Micro Focus Identity and Access Management Solution Upgrade Assessment

Set the right foundation for an agile upgrade of your Identity and Access Management (IAM) solution.

Overview

Micro Focus Identity and Access Management (IAM) is suite of more than 20 products. This upgrade assessment can be used for any of the products, with a mutually agreed-upon scope. The primary products in this suite are Identity Manager (IDM), Identity Governance (IG), Access Manager (AM), Directory and Resource Administrator (DRA), and Privilege Account Manager (PAM).

The Micro Focus IAM Upgrade Assessment Service helps customers modernize their IAM platform as a foundation toward transformation. It validates architecture, configurations, integrations, define the upgrade strategy.

In most organizations, millions of transactions have been completed using IAM, but your teams have struggled to keep your services upgraded to the latest version so you can take advantage of all the new advanced features and capabilities.

Service Implementation

An experienced Micro Focus IAM specialist performs the following activities:

- Conduct discovery sessions, interviewing key stakeholders to understand architecture, configuration, integrations, and upgrade dependencies of the current environment.
- Review and validate the deployed Micro Focus IAM solution, including all the specific sub-services within the targeted product.
- Review and validate integrations with supported build tools, developer IDE, defect management system, etc.

- Review and validate the configuration and customization of the current solution components.
- Review and validate current environment to ensure it meets the requirements for the new version.
- Review outstanding support issues.
- Design the reference architecture for the future enterprise deployment of the Micro Focus solution targeted in this assessment.
- Build an assessment report with all the findings, including value proposition and upgrade recommendations.
- The Micro Focus IAM specialist provides mentoring and knowledge transfer associated with the architecture, integration options and procedures.

Service Eligibility

The customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase the required Micro Focus products.
- Customer must provide a remote VPN connection to the network and applications to fulfill all required tasks.
- Customer must provide log files and execute specific system or application commands.

Service Limitations

This service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases are not included. You must agree to the following:

- Purchase all certificates or licenses needed for installation.
- Install, configure, or upgrade Micro Focus software or appliances as required.
- Agree to standard Education offerings.
- Undergo performance testing or modeling services that Micro Focus deems necessary.

Customer Responsibility

To ensure a successful Service implementation, you must:

- Contact a Micro Focus Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the service.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information (i.e., architecture of existing deployment, design documents, etc.), attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this service
- Provide access to key stakeholders for interviews and discussions, including: users, administrators, operations analysts, architects, and process owners.
- Attend Micro Focus conference calls.
- Ensure that all Service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability and access to all hardware, firmware, and software required by the Micro Focus Professional Services specialist, including availability of external access via VPN.

- Provide all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this Service upon request.

Duration

The duration of this Service will vary depending on the size of the IAM target environment and must be agreed between Micro Focus and the customer:

- Small environments—40 service hours.
- Medium and Large environments— 80 service hours.
- Delivery by one or two Micro Focus IAM Services specialists, depending on the estimated effort.
- The decision of onsite or remote must be agreed between Micro Focus and the customer
- The final IAMM report and recommendations are delivered remotely.

The Micro Focus Professional Services Difference

Micro Focus Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- Proven software-solution implementation expertise.
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software investments.
- Rich intellectual property and unparalleled reach into product engineering.
- Technology-agnostic assessment approach with no vendor lock-in.
- Education and support services to ensure successful adoption.

CyberRes

A Micro Focus line of business