INTERNAL AUDIT

Identity and Access Management
Project Advisory

November 5, 2020

Memorandum

Background

During December 2019 Citizens commenced with establishing an improved identity and access management program to develop stronger governance and technology capabilities to manage user and object identities as well as access entitlement. This program is denoted as a key strategic initiative which supports one of Citizens' strategic goals.

Conceptually, identity and access management refer to a framework of policies and technologies which ensures appropriate access to technology resources. The identity and access management systems identify, authenticate, and authorize individuals, hardware, and applications to reduce access risks, achieve improved compliance with policies and regulations and improve operational effectiveness.

A four-year phased approach is used to implement program components which includes on-premises and cloud-based applications and infrastructure. The primary objectives of the program implementation are to:

- Enhance governance practices such as policies, procedures, monitoring and reporting
- Deploy multi-factor authentication (MFA) and password reset automation
- Procure and deploy a replacement commercial off-the-shelf access management solution for specific applications
- Procure and deploy a Privileged Access Management (PAM) solution for improved administration of privileged accounts
- Procure and implement an Identity Administration and Authorization (IAA) solution for account provisioning workflow and automation
- Implement a single sign-on model for user accounts across cloud technologies
- Implement enhanced password practices where required

Objective

Internal Audit will provide risk and control advice as the project progresses. IA will also validate the strength of governance processes supporting the project and perform control testing where needed.

Results

Overall, we noted that adequate processes are in place to support and ensure the effective completion of the project.

- The project governance structure is designed well with an effective escalation and approval path and monthly updates to stakeholders.
- The project is on target in accordance with the timeline defined in the Implementation Roadmap. Multi-factor authentication for some systems and Self-Service Password Reset capabilities have been implemented. A Privileged Access Management tool was purchased and is in process of being configured and tested.
- Standard IT Systems Development Life Cycle and Change Management processes are used for product feature implementations.
- Formal communications are provided to affected groups as features are implemented.

Memorandum

- Internal Audit provided a control consideration to management to enhance the change management process as part of the new cloud-based environment.

We would like to thank management and staff for their cooperation and professional courtesy throughout the project.

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