

# Balancing IAM-Related Business and Security Requirements that Satisfy Leadership

*A large company contracted TrustedSec to perform a penetration test to evaluate the security of network infrastructure. Upon review of the technical report findings, the client partnered with TrustedSec again to develop the framework required to successfully implement the desired Identity and Access Management (IAM) process and further mature their Information Security program.*

## Challenge

Leadership was concerned that an actual motivated threat actor would be able to easily breach the organization's systems, leading to both tangible as well as intangible negative business impact. At the same time, there was concern about balancing security and the user experience. In addition, there was intense pressure on the security team since it was the second time the same findings were discovered during a penetration test.

To move quickly, the company needed high-level as well as detailed tactical guidance and hands-on assistance to ensure all options have been properly vetted and weighed against potential ease-of-use, financial, and productivity issues associated with the options. There were also several specific challenges identified during the initial penetration test.

Upon navigating the company's Windows infrastructure, TrustedSec technical teams were able to access and crack 96% of passwords identified on the network. This discovery meant that flaws in the current process would need to be fully evaluated before implementing the IAM process. With an IAM process in place, the company would have stronger controls over who can access data as well as a defined support structure for regulatory compliance requirements.

## PERSONNEL PROFILE



**Engagement Lead:** Rockie Brockway,  
Practice Lead, Office of the CSO

Rockie leads the Office of CSO team at TrustedSec with 25 years of experience in IT and Information Security. Through an understanding of business needs in relation to protecting business critical data (brand protection), he assists organizations in achieving their desired business outcomes.

### Solution

The issues were broken down into four (4) sub-projects, including the implementation of multi-factor authentication (MFA), the review of storage of privileged account information, identification of insufficient password policies and account controls, and assisting in the deployment of a Privileged Account Management (PAM) process.

TrustedSec worked with representatives of multiple teams to get a high-level understanding of the needs relating to the IAM process. Specific areas of focus were determined and a plan to address deficiencies was established.

The engagement was set to run over a six-week period, with each of the sub-projects scheduled so that any urgent action items could be addressed and remediated while other testing was conducted. The approach of conducting multiple projects in parallel satisfied leadership's request for immediacy.

### Key Benefits

In this engagement, TrustedSec helped not only prioritize the requirements and next steps related to each of the four (4) IAM sub-projects, but also provided the client with a number of options in balancing the IAM-related business and security requirements with user experience and productivity. Additionally, by running the four (4) IAM sub-projects in parallel, TrustedSec helped ensure that critical security findings were addressed quickly and professionally, satisfying leadership requests.

### ENGAGEMENT BREAKDOWN



#### **Project 1: Multi-Factor Authentication (MFA) Implementation**

Reviewed and assessed various options and assisted in the architecture of an enterprise MFA solution

#### **Project 2: Privileged Account Information Storage (PAIS) Review**

Defined appropriate privileged account features and configurations to the existing PAIS architecture

#### **Project 3: Identification of Insufficient Password Policies and Account Controls**

Documented and tailored policies based on the recommendations

#### **Project 4: Privileged Account Management (PAM) Process Deployment**

Defined the plan broken down by effort, timeframe, priority, and estimated costs, and supported the full rollout of the solution

### About TrustedSec

TrustedSec is an information security consulting team at the forefront of attack simulations with a focus on strategic risk-management. Our goal is to help organizations defend against threats of all kinds and change the security industry for the better.

With a team handpicked not only for expertise and technical skill, but for ethical character and dedication, TrustedSec is committed to increasing the security posture of organizations around the world.