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
Lessons from Your Grandfather

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
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 closely aligned 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
CA’s Own SAML Federation Story

Web-Based Training

SalesForce.com

CAintranet.com

Authenticate Here

Employee Rewards
### 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

### Additional Information
- 4.4bn LTM billings; 3.4bn LTM revenue
- 700m annual R&D investment
- Global Business Transformation Underway
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 portion 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