

# Simplify, Integrate and Safeguard Your Business with Secure Web Business Enablement

## CA Identity and Access Management (IAM)

Identity Lifecycle Management  
Secure Web Business Enablement  
Server Resource Protection

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## Secure Web Business Enablement

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CA SiteMinder® Web Access Manager

CA Federation Manager

CA SOA Security Manager

CA Identity Manager

The CA approach to Secure Web Business Enablement addresses the critical need for automated tools that can centrally manage your Web users and their access to Web applications, portals and services. We can help you to dramatically expand business opportunities through more rapid and secure Web-based application deployments. CA solutions for Secure Web Business Enablement are major components in the CA Identity and Access Management (IAM) suite of modular, integrated and scalable solutions.

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## Overview

Modern organizations are aggressively expanding the number and type of Web applications and services provided directly to customers, partners and employees. New Web-based services can boost revenues and reduce costs. But organizations often manage user identities and their access privileges in individual applications and systems, making it difficult to securely manage their growing Web investments. Ultimately, this siloed security approach leads to higher costs, increased security risks and an inability to meet changing business needs.

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## Benefits

A simplified Web-based identity and access management method that enables secure access to your organization's Web applications, portals and services can help you reduce cost and complexity. Our approach to Secure Web Business Enablement provides solutions that automate, delegate and centralize your key processes and services, such as user administration, access policies, auditing and compliance. These solutions also help your organization to improve operational performance and agility by enhancing the reach, quality, and security of your relationships with all Web users.

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## The CA Advantage

We help your organization to quickly and confidently roll out new Web applications and services by providing you with solutions that effectively manage users and their access to your Web applications, portals and services. With a robust security management infrastructure in place, your organization can pursue performance and growth objectives while also strengthening regulatory compliance and IT security. Designed as part of CA's vision for Enterprise IT Management (EITM), these solutions can help unify IT and simplify the management of complex computing environments across your enterprise.

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## Building a Secure Foundation for Web Applications, Portals and Services

Organizations today face two seemingly contradictory imperatives. In order to boost performance and revenues, they must expand their reliance on the Internet and Web applications that connect them with their customers, partners and employees. The competitive advantage often goes to organizations that can quickly deploy new Web applications and services. On the other hand, an organization that opens up its systems to potentially millions of users inside and outside the enterprise also exposes its applications, networks and data to significant risks, which can jeopardize the whole organization. In fact, a recent study found that the percentage of data breaches involving external partners such as customers or suppliers has jumped dramatically in recent years. The study found that 39 percent of data breaches in 2007 involved business partners, an increase from just 8 percent in 2004.<sup>1</sup> In most instances, the data breaches went undetected for months. Many organizations, fearful of attacks and damaging data breaches, accidental or otherwise, believe they must choose between securing the enterprise and enabling user-friendly, business-driven Web access.

This security challenge can usually be traced to a lack of centralized or automated controls. Organizations traditionally have managed user entitlements and access policies as part of each individual application or system. This fragmented approach, though cumbersome and manually intensive, worked reasonably well when the number of users and systems was relatively small. There has been an explosion of online users and applications over the past 5-10 years. Organizations are finding it nearly impossible to manage, control, and audit their users, particularly Web users, with the precision needed to ensure security, meet the needs of the business or satisfy regulatory requirements. This task is further complicated by the increasing stringency of laws and standards, such as the Sarbanes Oxley Act, and by the multiplying numbers and types of systems and applications that require compliance-related controls.

What are the consequences of using outmoded approaches to manage identities and access, particularly on the Web? First, organizations cannot provide swift or efficient application access to users, who as a result, may be driven to alternative, more expensive channels or, even worse, to competitors. Second, organizational performance is hampered because the IT organization cannot respond quickly to changing markets and business needs. Deployment of compelling new approaches and technologies, such as Service Oriented Architectures (SOA) and Web services, also is slowed by inadequate security readiness. Such organizations also face higher administrative costs, especially for those related to security management and regulatory reporting.

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<sup>1</sup> "2008 Data Breach Investigations Report," Verizon Business, June 2008.

Clearly, organizations want to avoid these pitfalls. To do so, they need systems and processes that ensure security but do not stand in the way of organizational initiatives. In high-performing organizations, Web security management happens reliably and quickly, facilitating rather than hindering deployment. Such organizations simultaneously:

- Optimize and personalize the user experience
- Control user access to Web applications and services in compliance with organizational policy — letting the right people in and keeping the wrong people out
- Simplify compliance reporting
- Deploy applications more quickly and yet securely, consistent with the needs and risk tolerance of the organization

An organization, of course, must be able to implement the necessary technologies and processes affordably and at a pace that supports other organizational plans and objectives. When such capabilities are firmly established, the organization achieves both security and agility — and accelerates growth.

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## A Comprehensive, Integrated and Modular Approach to Managing Security on the Web

You can obtain the broad range of capabilities that you need for cost-effective Web security management with CA's product set for Secure Web Business Enablement. CA's integrated, modular products allow your organization to select the tools that target specific areas of need. The modular approach also enables you to implement the solutions in phases or in full, depending on budgets and strategy. CA SiteMinder® Web Access Manager (CA SiteMinder WAM) provides the essential foundation for user authentication management, single sign-on, authorization, and centralized auditing and reporting. Your organization can then build upon CA SiteMinder WAM with complementary CA products that integrate seamlessly as a comprehensive Web security management solution.

Once in place, CA solutions can help you open the door to a multitude of new opportunities. Your organization can rapidly deploy new Web applications and services and bring new users on board quickly and efficiently. Below are the major components of CA's product set for Secure Web Business Enablement.

### CA SiteMinder Web Access Manager (CA SiteMinder WAM)

CA SiteMinder WAM is the primary starting point for building effective Web security management systems and processes, delivering these key capabilities:

**SINGLE SIGN-ON** Eliminates the challenge of multiple user logins with a single sign-on capability that provides seamless access across multiple diverse Web applications, portals and security domains.

**AUTHENTICATION MANAGEMENT** Provides unified authentication management that helps you to ensure the right level of security across the Internet, intranet users and applications. For example, high value applications can be protected by stronger authentication methods while lower value applications can be protected by simpler user name and password approaches.

**CENTRALIZED, POLICY-BASED AUTHORIZATION, AUDIT AND REPORTING** Centralizes the access management for customers, partners and employees across your enterprise's Web applications. This eliminates the need for redundant, application-specific security logic and provides a lower cost approach that can provide you with the ability to meet governance and compliance requirements.

**ENTERPRISE MANAGEABILITY** Provides management tools that give security personnel the ability to monitor, manage and maintain an enterprise-scale deployment more efficiently, including the management of development, test and production environments. These management tools include: unattended installs, operational monitoring, rolling upgrades, centralized Web agent management, security policy migration and security zones.

**SCALABILITY AND RELIABILITY** Scales to meet enterprise-wide security requirements, thus helping ensure your organization's ability to handle growth, including growth from acquisitions or partnerships. CA SiteMinder WAM delivers significantly higher transaction rates, reliability and manageability than do alternative solutions, as demonstrated by both independent testing and real-world deployments.

CA SiteMinder WAM effectively controls who is able to access which applications and under what conditions, while simultaneously enhancing the users' online experiences and simplifying security administration. CA SiteMinder WAM also eases regulatory compliance with its round-the-clock monitoring, policy enforcement, and reporting of online activities, user privileges and security policies. Recognized for having the most advanced security management capabilities and enterprise-class site administration, CA SiteMinder WAM can scale to support tens of millions of users and thousands of protected applications.

### **CA Federation Manager**

CA Federation Manager enables your organization to rapidly implement and manage federation partnerships to take advantage of the reduced costs and new business opportunities that come from letting business partners automatically, but securely, access each other's applications.

The key capabilities of CA Federation Manager are:

**AUTOMATED ADMINISTRATION OF PARTNERSHIPS** Designed to make the setup, testing, and management of multiple federation partnerships fast and easy.

**BROAD FEDERATION STANDARDS SUPPORT** Provides out-of-the-box support for multiple federation standards, including SAML, to enable you to federate easily with a wide range of external partners and internal business units.

**FLEXIBLE DEPLOYMENT OPTIONS** Offers you a choice of deployment approaches. You can choose to deploy CA Federation Manager in a stand-alone mode for rapid installation or in conjunction with CA SiteMinder WAM if combined identity federation and Web access management is desired.

**PARTNER END POINT INCLUDED** For every CA Federation Manager partnership licensed, CA includes an unlimited user CA Federation Manager End Point. You can provide this to your partners who are not otherwise federation enabled to allow them to federate back to you.

**ENABLES BOTH IDENTITY PROVIDER AND SERVICE PROVIDER FEDERATION ROLES** Enables you to function as either an identity provider (as the user's home site), a service provider (to receive remotely authenticated users), or both, as appropriate for a given partnership.

**SINGLE SIGN-ON AND SINGLE LOGOUT** Provides both single sign-on (SSO) and single logout (SLO) functions across federated security domains.

**RELIABLE PERFORMANCE** CA Federation Manager is built using proven CA SiteMinder® Web Access Manager technology and thus is well positioned for large scale enterprise use.

### **CA SOA Security Manager**

As organizations expand their use of SOA-based architectures and XML-based Web services, many are deploying CA SOA Security Manager, which secures access to services by inspecting the security information contained in the XML requests. The key capabilities of CA SOA Security Manager are:

**CENTRALIZED SECURITY POLICY ADMINISTRATION AND ENFORCEMENT** Enables the administration and deployment of an enterprise security service that is external to the Web services themselves, and thus can be created and changed independently of these services. This abstraction of security from the application services avoids the cost, inflexibility and risk of security silos.

**HETEROGENEOUS TECHNOLOGY SUPPORT** Provides comprehensive, heterogeneous support of SOA/WS IT infrastructures with a wide range of SOA agents (policy enforcement points, or PEPs) that can be installed within the service containers. Together with a SOA proxy gateway, they can centrally secure practically any SOA/WS enterprise deployment.

**CONSISTENT SECURITY ENFORCEMENT** Provides an integrated solution enabling policy-based security enforcement both at the edge, in the DMZ via proxy-based gateway/firewall functionality of the SOA Security Gateway, and from within the service containers at the last mile via SOA Agents.

**PREVENTS XML THREATS** Provides true enterprise-level security for SOA/WS that are exposed externally, keeping specialized XML threats out while also controlling access for legitimate service clients.

**AUTHENTICATION AND AUTHORIZATION** Provides fine-grained authorization policies in which access policy decisions are based on elements within the XML message and on attributes that are stored in the corporate directory about the requester.

**SCALABLE AND RELIABLE** Provides load balancing, fully tunable two-level caching, agent, policy server and user store replication and automatic failover to deliver high availability and reliable security, even in high transaction environments.

CA SOA Security Manager can be used as a stand-alone service or in conjunction with CA SiteMinder WAM to protect traditional Web applications and Web services from a single security infrastructure.

### **CA Identity Manager**

When used to administer Web users, CA Identity Manager provides automated (including self-service) identity lifecycle management services for users of Web-based systems. These management services begin at creation and modification and continue through eventual deletion or suspension of user accounts, entitlements and credentials.

The key features of CA Identity Manager for Web users are:

**USER SELF-SERVICE** Enables users of Web-based applications and services to resolve identity-related issues on their own (such as forgotten passwords, password resets, and requesting access to new applications), decreasing their dependency on IT staff or the help desk. This frees your staff in these departments to focus on more strategic initiatives and reduces organizational costs across your organization.

**DELEGATED ADMINISTRATION WITH CENTRALIZED CONTROL** Reduces overall IT costs by enabling you to delegate the administration of certain Web users to the organization that owns them. Your business partners or other business units can manage their Web users, thereby significantly reducing the burden on your IT staff.

**INTEGRATED WORKFLOW** Allows automation and enforcement of user administration processes and provides a customizable platform to support the unique way your organization conducts user administration for each of your user communities.

**INTEGRATION** CA Identity Manager serves as a central engine to drive your processes across multiple user stores and directories, thus providing a centralized system that can manage your Web users' identities wherever they are stored.

**AUDITING AND REPORTING** Features out-of-the-box reporting and auditing of all user administration related events. These reports can be used to satisfy both internal and external auditors and to provide improved control and governance.

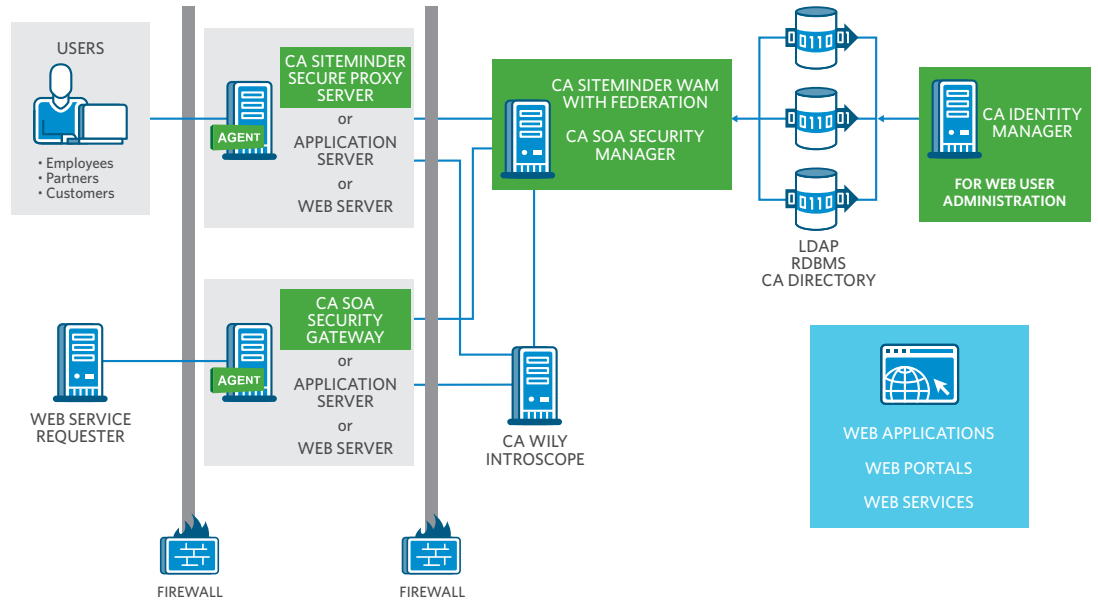
Using CA Identity Manager to manage the lifecycle for Web-based users and their credentials and entitlements provides an excellent complement to managing those same users' real-time access to Web applications with CA SiteMinder WAM.

*CA SiteMinder Web Access Manager automates and centralizes security management, allowing your organization to control access to Web-based applications, portals and services that are deployed both internally and externally to partners, customers, or other third-party service providers.*

FIGURE A

CA Solutions for Secure Web Business Enablement provide a comprehensive yet modular Web security system.

CA SOLUTIONS FOR SECURE WEB BUSINESS ENABLEMENT



## Reduce Costs, Strengthen IT Security, and Increase Business Opportunities

Inefficiencies can often result when security policies are maintained in individual applications or systems, leading to inadequate and unproductive security and business management. CA's solutions for Secure Web Business Enablement can address this type of situation with our comprehensive, integrated and modular approach. Our solutions provide you with automated and secure Web identity and access management and give your organization a granular view of user access privileges across multiple platforms and systems.

With CA's solutions for Secure Web Business Enablement, your organization can:

**REDUCE COSTS** Cut administrative costs by reducing the security burden on users and thus the burden on the help desk caused by lost or forgotten credentials. Similarly, you can reduce redundant security-related application development and maintenance costs. One CA customer, a major telecommunications company, has saved approximately £15 million since 2004 by implementing a CA solution for Web identity and access management.

**STRENGTHEN SECURITY AND MITIGATE RISKS** Reduce the risk of unauthorized access to critical resources and sensitive information, protecting the content of an entire Web portal or set of Web applications. Centralized security enforcement, user administration and strong security for the security system itself means that there are no holes left open.

**EASE GOVERNANCE & REGULATORY COMPLIANCE** Centralize security policy management, enforcement, reporting and auditing to support compliance with organizational policies and IT impacting regulations.

**INCREASE BUSINESS OPPORTUNITIES** Securely deploy Web applications and services more quickly to multiple user communities, thus increasing opportunities to expand business and enhance revenue. In particular, CA's identity federation and SOA/WS security capabilities can enable your organization to improve collaboration with partners, further enhancing relationships to increase revenue, manage costs and mitigate risks.

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## The CA Advantage

CA's comprehensive, integrated, and modular solutions for Secure Web Business Enablement provide your organization with the tools necessary to build a Web security system that best fits your unique needs and priorities. Deployed separately, the individual CA products can address specific problems or help organizations achieve specific goals related to security management. But deployed together, they provide a comprehensive, unified solution that creates a new level of security and flexibility.

Many of the world's largest businesses and government agencies deploy CA solutions for Secure Web Business Enablement because of their unique ability to:

- **Support Heterogeneous IT Systems** CA solutions can manage hundreds of different types of platforms, Web infrastructures, enterprise applications and directories, while efficiently securing the tens of millions of users employing those systems.
- **Scale for Both Users and Security Administrators** CA solutions accommodate rapid growth in both numbers and types of Web users and applications while maintaining high standards in availability, reliability, performance and overall efficiency of security management.
- **Deliver Deep Functionality** CA solutions provide unprecedented levels of functionality that not only ensure robust security but also streamline auditing and compliance reporting, improve user productivity, and enhance visibility into user identities, accounts, credentials and entitlements.

Your organization can respond rapidly to changing market and business needs with CA's solutions for Secure Web Business Enablement. You will be able to deliver new applications swiftly to customers, partners and other business users with confidence that applications and data will remain protected.

CA's solutions for Secure Web Business Enablement are major pillars supporting the CA Identity and Access Management (IAM) solution. They combine with solutions for Identity Lifecycle Management and Server Resource Protection to provide identity and access management across applications and platforms, including legacy, distributed and Web environments, for users both inside and outside the enterprise. CA's comprehensive, integrated, and modular approach to IAM can address many challenges or requirements.

### *The CA Advantage: Security and Agility*

CA's vision for enabling this higher level of management control is Enterprise IT Management (EITM). EITM is a dynamic, secure approach that integrates and automates the management of information technology applications, databases, networks, security, storage and systems across departments and disciplines to maximize the full potential of each. CA's comprehensive portfolio of modular IT management solutions helps you unify IT and simplify the management of complex computing environments to better manage risk, costs and service, and help ensure that IT meets the business needs of your enterprise.

CA supports a complete approach to Secure Web Business Enablement by supplementing technology with comprehensive services and educational offerings. CA Services has the experience and proven methodologies needed to help you implement secure Web-based identity and access management in a way that delivers rapid results now and into the future. CA Education offers training courses on CA SiteMinder WAM, CA Federation Manager, CA SOA Security Manager and CA Identity Manager with the ability to customize the right training plan to meet your specific needs.

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## Next Steps

Consider the following when analyzing your Secure Web Business Enablement needs:

- Are your security systems and processes getting in the way of your business, as opposed to enabling it?
- Have you automated and centralized your processes for managing the access rights of internal and external users of your Web-based applications and services?
- Can you monitor these users and audit your processes with the granularity needed for compliance reporting?
- Do you want greater assurance of a Web user's identity than that provided by user IDs and passwords alone? How will you manage this if you do?
- As you leverage the Internet to deliver critical applications, are you able to create both a seamless and secure user experience?
- Are your users asking for reduced or single sign-on to applications?
- Can you securely manage your organization's evolution to a Service Oriented Architecture and Web services for application development?
- Would you like to reduce the time and costs associated with managing users and deploying new applications to the Web?

Contact CA today to find out how our approach to Secure Web Business Enablement can enhance business performance by enabling you to manage access — securely and reliably — to all your Web applications and services for your customers, partners and employees.

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To learn more, and see how CA software solutions enable organizations to unify IT and simplify the management of complex computing environments for better business results, visit [ca.com/security](https://ca.com/security).

CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.

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Learn more about how CA can help you transform your business at [ca.com](https://www.ca.com)

