Lesson's From the Granddaddy of Federation

A SAML Centric Discussion

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What You are Going to Hear About Today

> Mostly topics on ongoing innovation (futures)

- Multi-Community Identity Federation

- Panels on trends & interoperability needs

- Role of identity-enabled Web Services in the Cloud

- Bridging OpenID & SAML

> Don't forget your history!

Lessons from Your Grandfather

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**Grandfather SAML
Born – 2000?
Baptized - November 2002 by OASIS**

Agenda

> Observations on business of SAML – Matthew Gardiner

> CA's SAML-centric federation case study – Bill Taub

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Why was SAML Created?

> To solve a pretty narrow problem

- Standards-based browser-federation (Internet SSO) between enterprises
  - Previously orgs. accomplished using custom approaches
- Lightly synchronize security, while easing usability in B2B relationships
  - User shouldn't be bothered with how/where an application is deployed
- Primarily between two <u>closely aligned</u> organizations
- Without the user's knowledge (or really caring)
  - IT's version of "Don't ask, don't tell"

What Have We Learned?

> ## Standards/Specifications move much faster than "real life"

- SAML federation adoption is now in early-mainstream adoption
- ~>1000 organizations doing this now
    - Maybe 1/3 of those who will do it with SAML

> ## Technology is the (relatively) easy part

- More challenging
    - Awareness/confidence, experience, enterprise trust, contracts, coordination, IT management, business drivers…
- Liberty Alliance testing is/was important as it proved interoperability
    - This must be a part of every standard
- Beware requiring the users to understand or change

What Have We Learned?

> ## Simplicity is critical

- Beware of writing specification to cover all/edge use cases
  - Makes things too complex & impacts interoperability

> ## Identity federation is just a portion of the IAM story

- Part of the identity continuum
  - Proofing, authentication, authorization, provisioning, self-service, auditing…

> ## SAML SSO is a great way to get ready for the future

- What are SaaS/Cloud, Web services, SOA?
  - Systems which require cross-domain, identity-enabled security?
    - SAML federation is a "simple case" of this

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CA's Own SAML Federation Story

Web-Based Training
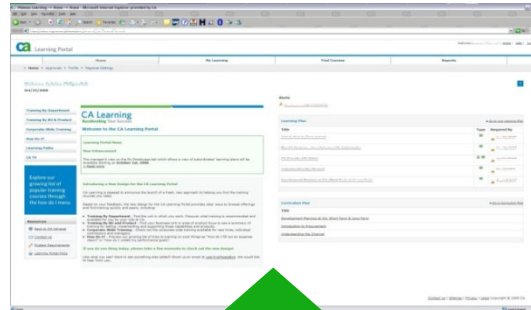
SalesForce.com

CAintranet.com

Employee Rewards

Authenticate Here

CA: At-a-Glance

Company Overview
- **32 years successfully delivering software & services to optimize IT performance**
- **30k+ customers; 1k+ where CA works with and/or supports SAP landscape**
- **5th largest independent software vendor**
- **4.4bn LTM billings; 3.4bn LTM revenue**
- **700m annual R&D investment**
- **Global Business Transformation Underway**

Global Organization:
- **Headquarters: Islandia, NY**
- **150+ offices; ~14k employees; 50% mobile**

Technology
- **27k+ PCs; 40k+ network devices**
- **1300+ production servers**
- **Linux, UNIX, Windows**
- **680+ Applications**
- **4 IBM Mainframes, 20+ LPARs, 15k MIPs**
- **1500+ voice/data circuits**
- **150+ phone systems**
- **300+ routers, 465+ switches**
- **400 TB array storage**
- **Using bespoke & packaged applications**
- **Using Outsourcing and SAAS solutions**

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CA in 2005

Issues:

- One or two federations with third parties
  - Using proprietary schemes & legacy technology
- No centralized infrastructure for Web authentication/access management
- CA Acquired several companies
  - Needed to provide a seamless experience to our customers

Business Driver

- CA invested to unify the customer support experience
  - Took this as opportunity to establish a WAM solution that could be extended to other applications at CA
    - Of course used our home cooking – CA SiteMinder & CA Federation Manager

CA in 2009

Current Status:

> Single WAM/Federation infrastructure to manage access to internal & external/federated applications

> Learned lesson from deployment of outsourced learning management system

> Outsourcing is a key IT strategy to reduce costs or enhance services
  - SAML federation is a key enabler of this
  - ~30 federations in production & development

> Federation is <u>portion</u> of IAM strategy
  - Should not be treated as a standalone security management issue

Final Thoughts

> Leverage SAML to federate user identity

  ▪ SAML is proven, interoperable, and secure

> Push your IT partners to use SAML

  ▪ We have found this becoming easier over the last couple years

> Fits perfectly into SaaS/Cloud movement

  ▪ Both offering & consuming services

> Challenge - cross-enterprise collaboration leveraging social networking tools

  ▪ Control/governance/security .vs. Ease-of-use

Thank You