

One Identity Manager Health Check and Upgrade Planning Service

Description

The Identity Manager Health Check and Upgrade Planning Service provides an evaluation of your existing Identity Manager implementation and develops a plan to upgrade to the current platform version. During the assessment, One Identity Services (OIS) will highlight and discuss best practices and additional Solutions that could enhance auditing functionality in key areas of your infrastructure (the "Services"). The Services will result in the creation of the Project Deliverable listed below.

Project Deliverable

The OIS experts will work together with your team to produce a detailed report with recommendations based on the evaluation, including the following topics:

- Hardware recommendations (both current and future)
- Assessment and remediation guidance for any current open Service Request
- Assessment and remediation steps to identified potential security concerns
- Disaster Recovery guidance for the One Identity Platform
- Database Backup and Restore plans
- Alignment to One Identity best practice which includes the following:
 - System customizations
 - User experience (UX) for screen customizations
 - System deployment and related artifacts
 - System supportability as deployed
 - Data Quality
 - Database performance
- Assessment of overall platform performance and optimization recommendations
- Upgrade Readiness Assessment & Planning guide

Approach and Activities

The One Identity Services team will work with customer stakeholders and subject matter experts to analyze and document the performance of your Identity Manager implementation. The activities performed may vary based on the complexity of the customer's environment and technical needs. Recommendations from the health assessment are documented in our report and reviewed with your organization to ensure your team

understands our findings and recommendations. During the health assessment, OIS will highlight and discuss best practices and additional solutions that could enhance functionality in key areas of your solution.

Health Check

Your Identity and Access Management solution is a critical component of your business. Health assessments are recommended twice a year to mitigate risks and ensure you can keep up with changing demand and business processes. Customers who are up-to-date with their health checks generally gain:

- Performance efficiency
- Tuning of critical use-cases to match organizational changes and business process changes
- Additional use-cases to further leverage the value of your One Identity solution
- Conversion of manual workflows to automated provisioning
- Expansion of self-service capabilities to empower and enrich end-user experience

Services

The evaluation conducted as part of the Services will generally address the following topics:

- Identify open support issues and develop a remediation plan
- Discuss hardware requirements for the current state of Identity Manager
- Highlight performance and/or stability issues that may cause production outages, delays or financial impacts
- Address your data, authorization or authentication security concerns
- Review the backup, disaster recovery and business continuity compliance processes
- Evaluate the gap between the current and intended use of the software
- Including access requests, identity and access governance, provisioning, business process management and reporting
- Assess identity sources and targets

Prerequisites and Assumptions

Customer agrees to cooperate with One Identity in its delivery of the Services. Customer agrees to the following responsibilities:

- All pre-requisites to be completed by the customer are completed before the commencement of the project.
- Travel and Expenses are not included.
- Customer will identify a single point of contact to ensure that all tasks are completed within the specified time.
- Customer must commit the appropriate technical resource(s) as required to provide

the consultant with the assistance required to complete the activities and deliverables listed above.

- Access to any Subject Matter Experts from the customer will be available on demand in alignment with agreed timelines.
- Customer will provide One Identity with adequate and appropriate servers, systems and data, as well as access as required. A checklist of these requirements will be provided by OIS.
- The activities will be performed remotely between 8 a.m.—5 p.m., local time, Monday through Friday, excluding holidays.
- The maximum amount of time One Identity will spend performing the Services is ten eight-hour days,

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