Datasheet

# ComplianceCourier™

## Access Certification and Compliance Management

### Features

- **Business-friendly view:** Enables business managers, not just IT administrators, to automate the discovery, analysis and management of user access rights, using business-friendly entitlement descriptions.
- **Direct remediation:** Provides managers the ability to change, disable or delete inappropriate access rights, without requiring a provisioning engine.
- **Verify compliance:** Demonstrates compliance with enterprise policy and relevant regulations to auditors, regulators, and other interested parties.
- **Sensitive data and user activity integration:** Enables managers to validate access to sensitive data identified by DLP products, or manage user activity captured by SIEM and other log tools.
- **Interactive tools:** Provides a rich set of tools to collect, filter, sort, analyze and display user access information, including data collected from DLP and SIEM tools (among others.)

ComplianceCourier™ is Courion's access certification and compliance management solution for companies seeking to certify and modify access rights, ensuring that only the right individuals have access to the right resources and are doing the right things with them.

As information availability increases exponentially, the risk that the business may be compromised by users with inappropriate access rights also grows. Reducing the risk associated with unauthorized access and meeting stringent government and industry regulations is a critical security concern in many industries with tangible top- and bottom-line implications for your business.

### Verify Appropriate Access Rights

The core principle of 'least privilege' stipulates that users should not be granted more privileges than necessary to perform their job or business function. Periodic review and certification of which users have access to vital applications, systems and data is essential to ensuring that the organization adheres to this principle.

### Access Certification with Remediation, Not Just Notification

Access certification identifies workers who are over-privileged or who carry undesirable combinations of access rights, but is incomplete without remediation, a necessary step to reducing or eliminating the risk a worker may be tempted to engage in fraud or other unethical activities.

Some identity and access management vendors lack any access certification capabilities. Other niche vendors provide certification with notification or limited integration with 3rd-party provisioning products. This approach generates more effort and delay, resulting in higher cost, reduced service levels, and greater potential for manual errors.

ComplianceCourier is the industry's first access certification product that enables authorized business managers to review and certify user access rights using terminology they understand, and take immediate remedial action when they identify entitlements that are inconsistent with policy or regulatory requirements—without requiring an enterprise provisioning solution.

## A Comprehensive Solution

Effective access compliance requires three elements. First, managers must understand the business context of the user's access rights. Courion addresses this by providing the ability to translate complex, arcane IT entitlements to business terms familiar to line-of-business managers.

Second, the system should limit access review and remediation to only authorized business users. Courion's technology ensures that business users can only review and manage access rights for personnel who are relevant to them from a compliance perspective.

Third, the solution should provide comprehensive, integrated remediation. Other access certification products deliver email notification, create help desk trouble tickets, or integrate with a very limited set of enterprise provisioning platforms, making the remediation process expensive, cumbersome and difficult to manage.

Courion provides remediation capabilities, including sending email notification, creating a trouble ticket or enabling a business manager to directly change, disable or delete inappropriate access rights to any enterprise platform or application, without requiring the deployment of a provisioning platform. Alternatively, if an organization already has a functioning provisioning solution in place, ComplianceCourier can leverage that investment, regardless of who the vendor is.

### Risks of Inappropriate Access

Jérôme Kerviel, a trader at Société Genéralé, used insufficient internal controls to cover up illicit trades, which resulted in the bank losing approximately €4.9 billion.

Abdirahman Ismail Abdi, a terminated auditor at the California Water Services Company, used his access rights to transfer more than $9 million to an account in Qatar.

Kaiser Permanente was fined $250,000 by California regulators after reporting that 23 employees unlawfully accessed the medical records of Nadya Suleman, the so-called "Octomom."

## Sensitive Data Certification and Compliance

ComplianceCourier goes beyond simple certification and remediation by delivering integration with the industry's leading data loss prevention (DLP) products, adding an identity context to the analysis of sensitive data access. If a DLP solution locates sensitive data (e.g. social security number, credit card numbers, etc.) in a document, a manager uses ComplianceCourier's Sensitive Data Manager module to identify users who have access to that information, and can either remediate access to the sensitive data, or formally attest that it is within policy. The combination of identity and DLP enables the business to better understand the risk of DLP-raised incidents and violations and enables the appropriate remediation or attestation actions by the business.

## User Activity and Compliance

ComplianceCourier also gives managers the ability to review user activity through integration with leading user activity repositories, such as security incident and event management (SIEM) tools, enterprise single sign-on log files and application logs. Courion's User Activity Manager module enables business managers to bring a deeper awareness of which users have accessed what resources. This allows them to effectively verify compliance with access policies or flag suspicious user actions—such as significant after-hours activity or unusual transaction volumes—for further action or remediation, based on the identity context provided by Courion. This capability also enables the organization to identify over-provisioned users and avoid paying excess license or maintenance fees on systems that users have access to, but are not using as part of their job.

## Advanced Worksheets and Risk Management Analysis

ComplianceCourier delivers powerful, interactive compliance worksheets that advanced users can manipulate to dynamically sort, filter and group user access data, providing the ability to manipulate large data sets (such as from DLP or SIEM tools) and focus on specific slices of interest.

While the interactive worksheet provides a rich, flexible interface for viewing compliance data and verifying access, it is often desirable to provide end users with a simpler interface that can make it easier to perform specific attestation or reporting functions. ComplianceCourier administrators can customize worksheets to meet end users needs to easily perform review and attestation functions.

Courion also provides advanced analytic charting capabilities. The Advanced Analytics framework includes a web interface that organizes and presents graphical charts and a model for defining charts, dashboards and other graphical tools without requiring any programming.

These features allow organizations to create risk management tools that security operations, compliance managers, and line-of-business managers can all use to quickly and easily monitor and manage user access and activity in order to manage and reduce risk. Sample reports deliver regulation-specific overviews and trending information, such as detecting and reviewing sensitive data violations trends.

## Integrated Solution

ComplianceCourier is a fully integrated component of Courion's Access Assurance Suite™ solution and works seamlessly with RoleCourier®, AccountCourier®, and PasswordCourier® which are used as preventative controls to define, create and manage access rights. Changes to business roles made by RoleCourier, Courion's role management solution, can streamline the access certification process, while PasswordCourier enforces enterprise password policies. Courion customers with AccountCourier, Courion's provisioning solution, use it to create, add or enable user accounts, which can be periodically reviewed and certified by ComplianceCourier.

## Automated Reminders and Workflow

ComplianceCourier determines how frequently employees need their resources and access reviewed, based on corporate policy. It automatically notifies authorized managers, enabling them to review employee access rights and activities and ultimately confirm that the employee's access is appropriate.

If changes to enterprise resources are required, ComplianceCourier can trigger appropriate actions to initiate corrections automatically, either indirectly through email notification or trouble tickets, directly through ComplianceCourier's built-in remediation capabilities or via connectors to third-party provisioning solutions. An audit trail tracks all review and remediation transactions undertaken by managers.

## Improve Compliance and Reduce Costs

Performing access certification and compliance manually can significantly increase the cost of operations, without necessarily improving security and reducing risk. ComplianceCourier reduces the cost and improves the effectiveness of access certification by:

- Allowing business managers, not just IT administrators, to automatically discover, analyze and manage user access rights.
- Enabling business users to utilize their knowledge of the business to review and attest to access rights, using business-friendly descriptions.
- Providing managers with the ability to send notifications or, where appropriate, to directly change, disable or delete inappropriate access rights, without requiring a provisioning engine.
- Demonstrating compliance with enterprise policy and relevant regulations to auditors, regulators, and other interested parties.
- Enabling managers to review access to sensitive data identified by DLP products, or user activity captured by SIEM and other log tools, and take appropriate action.
- Delivering highly interactive analysis tools that managers use to collect, filter, sort, analyze and display user access information, including data collected from DLP and SIEM tools (among others), to define, monitor and manage risk.

## Access Certification and Compliance Management Features

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| **Compliance and Attestation** | Effectively respond to auditor and regulator demands for data demonstrating compliance with corporate policies or key industry and government regulations. |
| **Automatic Notification** | Automatically notify or periodically remind business managers when it is time to confirm user access rights according to company policy. |
| **Designed for Business Users** | Provide security and business managers with a business-friendly view of entitlements to confirm or remediate user access rights. |
| **Integrated Remediation** | Automatically initiate corrective actions, without the need to install a provisioning solution. |
| **Comprehensive Data Integration** | Identify users with access to sensitive data (DLP) or review prior activity (SIEM) to ensure compliance with security guidelines. Identify and remediate segregation of duties violations. |
| **Audit Tracking** | Track and store transactions for audit tracking or forensics analysis. |
| **Powerful, interactive worksheet and graphics capabilities** | User-friendly advanced graphic capabilities and interactive worksheets meet the needs of a wide variety of end-users. |

## Backed by Industry-Proven Services

Courion's Access Assurance Suite is backed by world-class, expert services delivered directly by Courion or by our Certified Solution Partners. Courion's discovery and implementation methodology allows customers to efficiently achieve the desired level of policy automation for their targeted business processes. Courion's unrivaled access and compliance management expertise delivers the strategic services and support required to achieve timely deployments, a process for capturing and tracking measurable results, substantial cost savings, and notable improvements in your company's security and service quality.

## Courion Access Assurance Suite Solution

ComplianceCourier is part of the Courion Access Assurance Suite, which includes:

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| ComplianceCourier™ | Access certification and remediation – ensure that end user access rights comply with corporate policy, industry standards or government regulations. |
| RoleCourier™ | Enterprise role management – define and manage end user roles to automate role creation, provide role lifecycle management, and assign users to one or more roles as part of the provisioning process. |
| AccountCourier™ | End user provisioning – define and implement accounts and access rights to enterprise systems, including operating systems, networks, databases, servers and applications. |
| PasswordCourier™ | Client-based password management, including end user self-service password and profile management. |
| Sensitive Data Manager | Review sensitive data identified by data loss prevention products and approve or remediate user access rights to reduce risk and ensure compliance. |
| User Activity Manager | Monitor and manage access rights for users who may be engaged in risky or unauthorized activity. |

## Technical Specifications

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| **Windows Server** | Microsoft Windows Server® 2003 (Service Pack 1 or higher) OR Microsoft Windows Server® 2008<br>Microsoft XML 6.0 and Microsoft XML 3.0<br>Microsoft Message Queuing | Minimum 3 GB of memory (single server installation)<br>Minimum of 2.0 GHz processing speed (multiple CPUs or multicore CPUs recommended)<br>NTFS formatted disk drive, 80 GB minimum |
| **Web Server** | Microsoft IIS 6.0 or higher on Windows Server 2003 | |

Other requirements may apply, contact Courion for further information.

## About Access Assurance

Access Assurance is Courion's unique approach to access and compliance management that ensures only the right people have the right access to the right resources and are doing the right things. Access Assurance unifies Access Governance, Access Provisioning and Access Compliance even in the most complex, heterogeneous environments. This comprehensive approach increases operational efficiency and transparency, strengthens security, and improves compliance, while delivering the industry's fastest time to value and lowest total cost of ownership. To learn more visit www.courion.com/solutions.

## About Courion

Courion's award-winning Access Assurance solutions are used by more than four hundred organizations and over 9 million users worldwide to quickly and easily solve their most complex identity and access management (password management, provisioning, and role management), risk and compliance challenges. Courion's business-driven approach results in unparalleled customer success by ensuring users' access rights and activities are compliant with policy while supporting both security and business objectives. Courion achieved a perfect score in SC Magazine's Identity Management Group Test, was recognized as a Network Products Guide "Hot Company" and is recognized as an industry leader by leading industry research firms. For more information, visit our website at www.courion.com.

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