LSZ CIO Congress 2023
CIAM Decisions Workshop

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Der Marktführer im Identity and Access Management

#IAMExcellence mit dem besten Team und erstklassigen Technologien

iC CONSULT

Wir sind dort wo Sie sind

Standorte in Europa, Amerika und Asien

Unsere Standorte in Bulgarien, Indien und China bieten Near- und Offshore-Möglichkeiten

19 Büros

Global & lokal

- Kanada
- United States
- United Kingdom
- Spanien
- Frankreich
- Belgien
- Schweiz
- Deutschland
- Österreich
- Bulgarien
- Indien
- China

iC Consult in 2023

#IAMExcellence in Zahlen

450+
Aktive Kunden

800+
Mitarbeitende

30+
Partner

Mature Portfolio in IAM Technology

Our Technology Portfolio Covers All Building Blocks of IAM

IAM Program Governance

Identity Governance & Administration (IGA)

Access Management

API Management & Security

Identity Orchestration

DevSecOps

Modern IAM Solutions

Zero Trust

Multi-Factor Authentication

Internet of Things

Customer Identity & Access Management (CIAM)

Business Partner IAM

Privileged Access Management (PAM)

Raiffeisen Bank International

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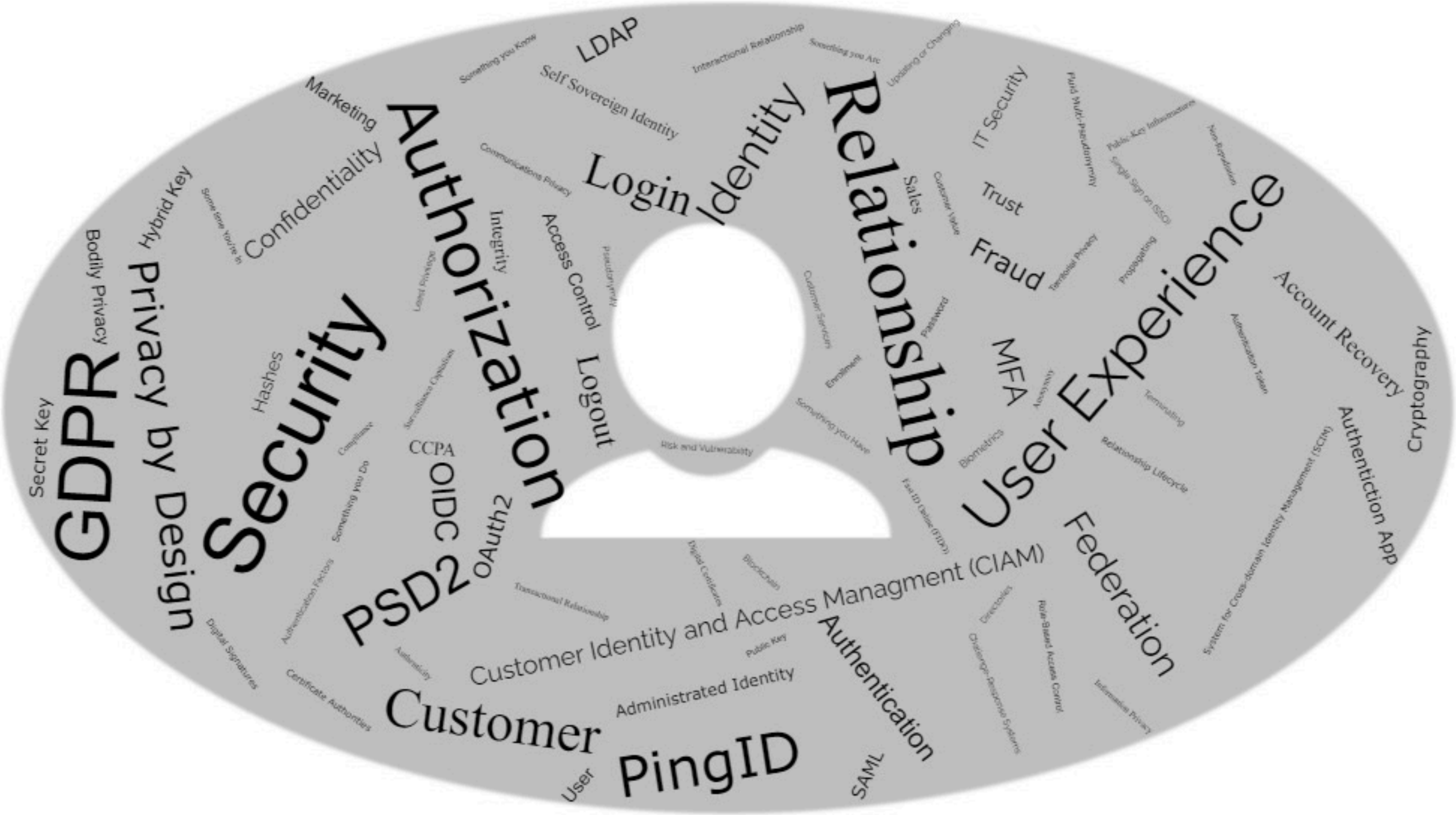
Member of RBI Group

Quality & Secure CX relies on excellent digital identity management



Lack of digital evidence is a key barrier to digital processes

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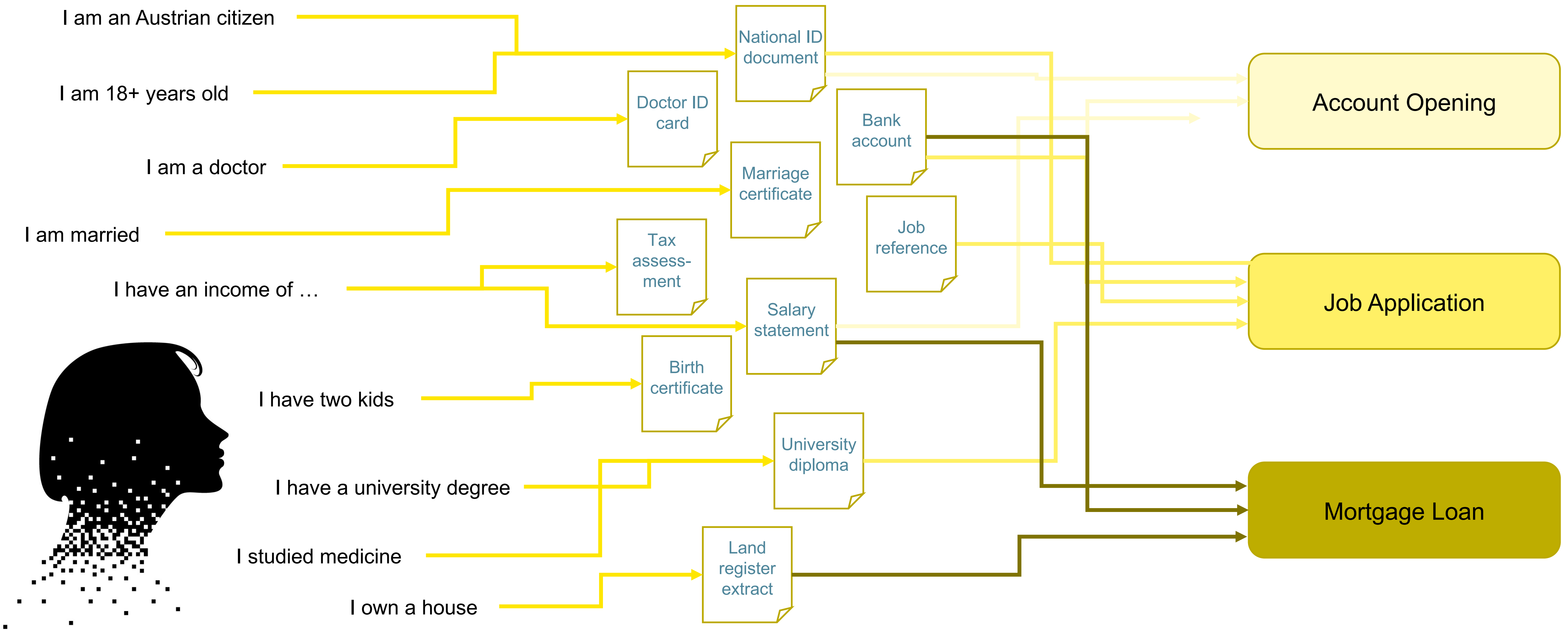
Identity has many facets | Usually represented in documents in our daily life. | Required in varying combinations for different use cases



Raiffeisen Bank International CIAM Challenges

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Azure Active Directory

OpenAM
Authenticate - Authorise - Federate

KEYCLOAK

VASCO

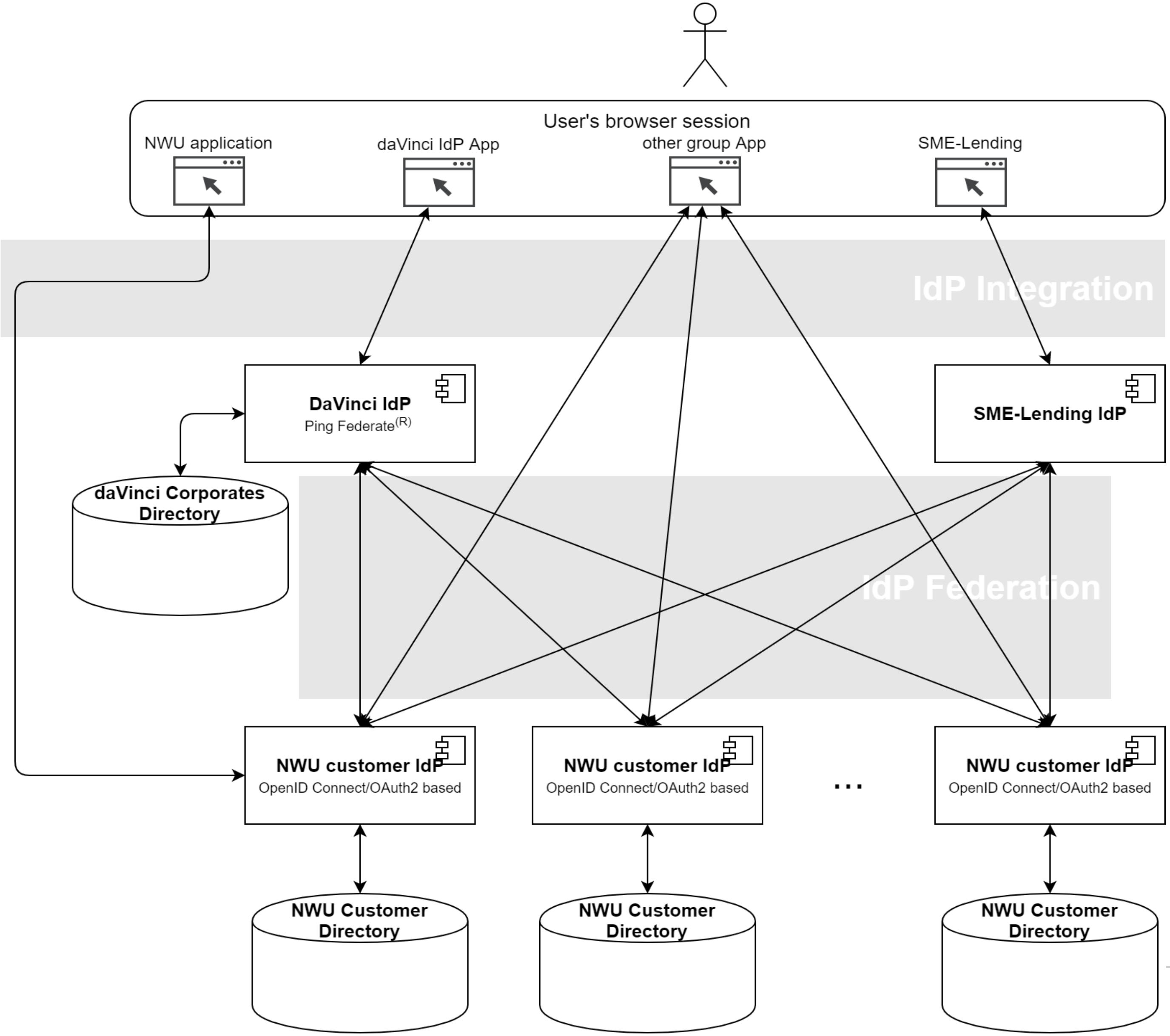
connect2id
CONNECTING APPS TO IDENTITIES

Raiffeisen Bank International CIAM Challenges

Fragmented solution landscape
- Separate NWU user directories
- Different IDP technology (OpenAM, GAAS, VASCO, Azure AAD, Ping fed, Keycloak, …)
- Requiring tailored p2p integrations
- High token polymorphism

Languages
- How to provide great service & support?
- How to tackle fraud?

API Security
- How to validate tokens that are so different?
- How to enforce API access controls?



CIAM Dilemma

Challenge:

- As result of M&A's you serve multiple customer communities
- Each served by siloed CIAM solution (different tech stack and language)
- You wish to offer a harmonized service with top security and CX
- With a view towards growth

Alternatives:

- Migration to central CIAM
- Federation
- Brokering (Reuse national ID schemes, etc)

Decision Considerations

Cost x Effort x Risks:

- Availability of suitable migration path
- Capability to federate (OpenID Connect compliant IDPs)
- Availability of reusable identity (Brokering providers / National ID schemes)

Additional:

- Languages
- Skills
- ID Assurance requirements
- Required attributes / attestations
- Access controls (Authorization, API GW, Access tokens)

Raiffeisen Bank International Federation Solution

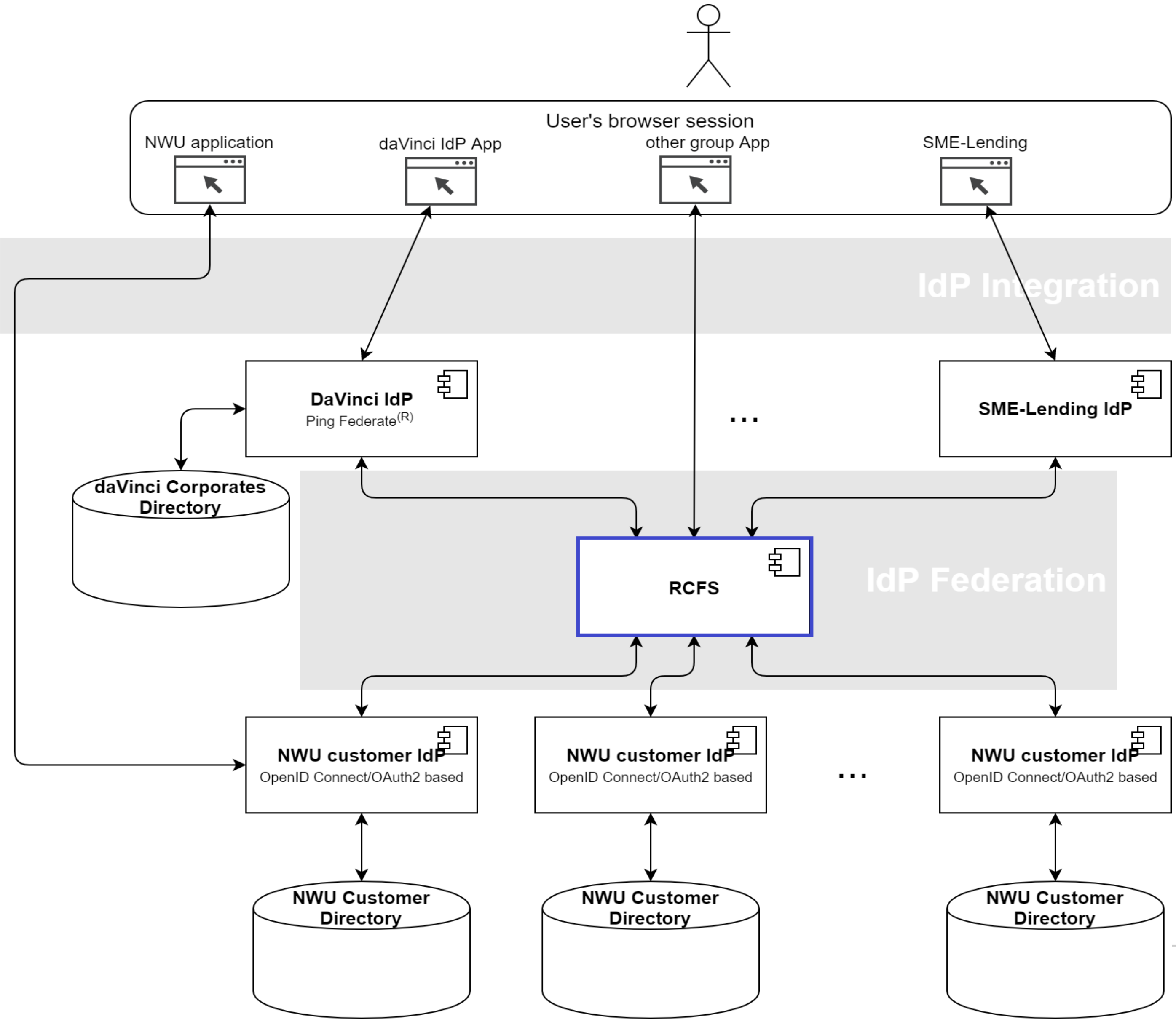
Functional
- IDP proxy with dual roles as **Provider** and **Relying Party**
- Secure authorization code flow
- SSO whenever possible

Technology
- Cloud based (multi-AZ)
- CI/CD – Config as code, automated tests

PaaS benefits
- Single security integration to all NWUs
- RICE compatible access tokens

NWU benefits
- Single security integration to all PaaS

Customer benefits
- SSO frictionless login
- Reuse existing login factors
- Service and support in his language



Raiffeisen Bank International Lessons Learned

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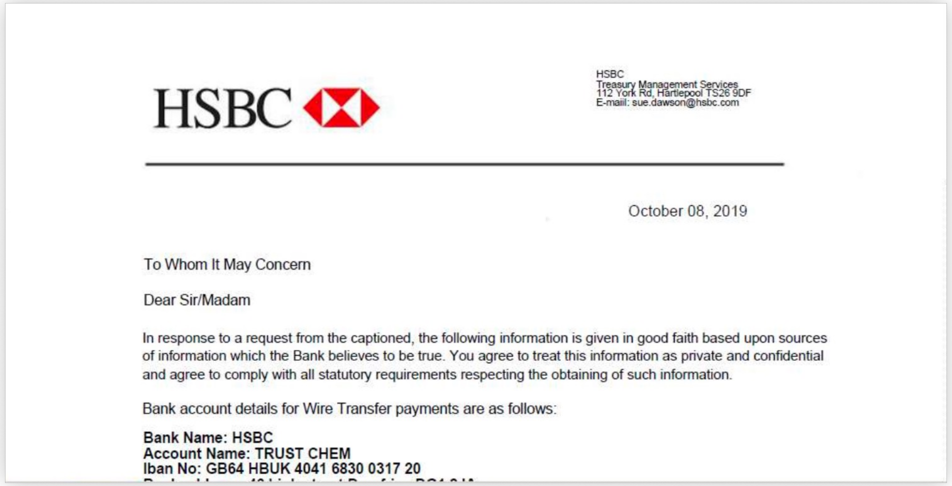
- Silos can remain, integrated using OpenID Connect
- Keeping users in their CIAM silos delivers also language and support framework
- Right tool for the job
- Identity skills are scarce
- Standardization provides highest interoperability
- Federation enabled token harmonization
- Reuse opportunities – Brokering / EUDI-Wallet

Standardization is key


HSBC

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October 08, 2019

To Whom It May Concern

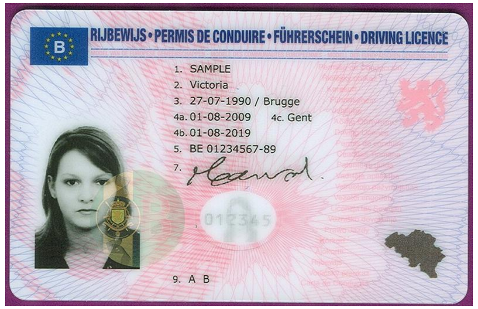
Dear Sir/Madam

In response to a request from the captioned, the following information is given in good faith based upon sources of information which the Bank believes to be true. You agree to treat this information as private and confidential and agree to comply with all statutory requirements respecting the obtaining of such information.

Bank account details for Wire Transfer payments are as follows:

Bank Name: HSBC
Account Name: TRUST CHEM
Iban No: GB64 HBUK 4041 6830 0317 20

Interoperability requires domain-specific standardization



Workshop

Spielregeln

Wie weit sind sie in ihrem Projekt? Was sind die Challenges und Benefits?

Ablauf 2,4,Alle Methode:

Zwei Teilnehmer Besprechen ihre Ideen/Themen -> 7´ =

4 Teilnehmer -> 10′ - Zusammenfassung

“Welche Gemeinsamkeiten wurden identifiziert”

Alle -> 13′ = Teilen das Diskutierte mit den Teilnehmern