CA Privileged Access Manager Implementation Services

ca technologies®

At a Glance

CA Privileged Access Manager (CA PAM) implementation services put you on a faster path to value via an initial solution deployment which provides a network-based appliance that controls, monitors and records the actions of all privileged users. The solution also protects privileged identities from attack and attempted exploit. Results include improved security and compliance, protection against the most common threat vector and a way to futureproof security controls through comprehensive support for hybrid environments. The solution delivers scalable, shared account management; secure, agentless command filtering; robust session recording and a modular application to manage hybrid environments.

Key Outcomes

We focus on three key areas to help you achieve business outcomes:

- **Organizational enablement.** Effective guidance, education and knowledge transfer for adoption and proper solution operation.
- **Technology services.** Solid and precise solution implementation using best practices.
- **Success management.** Developing and executing a clear plan for long-term success.

Key Services Features

- **Password vaulting** prevents unauthorized persons from accessing privileged ID passwords.
- **Interactive login usage** simplifies end-user access to target devices, without the need to remember passwords across their environment.
- **Account access approval** provides end users with another option for requesting temporary access to a privileged ID.
- **End user privileged access management** enables policy creation to define which users or groups have access to privileged accounts.
- **Acceleration services** provide a range of choices to further tailor CA PAM to your unique needs.
- **CA Education** web-based training enables configuration and administration of the CA PAM solution.

Business Challenges

Whether obtained maliciously or leveraged inappropriately by a valid user, exploited privileged user accounts are the most common thread of most data breaches. Recent numerous and damaging incidents have made cybercrime a top concern for all organizations. How do you protect your infrastructure, customers and partners while delivering business value quickly with fast ROI?

Offering Overview

Achieve desired business outcomes by unleashing powerful and comprehensive capabilities with CA PAM foundation and acceleration services. The CA Services PAM implementation model helps ensure you can deliver value to the business in as little as two weeks, while building on a solid backbone as your solution moves forward on its maturity path.

Every deployment includes CA PAM configuration and administration web-based training from CA Education to speed user adoption. CA Services focuses on three key areas to deliver a successful implementation:

- **Organizational enablement** focuses on delivering the right level of guidance, education and knowledge transfer to help ensure adoption and proper solution operation.
- **Technology services** targets provisioning a solid and precise solution deployment using industry and CA best practices.
- **Success management** helps you develop and execute a clear plan for long term success with CA PAM.

Foundation Services

CA PAM foundation services deliver an initial implementation of the solution which provides a range of capabilities including:

- Shared account management
- Secure, agentless command filtering
- Robust session recording
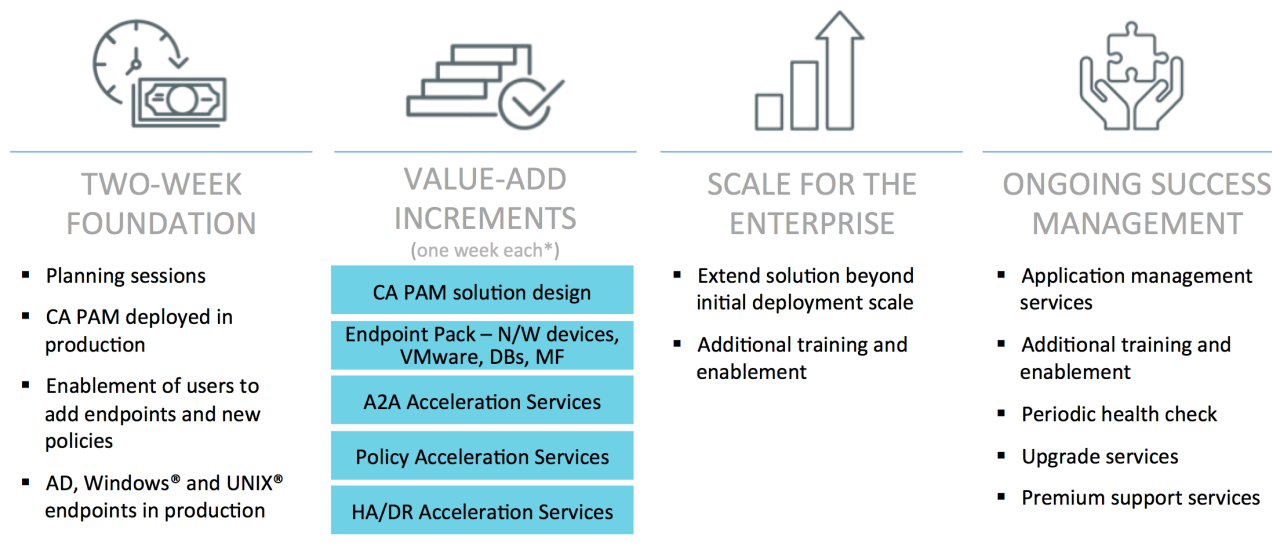- Modular application to manage hybrid environments

Acceleration Services

With acceleration services for CA PAM, you can extend the value of the solution by adding functionality to your foundation implementation.

CA PAM Solution Design acceleration service	Provides tailored solution design for CA PAM and assists with: ▪ Developing a distinct solution for your specific environment ▪ Working with your team to review proposed architecture
CA PAM Endpoint acceleration service	Designed to provide assistance in configuring CA PAM to manage privileged identities across devices, and assists with: ▪ Extending the solution to additional resources (endpoints), and dashboards ▪ Enabling staff to add new servers and new privileged accounts to CA PAM ▪ Configuring CA PAM to a variety of endpoints (DBs, network devices, web applications) ▪ Enabling staff to add new policies to CA PAM
CA PAM Clustering acceleration service	Offers expert assistance in configuring CA PAM load balancing and redundancy among multiple CA PAM appliances to deliver improved availability
CA PAM Policy acceleration service	Provides a baseline set of policies for CA PAM that are based on the typical set of roles that exist in most organizations, and delivers a strong foundation of policies to build upon
CA PAM Application to Application (A2A) acceleration service	Delivers an initial CA PAM solution that provides the ability to replace hard-coded passwords in applications with dynamic requests to the password vault at runtime, providing: ▪ Improved security and compliance ▪ Protection against the most common threat vector ▪ Support for hybrid environments
CA PAM AWS acceleration service	Delivers an initial PAM solution deployment that provides a network-based appliance that controls, monitors and records the action of all privileged users in an AWS environment

Services for CA Privileged Access Manager
Roadmap to a successful business outcome

TWO-WEEK FOUNDATION	VALUE-ADD INCREMENTS (one week each*)	SCALE FOR THE ENTERPRISE	ONGOING SUCCESS MANAGEMENT
▪ Planning sessions ▪ CA PAM deployed in production ▪ Enablement of users to add endpoints and new policies ▪ AD, Windows® and UNIX® endpoints in production	CA PAM solution design Endpoint Pack – N/W devices, VMware, DBs, MF A2A Acceleration Services Policy Acceleration Services HA/DR Acceleration Services	▪ Extend solution beyond initial deployment scale ▪ Additional training and enablement	▪ Application management services ▪ Additional training and enablement ▪ Periodic health check ▪ Upgrade services ▪ Premium support services

*While value-add increments are typically one week for average deployments, the time required will vary with size and complexity.

For more information, please visit **ca.com/services**