

## CUSTOMER STORY

# AUDIT-PROOF MANAGEMENT OF ACCESS RIGHTS

## HUK-COBURG meets BaFin requirements regarding group-wide recertification thanks to Computacenter

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### SERVICES

- Security
  - Design & Build Services
  - Integration & Migration Services
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### USER EXPERIENCE

- Simplified business processes for the future
  - Accelerated decision-making process
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### BUSINESS IMPACT

- Standardisation
  - Digitisation support
  - Improved security
  - Sustainable solution
  - Ensure compliance and governance
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### OBJECTIVE

In accordance with the requirements of the German Federal Financial Supervisory Authority (BaFin), HUK-COBURG had to carry out a Group-wide recertification of the entitlements by 1 July 2021. For this purpose, it was necessary to ensure a regular review of the access rights of employees. The persons responsible for the rights must be able to approve or revoke IT access rights accordingly.

### SOLUTION

Computacenter analysed the existing environment and created a concept for the different recertification types to be used, including connection to the source systems. At the same time, the IT service provider provided support in classifying the authorisations, cleaning up the source systems, and implementing the identity management solution [IM].

### OUTCOME

Thanks to the new solution, HUK-COBURG was able to meet the BaFin requirements on time. In the new IM solution, all rights to be checked are always mirrored from the connected systems. The interface and handling are highly user-friendly. In addition, HUK-COBURG benefits from a scalable reporting system which provides a good overview of their current workflow. Escalation and reminder mechanisms alert respective employees of any open 'to-dos'.



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**Uwe R. Dietz**  
**Head of Identity and Access Management**  
**HUK-COBURG**



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**Head of Identity and Access Management**  
**HUK-COBURG**

## OBJECTIVE

### Structured verification of access rights

To keep the risk of data misuse and theft as low as possible, companies need structured processes for granting, adjusting, and removing access rights as soon as they are no longer needed. As operators of so-called critical infrastructures (CRITIS), insurance companies are subject to a special reporting obligation and must fulfil the minimum requirements for risk management (MaRisk) of the national financial supervisory authority BaFin. Therefore, a regular control of the actual situation is mandatory. This is achieved through recertification.

In order to ensure an audit-proof, group-wide recertification of the entitlements on 1 July 2021 and to meet the requirements of BaFin, HUK-COBURG wanted to use an identity management tool (IM) to check IT access authorisations. The recertification should enable the review and/or approval or revocation of a total of 175,000 IT access rights of employees with regard to relevance and necessity. In addition, it should be possible to delegate the review process to other reviewers. The aim was that the overall responsibility should initially lie with the owners of the rights and that later, with a role concept, it could also be shifted to other professionals in the sense of a manager recertification.

## SOLUTION

### Well-planned is half-won

The IT service provider Computacenter, which has been working for HUK-COBURG for many years, supported the insurance company in creating a comprehensive concept. In addition to the general conditions, this also included a recommendation for the new IM tool, Identity IQ from SailPoint. In addition, the IT service provider’s concept considered the different types of recertification to be used and the connections to the source systems. In addition to two Active Directory systems, this includes an Active Directory Lightweight system, the HOST authorisation system RACF, as well as another self-developed system for user and rights management on the mainframe systems. In the short time available, it was not possible to write to all of these systems. Therefore, automated work items are created for the current recertification. The system administrator is assigned so-called tasks by the system and implements them.

‘Due to the BaFin requirements, we first tackled the recertification, and are now busy with the fine-tuning and implementation of a role concept,’ explains Uwe R. Dietz, Head of Identity and Access Management at HUK-COBURG. ‘In the future, we want to map the very technical individual rights via business roles. These are much more transparent and easier to understand for administrators and managers. We are currently already planning this with Computacenter and want to implement the solution from 2022.’

First, the identity management solution was tested in a pilot environment in close cooperation with specialist departments and the Identity and Access Management team and improved accordingly. After the installation of the IM system, the major challenge was to increase the data quality in such a way that a rights manager could be assigned for the 40,000 to 45,000 entities in the Active Directory. Since HUK-COBURG had not yet implemented a comprehensive role concept at that time, Computacenter initially relied on an entity element recertification, in which the rights managers must decide whether the members belong to a specific group.

'The implementation went smoothly. Computacenter configured the system according to our requirements and is now responsible for its operation and maintenance,' adds Uwe R. Dietz. 'Data cleansing is still ongoing. Together with Computacenter, we have located weak points and developed solution strategies to address them. A large part is already done, we are now working on the rest.' This also includes a comprehensive role concept that will be implemented from 2022.

## RESULT

### Rights management with a click

Thanks to the new solution, HUK-COBURG was able to meet the BaFin requirements on time and - as planned - begin recertification on 1 July 2021. In the new IM solution, all rights to be checked are always mirrored from the connected systems. Furthermore, the handling is user-friendly stemming from the naturally intuitive interface. 'We can now grant rights quickly and transparently with a click,' says Dietz. 'With the multi-faceted tool, we also have a reporting system that can be expanded and provide a comprehensive overview.' In addition, escalation and reminder mechanisms notify the respective employees of open to-dos.

'We have been working successfully with Computacenter for a long time. Our contacts are always willing to think outside the box and establish relationships with reference customers. We've already reviewed several other successful case studies,' explains the Head of Identity and Access Management. In the future, the systems will also be connected in write mode. Then further manual work can be automated, and the process from applying for authorisation through to approval and inclusion in a group within the Active Directory can be completely automated.

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### ABOUT HUK-COBURG

HUK-COBURG is one of the ten largest German insurance groups. With over twelve million customers, HUK is the major insurer for private households in Germany. Around 13 million insured motor vehicles make HUK-COBURG the largest German car insurer. The company has more than 10,000 employees, 660 customer offices and 38 branch offices. HUK has generated premiums of over eight billion euros in 2020.

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