ACCESS MANAGEMENT

ITIL Lifecycle Poster – Service Operation - Process Summary

NISSEN-ITSM

PURPOSE

To

- provide the rights for users to be able to use a service or group of services, while preventing access to non-authorized users
- execution of policies and actions defined in information security management.

… Access management is concerned with identity (unique information that distinguishes an individual) and rights (settings that provide access to data and services). The process includes verifying identity and entitlement, granting access to services, logging and tracking access, and removing or modifying rights when status or roles change.

TRIGGERS

- RFC
- Service Request
- Request from human resources
- Request from manager

KEY TERMS

Access *refers to the level and extent of a service's functionality or data that a user is entitled to use.*

Identity *refers to the information about them that distinguishes them as an individual and which verifies their status within the organization. By definition, the Identity of a user is unique to that user.*

Rights *(also called privileges) refer to the actual settings whereby a user is provided access to a service or group of services. Typical rights, or levels of access, include read, write, execute, change, delete.*

INPUTS

- Information security policies (from service design)
- Operational and Service Level Requirements for Access Management
- Authorized RFC to access rights
- Authorized requests to grant/terminate rights
- Authorized RFCs to access rights, Authorized requests

Access Management

- Request access
- Verification
- Validation (user, request)
- Provide/Restrict/Remove rights
- Check and monitor identity status
- Log and track access
- Maintain roles and groups

- Access policies
- Roles and groups

OUTPUTS

- Provision of access to IT services in accordance with information security policies
- Access management records and history of granted/denied access to services
- Timely communications concerning inappropriate access or abuse of services.