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## Overview

Identity and access management (IAM) deals with how users within an organisation are given an identity and how it is protected. It also included protecting critical applications, data and systems from unauthorised access, and managing access rights of people both inside and outside the organisation. This is especially important in the light of recent trends towards bring-your-own-device, cloud computing, mobile apps and an increasingly mobile workforce. Identity and access management involves protecting our data assets and implementing processes and procurement standards to run organisations more intelligently.

This standard defines the competencies associated with contributing to effective operation of identity and access management systems, and managing access to different sets of information and systems across an organisation. As employees migrate through different roles and require different access rights within and across organisation it becomes more difficult to manage identity and access.

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## Performance criteria

You must be able to:

1. implement account provisioning processes to ensure that the creation of user accounts and access to software and data is in line with organisational policies and standards
2. use identity and access management tools and methods to manage access rights to information systems with different security requirements in line with organisational standards
3. configure and implement custom extensions to identity and access management tools to meet organisational requirements
4. assist with the identification and resolution of identity and access issues in line with organisational standards
5. assist with identity and access management integration and synchronisation across systems and applications to meet organisational requirements
6. implement upgrades and manage patch status for the identity and access management infrastructure in line with organisational standards

## Knowledge and understanding

You need to know and understand:

1. what is meant by identity and access management and how to implement it
2. that an identity access management systems can be used to initiate, capture, record and manage user identities and their related access permissions in an automated fashion
3. the main features of an identity and access management system that facilitates the management of electronic identities and access privileges
4. that there are open standards designed to express security policies and access rights to information for Web services, digital rights management (DRM), and enterprise security applications
5. that there are a set of open standards for identity and access management protocols and how to apply them
6. that there are a range of supporting technologies and protocols relevant to identity and access management including Linux administration, Hypertext Transfer Protocol (HTTP)
7. that identity management relates to user account provisioning/de-provisioning and workflow processes
8. that access management concerns authentication and entitlement to access different systems and data across an organisation
9. that access control must be applied to databases as well as applications, and that privacy requirements may need to be implemented
10. that access privileges are granted according to a consistent interpretation of policy and all individuals and services are properly authenticated, authorised and audited
11. what the underlying database structure that is used in information systems access privileges is in order to successfully manage identities and access
12. how to implement multiple authentication techniques

Contribute to information security identity and access management activities

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