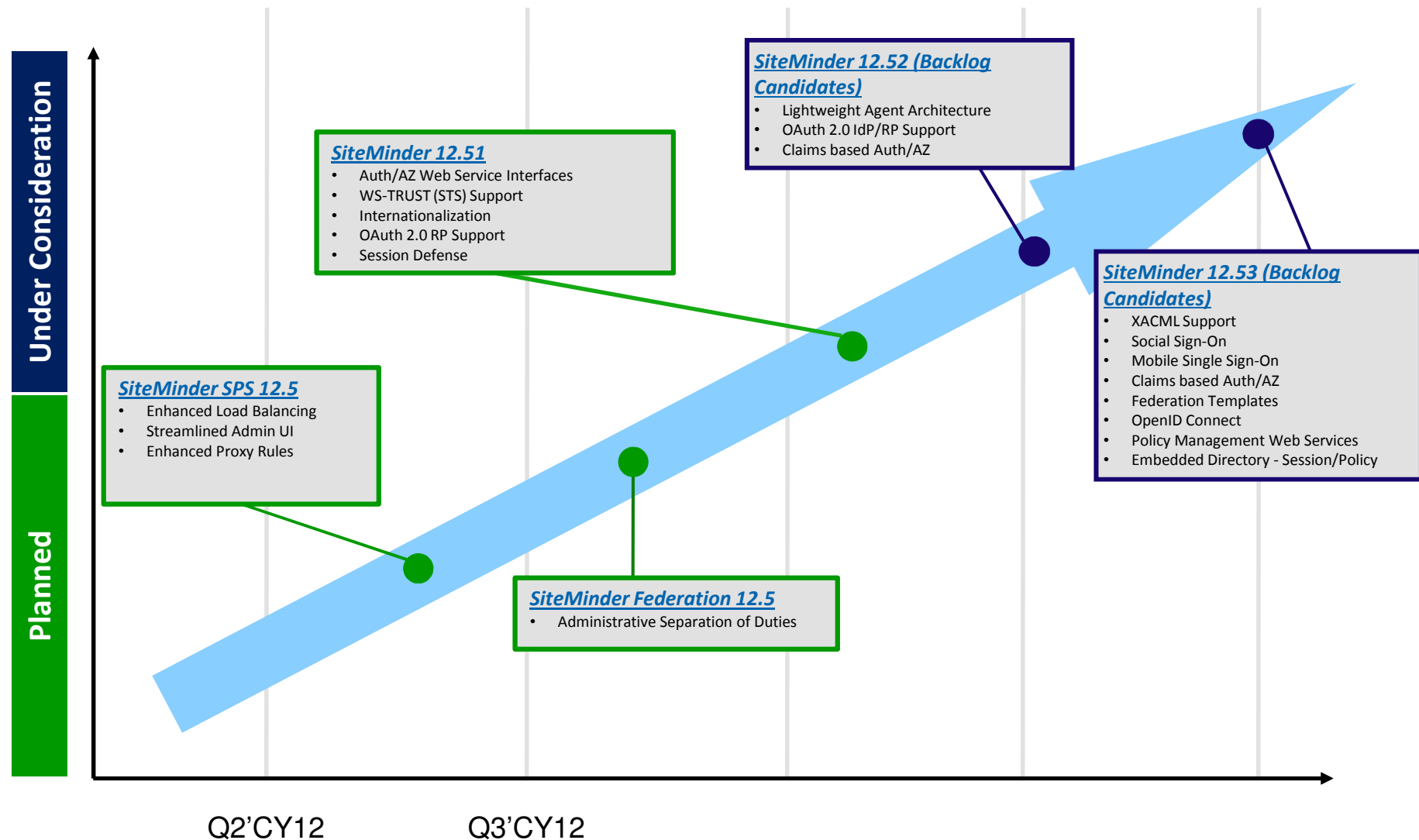


CA SiteMinder® OAuth Support Update

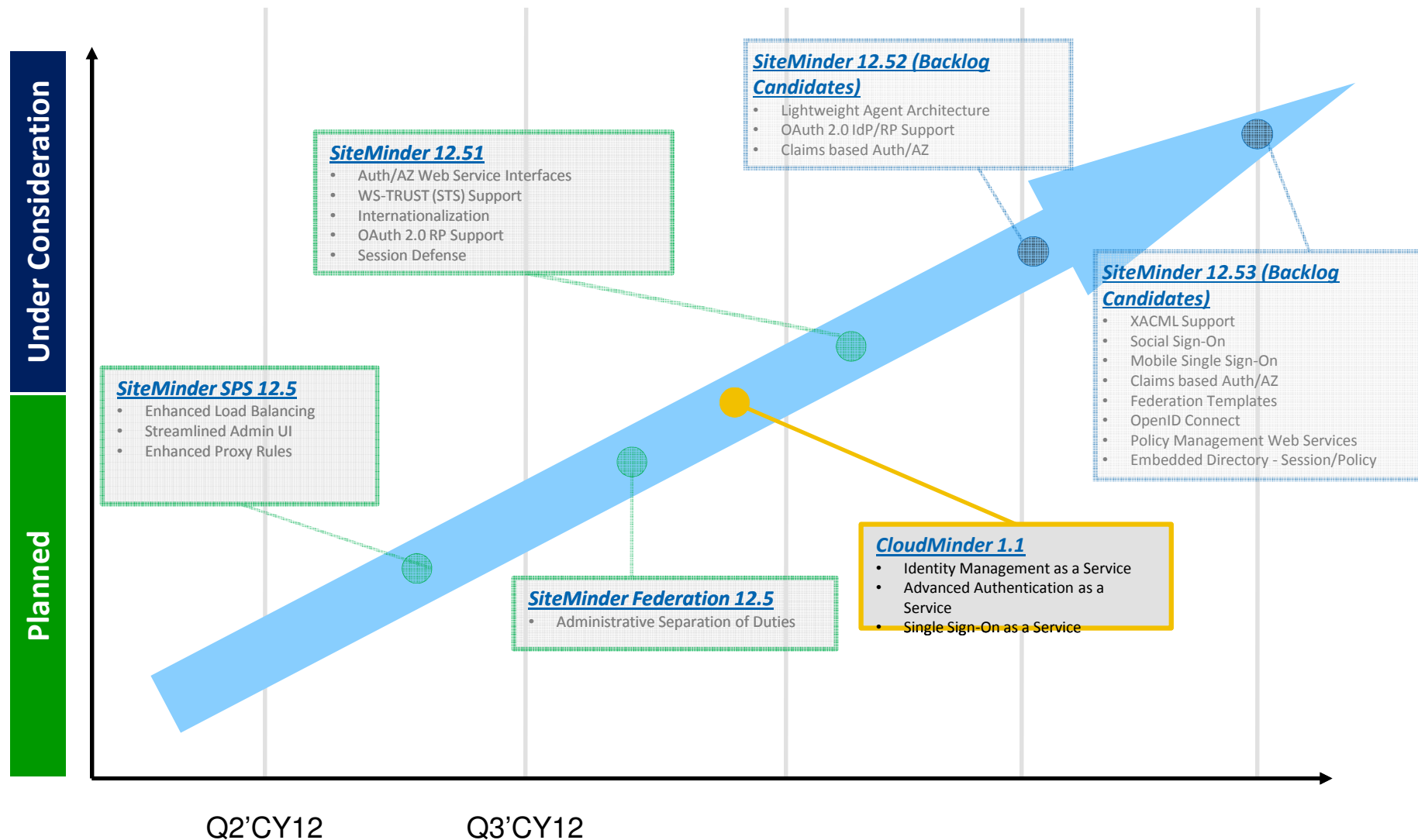
CA SiteMinder Vision



CA SiteMinder Family Roadmap (Updated)



CA SiteMinder Family Roadmap (Updated)



CloudMinder 1.1 Single Sign-On

- CloudMinder 1.1 Single Sign-On
- Targeted for this calendar year
- Social Sign-On:
 - Identity Selector and OAuth Consumer support
- Architecture:
 - SiteMinder Federation 12.51– Authentication and claims
 - IdentityMinder 12.6 – User management and provisioning (including self registration with social identity providers)

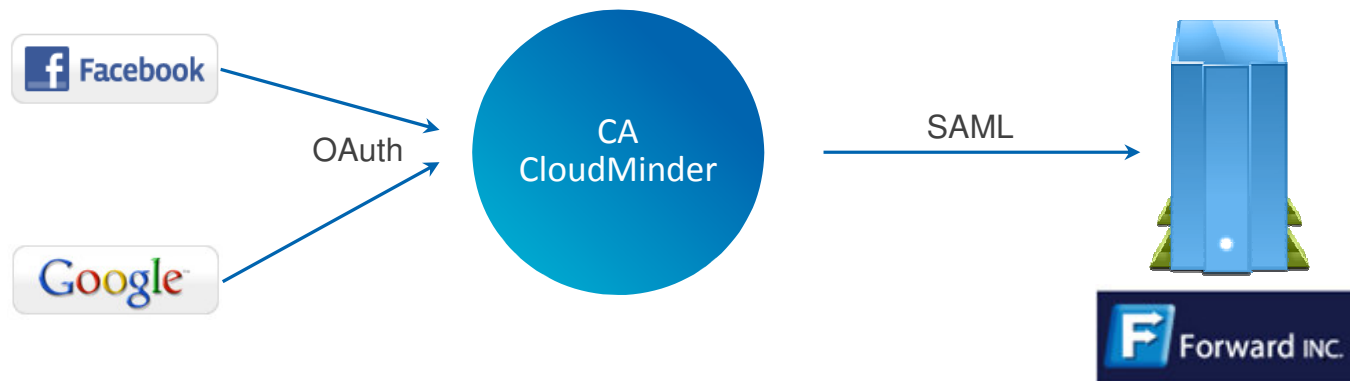
OAuth 2.0 Consumer Support



Feature	Description	Benefit
OAuth 2.0 Consumer	Provides support for core OAuth 2.0 RP side to be used in authentication flows with SiteMinder Federation.	Provide consistent and secured implementation for consuming OAuth 2.0 access tokens across the organization's applications.
Social Sign-On	Out of the box support for major public social Identity Providers: Facebook, Google, Twitter, LinkedIn and Yahoo.	Increase agility and time to value for application developers.
Standard isolation – User Experience	Act as a federation hub and support mixture of standards (SAML, OAuth, OpenID, WS-Fed) with similar user experience.	Consistent user experience regardless of standard used.
Standard isolation – Application Developers	Isolate protected applications from the type and details of the identity provider (Proxy and Layered modes)	Increase agility and support new types of Identity Providers without changing the protected applications.
Identity Selector	Ability to assign multiple IdPs to one protected resource and implement account chooser screen, where end users selects which IdP to use for authentication.	Address a common requirement from consumer applications to support login using either Facebook, or Google or something else.

CloudMinder 1.1 – Social Sign On Use Case

- User register with Facebook or Google or directly to Site
- Application is SAML aware
- CloudMinder acts as the Federation Hub



CloudMinder 1.1 – Social Sign On Use Case

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UC3	Modify Profile – As an existing user of Forward Inc. Loyalty program, I would like to have a simple link in the Loyalty program web site to view and modify my profile information.
UC4	Modify Security Settings – As an existing user of Forward Inc. Loyalty program, I would like to have a simple link in the Loyalty program web site to view and modify my security settings, including my site password (if enabled) and the Q&A.

Note: The Loyalty Program use cases focus on seamless user experience while transitioning between the Loyalty program web-site, SiteMinder, IdentityMinder and the social Identity Provider.

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New User - Forward Inc. Site



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- ☐ Advantage over our competition
- ☐ Faster time to market with new products
- ☐ More satisfied customers
- ☐ Profit or revenue growth

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Embedding **Register**
CloudMinder URL in the
Forward Inc. website

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Registration Page



Register or [Log in](#)



or

Create a new Forward INC account

[Register Now](#)

powered by CA CloudMinder



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Register through Facebook

The image shows the registration process for Forward INC. The main page has a dark blue header with the Forward INC. logo. Below the header, there is a 'Register or Log in' section. The 'Register' link is highlighted with a red box, and a callout bubble points to it with the text 'Click on the Register using Facebook'. Below the 'Register' link, there is a 'Google' logo. To the right, there is a 'Create a new Forward INC account' section with a 'Register Now' button. A Facebook login overlay is displayed in the foreground. The overlay has a title bar that says 'Log In | Facebook - Mozilla Firefox'. The main content area of the overlay is titled 'Facebook Login'. It contains the text 'Log in to use your Facebook account with Forward INC..', where 'Forward INC..' is highlighted with a red box and a callout bubble points to it with the text 'Forward Inc. requesting access'. Below this text, there are input fields for 'Email:' (containing 'sree.tummidi@gmail.com') and 'Password:' (containing masked characters). There is a checkbox labeled 'Keep me logged in' which is checked. Below the password field, there is a link 'Forgot your password?'. At the bottom of the overlay, there is a 'Sign up for Facebook' link and two buttons: 'Log In' and 'Cancel'. A small 'a' logo is visible in the bottom right corner of the overlay.

Forward INC.

Register or Log in

Facebook

Google

Create a new Forward INC account

Register Now

Log In | Facebook - Mozilla Firefox

facebook.com https://www.facebook.com/login.php?next=https%3A%2F%2Fforwardinc.com%2Fregister%2F&next=https%3A%2F%2Fforwardinc.com%2Fregister%2F&next=https%3A%2F%2Fforwardinc.com%2Fregister%2F

Facebook Login

Log in to use your Facebook account with Forward INC..

Email: sree.tummidi@gmail.com

Password:

☒ Keep me logged in

[Forgot your password?](#)

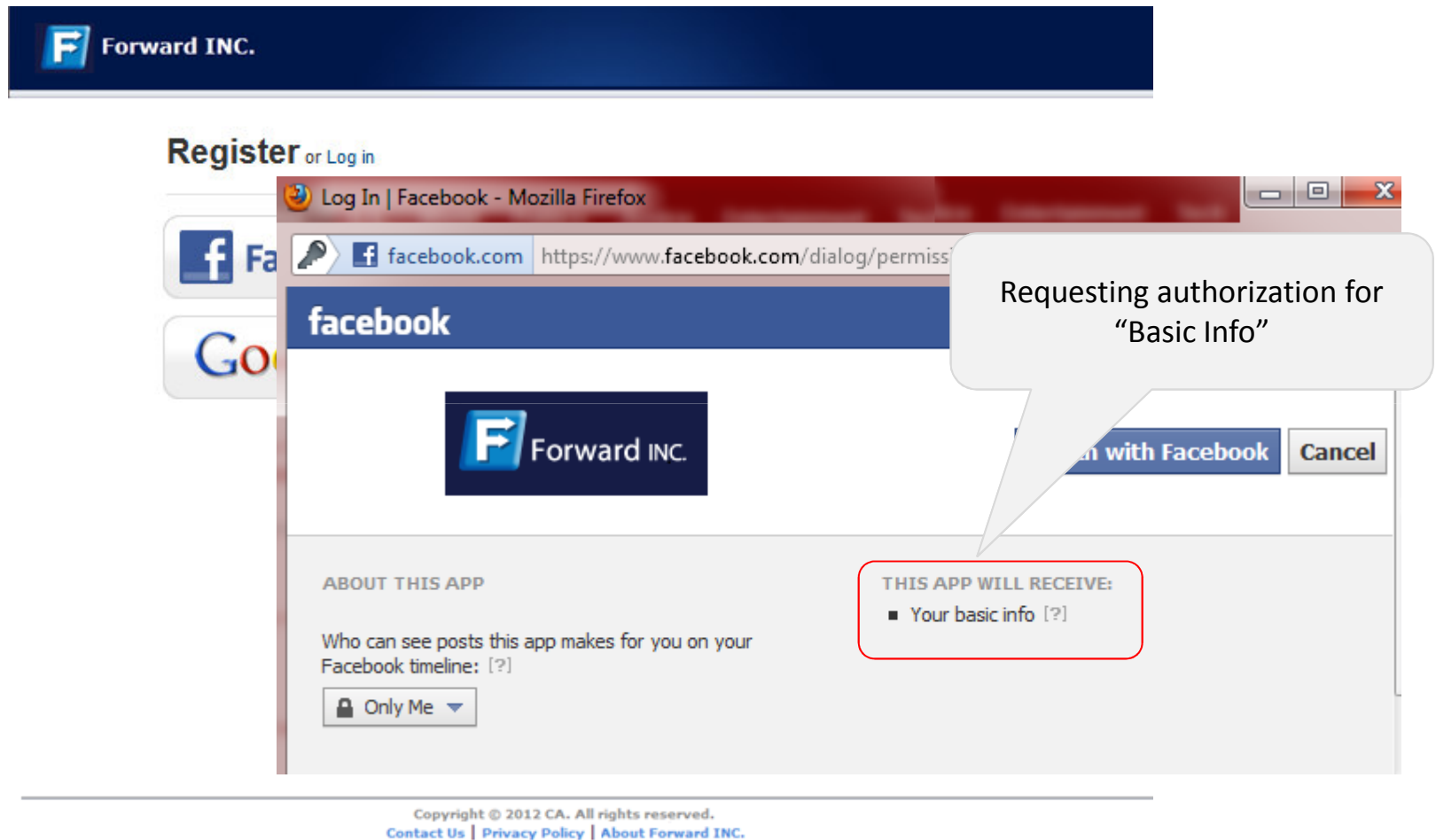
Sign up for Facebook

Log In Cancel

Forward Inc. requesting access

Click on the Register using Facebook

Authorize information



Registration Form Prefilled



Forward INC.

[Help](#)

Create New Account

• = Required

Profile

• Email	<input type="text" value="sree.tummidi@gmail.com"/>
• Confirm Email	<input type="text"/>
• First Name	<input type="text" value="Sree"/>
• Last Name	<input type="text" value="Tummidi"/>

Verification

• Type the two words



Terms of Service


• ☐ I agree to the [Forward INC Terms of Service](#) and [Privacy Policy](#)

[Submit](#)

[Cancel](#)

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Registration Form Pre-populated

 Forward INC. Help


Create New Account

- = Required

Profile

- Email
- Confirm Email
- First Name
- Last Name

Verification

- Type the two words 

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Pre-populated attributes from Facebook

User Logged In



Logged in as Sree | [Logout](#)

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Application is SAML aware and receives SAML response from CloudMinder

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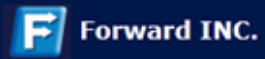
Poll

What is the most likely benefit of increased innovation in your organization?

- ☐ Advantage over our competition
- ☐ Faster time to market with new products
- ☐ More satisfied customers
- ☐ Profit or revenue growth

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Log In Page



Log in or [Register](#)



or

Use your Forward INC account

E-mail

Password

☒ Remember me

[Forgot password?](#)

LOG IN

powered by [CA CloudMinder](#)



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Application is SAML aware and receives SAML response from CloudMinder

Transform IT

Return focus to service quality by reducing infrastructure complexity and freeing-up resources.

Are we delighting you?



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CloudMinder 1.1 – Social Sign On Use Case

ID	Description
UC1	User Register using Social IdP – As a new user of Forward Inc. Loyalty program, I would like to see list of options for self registration, including the ability to use Facebook or Google identity for the registration.
UC2	User Login – As an existing user of Forward Inc. Loyalty program, I would like to select the type of credentials I used for the registration and re-login for the loyalty service. Once login is completed, I would like to be able to access the protected content of the loyalty site with no additional interruptions by the login service.
UC3	Modify Profile – As an existing user of Forward Inc. Loyalty program, I would like to have a simple link in the Loyalty program web site to view and modify my profile information.
UC4	Modify Security Settings – As an existing user of Forward Inc. Loyalty program, I would like to have a simple link in the Loyalty program web site to view and modify my security settings, including my site password (if enabled) and the Q&A.

Note: The Loyalty Program use cases focus on seamless user experience while transitioning between the Loyalty program web-site, SiteMinder, IdentityMinder and the social Identity Provider.

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Embedding additional links to CloudMinder URLs for Profile and Security settings

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User Profile



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[+ partners](#)

Welcome Sree

PROFILE

[SECURITY SETTINGS](#)

Modify Profile

• = Required

My Profile

• Last Name

• First Name

• Email

Cell Phone

My Photo



Address

Address

City



User Profile



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Welcome Sree

PROFILE

SECURITY SETTINGS

Modify Profile

• = Required

My Profile

• Last Name
• First Name
• Email
Cell Phone

My Photo



Browse...

Address

Address
City

Forward Inc. Loyalty Website

CloudMinder Profile Task



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User Security Settings



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[+ products](#)

[+ customer success & communities](#)

[+ services, support & education](#)

[+ partners](#)

Welcome Sree

[PROFILE](#)

[SECURITY SETTINGS](#)

Modify Security Settings

• = Required

Change Password

Old Password

••••

New Password

••••••••

Better

Re-enter Password

Change Security Q & A

• Security Question

What was the model of your first car? ▼

• Answer

mycar

• Security Question

What was your childhood nickname? ▼

• Answer

myname

• Security Question

What is your favorite color? ▼

• Answer

mycolor

[Submit](#)

[Cancel](#)

User Security Settings



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Welcome Sree

[PROFILE](#)

[SECURITY SETTINGS](#)

Modify Security Settings

• = Required

Change Password

Old Password

New Password Better

Re-enter Password

Change Security Q & A

• Security Question

• Answer

• Security Question

• Answer

• Security Question

• Answer

[Submit](#)

[Cancel](#)

Forward Inc. Loyalty Website

CloudMinder Security Settings Task



Let's keep the discussion going...



www.security.com



community.ca.com/blogs/iam/



[@CASecurity](https://twitter.com/CASecurity)



[CATechnologies](https://www.facebook.com/CATechnologies)

agility
made possible™



Programme de l'après-midi



Accélérer l'IT

Session A1 : Service et Portfolio Management avec **L'Oréal**.
Salle Cavel/Labarre

Session A2 : Activer l'innovation pour concilier qualité des applications et maîtrise des coûts avec **Accenture**.
Petit Auditorium



Transformer l'IT

Session T1 : La convergence des infrastructures, enjeu des data centers avec la **Société Générale**.
Salle des Engrenages

Session T2 : Mainframe, modernisation et optimisation avec **La Banque Postale** et **BKMC**.
Salle Eiffel



Sécuriser l'IT

Session S1 : La sécurité au service de l'eBusiness avec **SFR** et **Arismore**.
Salle : Salon d'Honneur

Session S2 : Assurer la sécurité et la conformité des environnements critiques des Systèmes d'Information avec **IT-CE**, **BNPP IPS**, **Scor**, **Altasys**, **I-Tracing**.
Salle : Salon d'Honneur

14h00
15h00

15h00

Pause dans la Zone Expo

15h30
16h30

Session A3 : L'automatisation, pilier d'un data center dynamique avec **Bull**.
Salle Cavel/Labarre

Session A4 : Accélérer le déploiement des services métier avec **DNS Europe** et **Radix**.
Salle des Engrenages

Session A5 : Le Service Management ou la gestion du cycle de vie des services avec **Atos**.
Salle Brongniart

Session T3 : Supervision par les services avec **Capgemini/Artesys**.
Petit Auditorium

Session T4 : Concilier développement durable et optimisation des data centers avec **Capgemini**.
Salle Eiffel

16h45

Cocktail de clôture et remise des Awards dans la Zone Expo

12h30 > 16h50 : Plateau TV

Backup slides

Multi-Tenancy

- Multiple tenants on the same instance
- Each tenant has
 - Own Admins, Own UI and Own Configurations
 - Own users (visible only to own admins)
 - Own URL
 - E.g. <https://common.com/tenant/func> or <https://tenant.common.com/func>
- Tenant setup requires NO additional resources
 - No new DB tables, no new VM images, no new executable
 - Only exception is a named file system directory to hold files/images
 - Most setup tasks are screen driven or script driven

Administrators

- At least 3 levels of administrators
 - CSP Level – to set up tenant, run billing reports, reset Tenant Admin
 - Should be possible to block CSP from doing Tenant Admin level functions
 - Tenant Level – to set up tenant level configurations, manager CSR
 - Ability to go across multiple tenants is highly desirable
 - CSR/Help Desk – to help the users within each tenant
- Auditing of Admin Activity
 - Minimum is name, date and function performed
 - Highly desirable to log details of the function (e.g. parameters in report)
 - Ideal is to have pre/post information of any changes
 - Data logged must be protected if there are security issues

Tenant Customizability

- Each Tenant must be able to customize the service
- Configurations and policies
 - Must be tenant specific
 - Must persist through upgrades/updates
- Language for Admins and Users
 - Different Admins within same Tenant could have different locales
 - Users within same Tenant will have different locales
- User Interface
 - Flows, Logos and Text – must be modifiable at tenant level
 - Must be easily moveable upon upgrade
- Addition of Reports

Upgrades

- Software upgrade must be achievable without downtime
- Typical upgrade strategy – one component at a time
 - So component must be backward compatible
- Managing rollbacks
 - Built into software package, OR
 - Upgrade some legs/VMs at a time – so can fallback to older legs/VMs
- Current experience on e-commerce
 - Upgrade DB first
 - Take half app servers offline and upgrade them; bring them back online with taking the other half offline
 - Run on half capacity till satisfied, then upgrade the other half

New Features

- All new features must be driven by knobs/flags
 - Turned off, by default
- Upon upgrade, almost no change should be visible
- Gradually enable feature(s) for some tenants at a time
- Some of this is dictated by contract
 - All Admin changes must be informed and previewed 30-90 days ahead
 - No end user changes without prior approval from tenant admin

Monitoring

- Monitoring is at multiple levels
- Server level monitoring
 - SNMP alerts
 - Heartbeat monitoring
- External monitoring
 - Synthetic transactions
 - Must not impact tenant information
 - Must exercise complete system
 - Must provide clear inference about system
- System exercise tools
 - Upon install, upon configuration changes

Audits for the CA Cloud Service

- What is an audit?
 - Confirmation that the operation is carried out according to a **documented** set of **controls**
- Why is an audit important?
 - Guarantees that the operation is carried out according to a documented, repeatable set of processes
 - Provides assurance that there are checks and balances (the controls) to prevent unauthorized activity
 - Creates separation of duties – so no one person can carry out all steps required to commit and cover up a crime
 - Ensures that errors are minimized

Audits for the CA Cloud Service – Cont'd 2

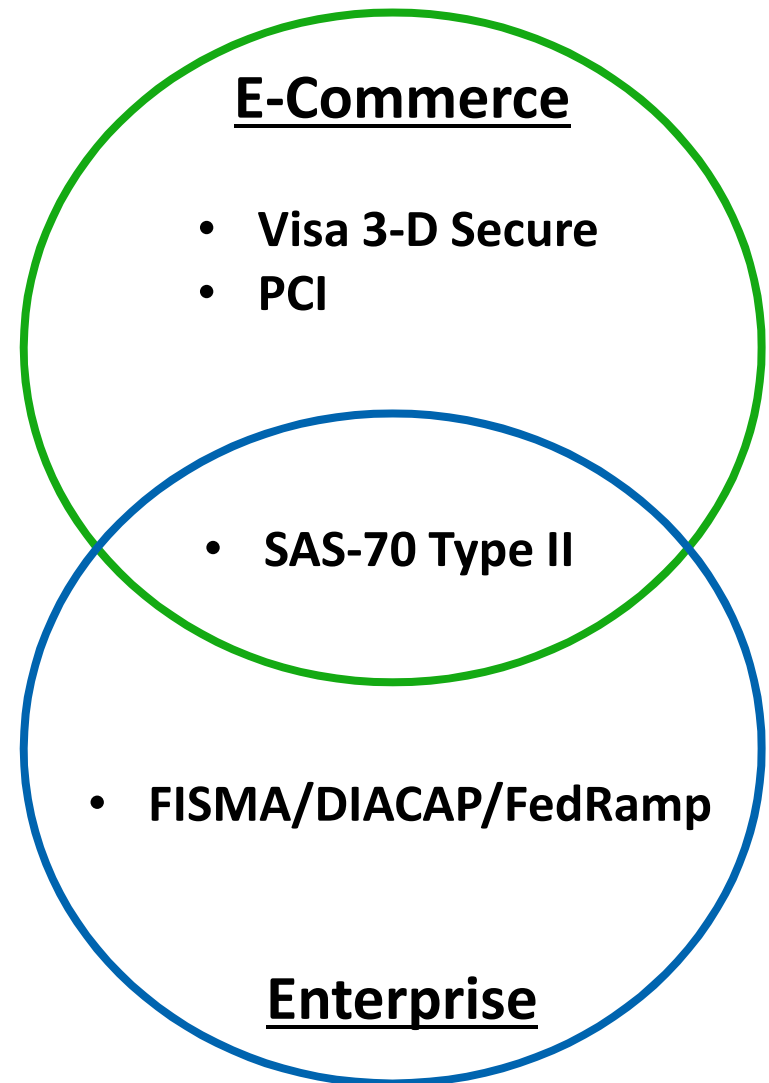
■ What audits do we undergo?

- Visa 3-D Secure Audit
- PCI (Payment Card) Industry
- SAS 70 Type II (a.k.a SAE 16)
- FISMA/DIACAP/FedRamp*
- ISO 27001**

■ Why so many audits?

- Each market demands its own audit
- Similar controls, but not exactly the same – so need to meet higher of each requirements

** Underway; ** Future*



Key Use Cases

- Enable Social media as a retention tool
 - Profile management
 - Communicate via blogs, tweets, postings to update customers
- Brand awareness
 - Provide a launch pad for applications
- Customer engagement
 - Cross linking loyalty programs and partners
 - Use of social information to target customer likes/dislikes

Key Use Cases (contd.)

- User Management
 - Profile management
 - Self-service – password reset, forgotten password / userid, etc
- Provisioning/De-Provisioning to Cloud Apps
- “Hybrid” Provisioning to Enterprise Apps
 - Provisioning from the cloud hosted CloudMinder back into the enterprise applications and managed endpoints
- Access Request for Cloud and/or Enterprise Apps
 - Self-service requests for additional application access
 - Requests auto-provisioned or routed for approval through workflow

Cloud First

- Build Once, deliver both on-premise and SaaS
- Support IAM *to* Cloud based Applications, *for* Cloud based Environments and *from* a Cloud based Service (SaaS)
- Drive tighter integration amongst capabilities (Identity, Federation, Adv. Authentication, Privileged Users, Governance, etc....)
- Streamline usability, manageability, scalability etc...

Cloud First



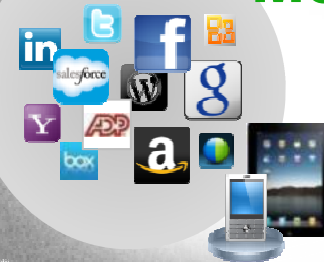
Enable
Rise of the user

Protect
Data

Support
Social



Drive
Mobility



Support Social

- Enable Loyalty programs, marketing initiatives and new business opportunities
 - Deliver as a Service
 - Deliver on-premise
- Support new and emerging standards:
 - OAUTH, OpenID, OpenID Connect, etc...
- Leverage existing identities to ensure stronger user experience
 - FaceBook, Twitter, LinkedIn etc..

Protect
Data

Support
Social

Drive
Mobility

Cloud First

Enable

Rise of the user