



Privileged Access Management (PAM) Services

Ensuring your most sensitive credentials are kept secure and closely governed

Companies face numerous challenges in the ever-growing risk landscape:

- **Lack of centralized approach to securely storing, protecting, governing and managing** the most sensitive credentials both human and non-human.
- **Lack of policies or standards** that define requirements for protecting and managing privileged accounts.
- Inability or **lack of formal process** to rotate service accounts or other application/system credentials.
- **Improper storage of credentials** by admins using spreadsheets, file shares or databases, or high-risk processes run by RPA bots using credentials managed by the RPA platform.
- **Inability to manage privileged credentials** used in the DevOps pipeline.
- **Inability to adequately manage local admin rights** on servers and workstations.


How Protiviti Can Help


Protiviti's end-to-end services to mature client's privileged access security include:





- Development of PAM program (e.g., policies, standards, risk model, procedures, training).
- Privileged account discovery and risk assessment
- Health check of PAM tool install to ensure proper foundation before expanding usage.
- Development of strategy and roadmap to mature PAM program.
- Plan strategic and tactical approach to the rollout of the PAM tool, including features and functionality to support, enable and secure the organization.
- PAM solution technical design and architecture.
- PAM tool installation, upgrade, enhancements and optimization.
- Integration with third-party applications and services.
- Execute and implement communications, trainings and procedures for new PAM implementation.
- Managed services offering for ongoing management of PAM tool and program.
- Remediation and continuation of onboarding of accounts into PAM tool.
- Implementation of additional PAM solution integrations.

Business Outcomes

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A comprehensive analysis of the current state of your organization's privileged access capabilities, defined in terms of benchmarking and maturity objectives.
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A privileged access governance program based on real and actionable data from your environment.
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An actionable, phased roadmap focused on actual needs to "move the needle" and improve management of privileged accounts over time.
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A deployed or enhanced PAM solution to protect key, high-risk privileged access.

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The Protiviti PAM Methodology

Protiviti's PAM Methodology helps customers better manage privileged access, spanning across human and non-human static and ephemeral credentials, and on-prem and cloud assets.

Component	Description	Process Areas*
1 Discovery	Identify, detect and document privileged accounts	<ul style="list-style-type: none"> Onboarding Detection Account inventory Definition
2 Credential Management	Protect, control and maintain privileged credentials (passwords, secrets)	<ul style="list-style-type: none"> Session management Credential lifecycle Account review Entitlements review Request Credential (secrets) repository
3 Monitoring and Resiliency	Respond to incidents and mitigate threats	<ul style="list-style-type: none"> Forensics/recording SIEM Automated detection Incident response Event identification
4 Governance	Lead, educate and continuing Support	<ul style="list-style-type: none"> Application inventory Risk prioritization RACI Service model Standards

*Protiviti process areas are mapped to NIST 800-53, NIST CSF, ISO 27001, ISO 27002, COBIT 5, HITRUST, HIPAA, Cloud Controls, CSC, PCI DSS, and FFIEC.



Client challenge

One of the largest U.S. insurance providers requested a PAM assessment and 3-year PAM roadmap to build a “gold standard” PAM program that met board-level obligations. Additionally, the client needed assistance with aligning PAM tool practices with broader PAM strategy and remediating existing privileged accounts to apply a risk-based approach for managing passwords and governing access.



Solution delivered

Assessed the client's PAM environment against Protiviti's PAM Framework to identify gaps, target state and a roadmap. Conducted assessment of current PAM tool environment. Augmented current PAM tool implementation with improved design for grouping and managing passwords and building additional plug-ins for multiple account platforms. Developed and implemented approach to compile risk information for existing privileged accounts.



Business results

Identified 40 gaps across five focus areas for remediation. Developed three-year roadmap with two workstreams and seven total projects. Enhanced PAM governance with development of PAM standard, RACI and service model. Improved security and health of PAM tool installation. Remediated 2,000 accounts as part of new PAM tool design. Met board obligation to onboard AS400, RACF and SAP privileged accounts.

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