

DATASHEET

Identity Governance and Administration Configuration and Management Services

Reduce costs, accelerate value, and maximize your investment by working with our experts



Lasting value from technology investments can only be realized when capacity, consumption, cost, and performance are optimized. Imprivata Managed Services offers flexible and cost-effective subscription-based managed service solutions. Let our team get your identity governance technology investment in place, operating at peak performance, and expanding in impact and value over time.

With Imprivata Managed Services, you gain a strategic partner with the tactical expertise needed to simplify and streamline your identity governance journey – achieving fast and secure role-based and privileged access that empowers your organization to reach its audit, compliance, enterprise security, and resource cost-savings goals.

Proactive value

The Imprivata team is proactive and delivers faster time-to-value to your organization. Your team should consider Imprivata Identity Governance and Administration (IGA) Configuration and Management Services if you:

- Require a team with the right skills, toolset, and process that are proven to deliver successful project outcomes
- Experience resource turnover, leading to knowledge gaps and extra costs and time lost to recruiting, hiring, and training of new resources in essential roles
- Struggle to keep the solution current due to competing priorities, resulting in delays to upgrade cycles, expansion initiatives, and value to your organization

Benefits of IGA Configuration and Management Services

- Bolster efficiency with a team of technical experts who can implement, expand, and 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 risk and complexity from your environments with alignment to IT best practices

Trusted IT expertise

Our team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with a broad array of organizations across industry verticals, and integrating Imprivata into their most complex workflows, makes them an asset to any IT team that values efficiency, precision, and end user satisfaction.

Focus	Responsibility
Technical assessment and technical program planning	<p>Facilitates annual technical check-up and workflow analysis, documents findings, and recommendations.</p> <p>Owns strategic planning to achieve your support, adoption, and expansion goals, and documents the sequence of technical steps and level of effort required.</p>
Provisioning workflow configuration	<p>Configures, tests, and deploys provisioning workflows.</p> <p>Configures rehire logic to support returning employees and nonemployees.</p> <p>Configures custom email notifications to support provisioning workflow (up to two per subscription year).</p> <p>Configures duplicate user handling that ensures clean data within AD and downstream applications.</p>
New source trigger workflows (up to two per subscription year)	<p>Defines additional source feeds and SQL trigger definitions, trigger parsing, and file transmission.</p>
Ongoing role maintenance	<p>Maintains add, modify, or delete roles or entitlements for defined roles. Assists with bulk role imports.</p>
Bridge development (up to four per subscription year) and training	<p>Gathers requirements and design, completes development, testing, and delivery of the bridge and automation.</p> <p>Installs and configures additional Bridge servers as needed.</p> <p>Deploys new bridges in production.</p> <p>Completes backloading of application accounts data.</p> <p>Delivers bridge development training by experienced engineer.</p>
Pre-production support and issue resolution	<p>Triages issues found during validation before promotion to production.</p> <p>Resolves critical issues that would block promotion to production.</p>
GRC dashboard maintenance	<p>Configures homepages and profiles.</p> <p>Sets up compliance tasks (some design work required).</p> <p>Minor changes for existing reports.</p>
Provisioning workflow enhancements (one every six subscription months)	<p>Designs proposed enhancements to existing workflows.</p> <p>Configures approved workflow enhancements.</p>

Focus	Responsibility
System upgrades	Installation and configuration for up to four minor version releases, or one major version release per subscription year.
Continuing education	Access to monthly remote product deep dive training sessions. Two licenses for the Imprivata online Learning Management System. Two seats per year in any Imprivata regional administrator certification course. Up to two annual Imprivata recertification exams included.



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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