

Imprivata Identity Governance Management Services

As IT budgets across healthcare become constrained, 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 healthcare IT expertise

The Imprivata Identity Governance Management Services team has thousands of hours of expertise managing Imprivata solutions. Their experience partnering with numerous healthcare organizations 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
	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



Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

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

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