

ENHANCING THE CONSTITUENT EXPERIENCE

*Identity Management for Associations
and Non-Profits*

Speaker Intro Slide



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ASSOCIATIONS AND DIGITAL TRANSFORMATION

Associations and Nonprofits are trying to...

1. Improve security posture
2. Maintain stability through formal governance and change management
3. Deliver a unified experience for their constituents
4. Address the Build vs Buy question for enterprise IT solutions

THE EFFECT OF SILOES

What causes siloes in Associations and Non-Profits?

Data – applications often have siloed user data, non-standard management of data, and no link back to a centralized user profile

Constituent Experience – decentralized user preferences, lack of standard, supported technologies, and inconsistent user journeys and branding across systems

Security – weak and non-standard authentication practices, an inability to centrally view user authorizations (who has access to what), and inconsistent logging and monitoring for multiple profiles for the same user

How can we overcome these siloes?

Explore a strategic approach to plan, build and run IAM in your digital transformation journey

Leverage commercially available IAM solutions to improve your organization's security posture and constituent user experience

Institute best practice models for management in a complex, integrated Constituent IAM program

BEST PRACTICES

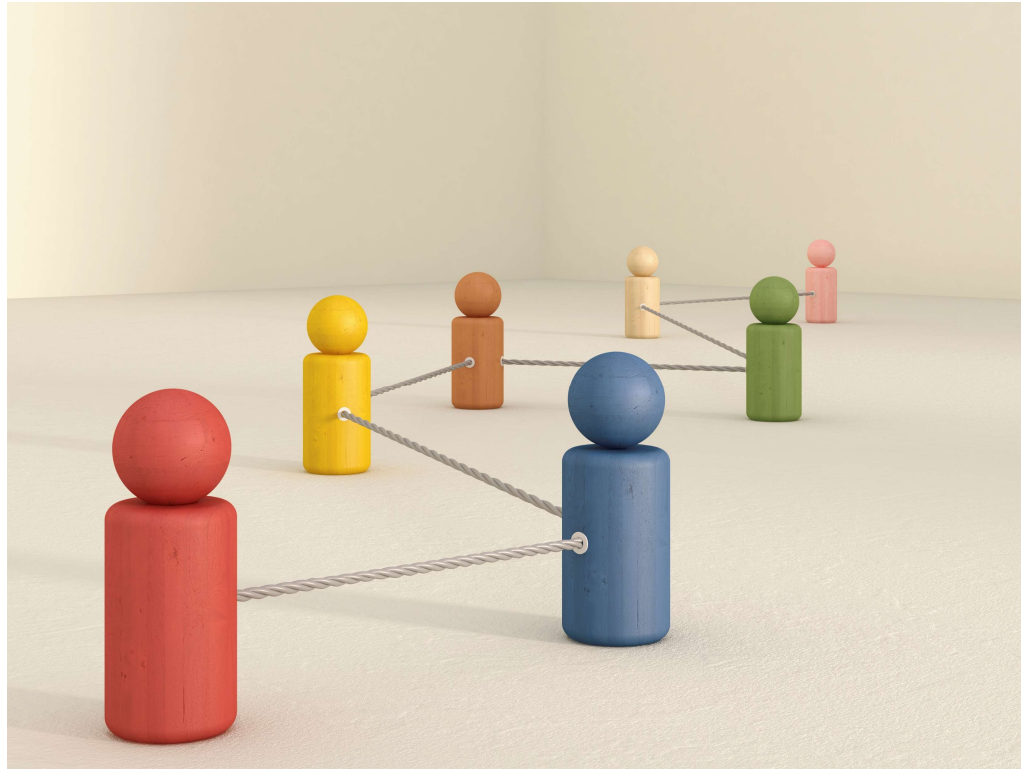
1. Create a “Golden Record” for identity structure



2. Maintain a single identity for each user



3. Leverage delegated administration



4. Harden authentication



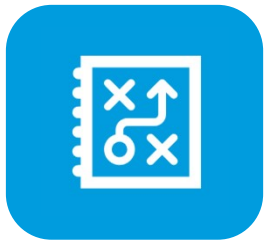
5. Consistent user journeys





SUCCESS STORY

The Challenge



IAM Strategy



Cyber Insurance

Fulfill cyber insurance requirements by applying multi-factor authentication (MFA) controls to the most privileged users in the environment



Identity and Authentication

Retain iMIS as source of truth for user account management
Provide single sign-on for over 6,000 users to various organizational applications



End User Experience

Minimize disruption to end user daily processes
Enable self-service and access to business applications in one place

The Benefits



Reduced organizational overhead

Allows users to manage their account within Okta, including password resets and multi-factor authentication enrollment, reducing impact on your service desk



Less identity sprawl and simplified management

Single sign-on results in consolidated credentials and allow users to sign into multiple integrated applications with a single password and reduced number of logins throughout the day.



Enhanced Security

Achieve requirements set forth by cyber insurance companies around multi factor authentication for the most privileged and critical user personas

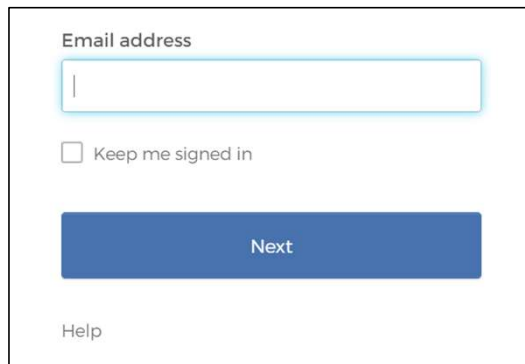


Retain iMIS as the Trusted Source

Processes are uninterrupted as user management resides within the master source of data, integrating with Okta to provide access to applications – 360 degree view of users from iMIS

Okta User Experience

Users login to Okta with a single credential and view all their accessible applications on the Okta splash page. Upon authentication to iMIS, they are presented with a role picker if they have access to multiple roles and/or chapters.



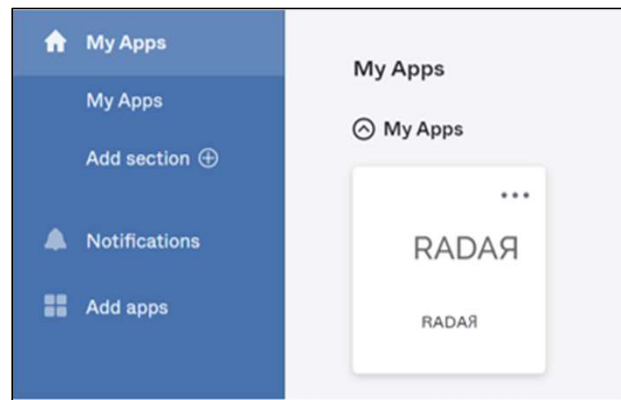
Email address

☐ Keep me signed in

Next

Help

Okta user login screen



Okta application splash page



Select Chapter

ADMINISTRATOR

Aspire Bakeries

Aspire Bakeries

iMIS Chapter Picker

CALL TO ACTION

What can you do next?

Book a demo

- email me at ben.doud@rsmus.com

Contact our Cybersecurity consulting team

- <https://rsmus.com/services/risk-fraud-cybersecurity.html>

Connect with us on LinkedIn and at Identiverse!

- <https://www.linkedin.com/in/jimmcdonaldpmp/>
- <https://www.linkedin.com/in/bendoud/>



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