



OSIRIUM PPA

Overview of Privileged Process Automation



Privileged Process Automation An Overview

IT Infrastructure and Operations teams are always under pressure. Systems Administrators suffer from an ever-growing backlog of work. Ranging from requests to reset passwords to major corporate initiatives, the list keeps growing.

Much of that work appears to be trivial or repetitive, but that doesn't mean it's not important or risky. For example, a task like a password reset needs to be managed carefully as the tool used also exposes the ability to create or delete user accounts.

Experienced (and expensive) administrators spend time on relatively low-value tasks rather than delivering competitive differentiation, improving corporate security posture or reducing operating costs. They become frustrated, and retention of the most experienced staff is often an issue. Privileged Process Automation (PPA) allows admins to safely automate complex and sensitive processes. They can speed up delivery, release valuable administrator resources and improve service to users.

Traditional Automation is Flawed

Administrators have always been creative to automate those repetitive tasks. They've used various technologies: often batch files, PowerShell or Unix shell scripts. Although they've been useful, they have significant limitations. In particular, the scripts were very localised – often only the person that wrote the script knew it existed or how it worked. The scripts may take risks and embed user credentials as a shortcut.

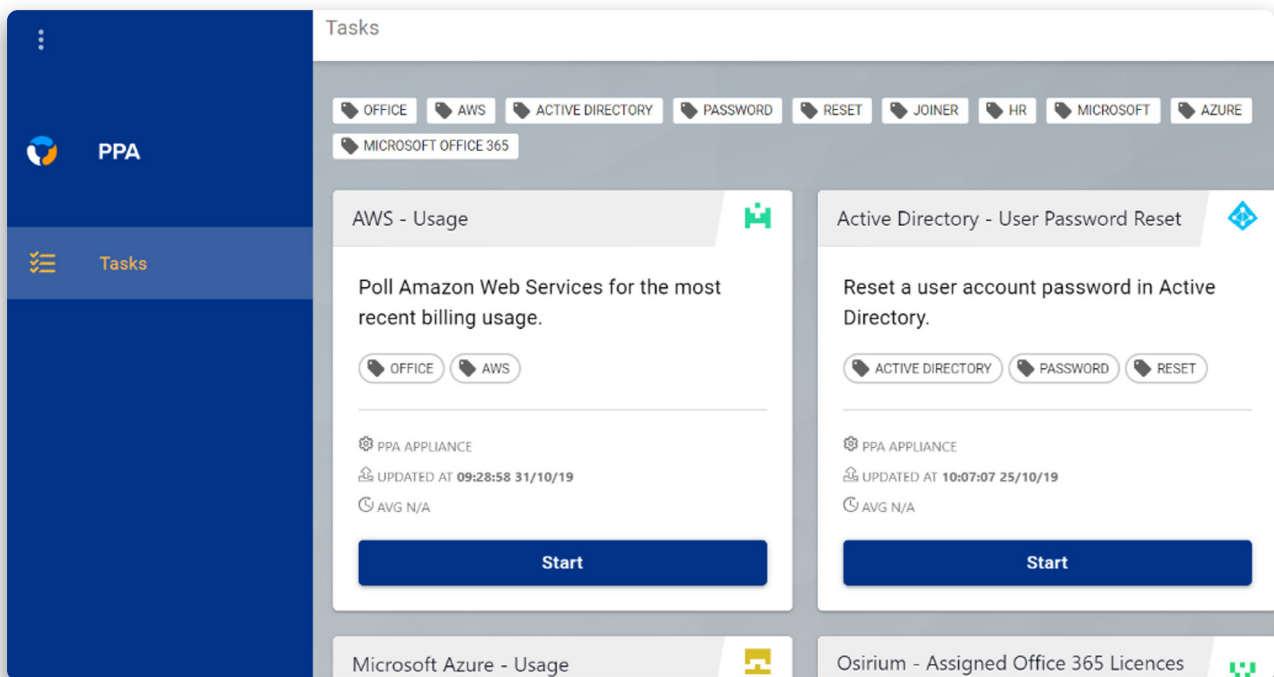
RPA is not the Solution

Robotic Process Automation (RPA) has had success in several business areas, often where processes are highly repeatable with little need for human interaction and oversight. That's not usually the case in IT where repetitive tasks may be performed several times per day rather than hundreds of times per minute or hour. RPA automation can be complex to configure and manage so tasks need frequent execution to justify the cost of building the automation.

PPA – A New Solution for Automation

A new approach is needed for what is sometimes called IT Process Automation. PPA is a lightweight framework for building process automation that securely connect with existing systems, applications or devices to guide users through complex processes and maintains a complete and rich audit trail. Through a web browser, the PPA user is presented with a set of tasks they're allowed to perform depending on their role. For example, a HR team member may perform a new joiner process while the Finance team may need to retrieve billing data from Azure or AWS.

In PPA, these tasks are presented in a conversational interface to gather any required information, validate outputs, or make decisions. The user doesn't need detailed knowledge of the underlying services and valuable administrator credentials are injected by PPA preventing exposure to users or on the network. Potential tasks range from IT operations such as account management, NetOps or DevOps to business functions such as generating billing information.



Above : PPA Administration console screen

Osirium Privileged Access Security

Privileged Process Management is a component of Osirium's Privileged Access Security solution that also includes:

Privileged Access Management – PAM

Modern, easy to deploy management of privileged access to shared devices, services and systems that includes session recording, behavioural analytics and rich audit controls.

Privileged Endpoint Management – PEM

Many organisations have deployed local administrator accounts to users' desktops or laptops to avoid frequent calls to the help desk to install applications or make configuration changes. Those are valuable accounts and could compromise cybersecurity. PEM enables removal of those accounts without increasing the load on the help desk.

Osirium PPA Benefits

Automate complex, cross-system processes to avoid involving multiple admins while still having human-guidance.

Delegate tasks to help desk agents or users safely, allowing admins to focus on high-value tasks.

Credentials are securely injected by PPA and never revealed to the user.

Round-trip automation with help desk tools such as ServiceNow.

About Osirium

Osirium is the UK's innovator in Privileged Access Management. Founded in 2008 and with its HQ in the UK, near Reading, Osirium's management team has been helping thousands of organisations over the past 25 years protect and transform their IT security services.

The Osirium team have intelligently combined the latest generation of Cyber-Security and Automation technology to create the world's first, built-for-purpose, Privileged Protection and Task Automation solution.

Tried and tested by some of the world's biggest brands and public-sector bodies, Osirium helps organisations drive down Business Risks, Operational Costs and meet IT Compliance.



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