imprivata®

Imprivata Identity Governance Management Services

As IT budgets continue to tighten, organizations are seeking ways to optimize IT resources and future proof their technology investments. To do this, leading organizations turn to technical experts from Imprivata that understand their unique needs and are uniquely positioned to provide a hands-on response.

The Imprivata Identity Governance Management Services team is comprised of proactive hands-on engineers and solutions delivery experts that act as a valuable extension of your IT team. With a comprehensive understanding of the Imprivata platform and its supported components, Imprivata Identity Governance Management Services become an integral part of your IT strategy.

Proactive value

The Imprivata Identity Governance team is accountable for being proactive and delivering faster time to value to your organization. Your team should consider Imprivata Identity Governance Management Services if you:

- Experience resource turnover leading to knowledge gaps and lost time due to repeated need to train and ramp up new resources

- Struggle to keep the product current due to competing priorities, resulting in delayed or longer upgrade cycles

- Lack depth of skills across technologies and experts in enterprise-wide IAM initiatives

Benefits of Identity Governance Management services

- Bolster efficiency with a team of technical experts who can remotely administer your Imprivata solutions

- Cover your role, workflow, and dashboard maintenance needs with a single annual subscription agreement

- Supplement your help desk and change control processes with Imprivata expert involvement

- Remove management complexity from your environments with alignment to IT best practices

Trusted IT expertise

The Imprivata Identity Governance Management Services team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with organizations, across all verticals, and integrating Imprivata into the most complex workflows makes them an asset to IT teams that are focused on efficiency, precision, and end user satisfaction.

Focus area	Responsibility
Ongoing role maintenance	Add, modify, or delete roles or entitlements for defined roles.
	Assist with bulk role imports.
Application configuration support	Adjust configurations for existing manual apps.
	Add generic apps that use shared scripting and logic that was delivered as part of implementation.
	Expand to include additional Microsoft Active Directory-aware applications.
	Imprivata OneSign integration (up to 10 per subscription year).
	Deployment of customer-created bridges.
	Work with application owner/SME on validation of functionality of customer-created bridges.
GRC dashboard maintenance	Configure homepages and profiles.
	Setup compliance tasks (some design work required).
	Minor changes for existing reports.
New source trigger workflows	Define additional source feeds and SQL trigger definitions.
	Trigger parsing and file transmission.
1st level support for questions related to error messages	Understanding of implemented architecture and configuration.
	Reviewing error notifications to success or failure.
	Review of source trigger files.
	Review of source trigger translation logic (code review if applicable).
	Basic troubleshooting.
	Escalation and coordination with Imprivata Support if required.

Focus area	Responsibility
Guidance on deployed solution architecture and configuration	Recommends next steps with deployment based on understanding of implemented architecture and configuration.
Bridge development (1 per subscription year)	Delivery of a bridged automation.
	Gather requirements, development, testing, and delivery of the bridge.
	Installation and configuration of additional bridge servers as needed.
	Deployment of bridges.
	Backloading of application accounts data.
Minor version upgrade support	Installation and configuration for up to four (4) minor version releases in a subscription year.
	Bridge server components.
	SQL databases used by Imprivata solution.
	Monitor log directories – log maintenance and cleanup during upgrade.

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Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com

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