

Identity Management Services Framework

Integrated software services for accelerated maximum value.



The right combination of lifecycle services can add a powerful layer of investment protection to your identity management solution and significantly help reduce your costs by speeding deployment. By including the right blend of learning, professional, support, and managed services, you can add value and speed your return on investment. Sun makes it easy by giving you the flexibility to choose from our broad portfolio of road-tested services that address people, process, practice, and platform—all designed to help you meet your business and identity management needs.

Get started today with end-to-end identity management service offerings from Sun.

At Sun, we want to work with you to understand your identity management challenges and business goals. Sun's lifecycle services for identity management provide a continuum of expertise, technology, and global coverage for assessing your needs, then designing, deploying, and managing your identity management solutions. Our world-class portfolio includes services that help you maximize the full value of your identity management investment:

- Learning services
- Professional services
- Support services
- Managed Services

Sun's team of experts can help you learn, plan, implement, and manage an identity management solution that allows you to open the enterprise while helping to reduce the risk of security breaches and protecting your corporate information assets.

Learning services

Sun offers a comprehensive portfolio of learning products designed to help reduce complexity and optimize IT investments by helping your staff get properly skilled and certified in the

use, implementation, and management of Sun's identity management products. In addition to courses and associated products, Sun offers a wide range of consulting services to help you design, staff, train, and manage your IT organization.

Sun Java™ System Identity Suite courses

- Sun Java System Identity Management Suite Overview (at no cost)
- Sun Java Identity Management Suite Integrated Solutions
- Sun Java Identity Management Suite Training Library (CD-based)

Sun Java System Identity Suite product-specific courses

- Getting started and introduction
- Administration, operations, and maintenance
- Configuration
- Customization
- Implementation
- Deployment

For more information about courses for identity management, please visit sun.com/training/identity

Highlights

- Help architect, implement, and manage your solutions using Sun's end-to-end lifecycle services
- Leverage Sun's relentless innovation, identity management expertise, and proven methodologies
- Help reduce cost and complexity while speeding your return on investment
- Deploy predictably and operate securely and efficiently while delivering high levels of service to your users and customers
- Help reduce the total cost of ownership of your datacenter operations through our management services
- Take advantage of a world-class portfolio of learning, professional, support, and managed services

Learning definition service

To succeed in your IT investment, start to define what your learning needs are and plan carefully how to approach the new IT environment. The Learning definition service will plan an effective learning program to optimize the relevant competencies of your staff.

Custom learning services

Custom content design, development, and delivery services addresses the evolving needs of your IT workforce by assessing the specific learning needs and the best delivery approach through the development of blended learning solutions.

Mentoring and coaching services

When traditional classroom or eLearning options are just not right for you, a learning program can be created based on a learning needs analysis. This may include workshops, seminars, on-the-job training, and coaching sessions.

For more information about consulting services for identity management, please visit sun.com/training/team/consulting/index.html

Professional services

Sun's professional services can help you architect, implement, and manage your identity management environments. Sun offers comprehensive capabilities and utilizes established methodologies and expertise that help you take full advantage of Sun's identity management products.

Use Case Workshop

In this 5-day workshop, Sun utilizes standard reference use cases to illustrate key capabilities of the Sun Java Identity Management software. Sun demonstrates solution approaches, explains how they might be adapted and expanded upon in your environment, and offers recommendations and information about possible next steps.

Sun HR Synchronization service

This service helps you establish an identity management solution to create and manage user accounts for a set of managed resources. Sun helps you integrate information from your human resources systems with the identity management framework.

Sun Role Management service

This service provides you with the ability to define, maintain, and audit roles used in access management through an effective mapping of business and functional roles within your environment. It implements an identity management solution capability that helps enable members of an organization to have access to the managed resources that they need.

Sun Password Management service

This service offers you selectable options to implement password management functions such as end user and administrative password reset, change, and authentication question processing.

Custom consulting services

Sun's custom consulting services can be used to assist in the following areas:

- **Solution assessment:** Sun professional services specialists can help create a strategy for the architecture, implementation, and deployment of a Sun Java Enterprise System-based solution
- **Solution architecture:** Sun professional services specialists can perform activities to build a detailed analysis of solution requirements and to develop a detailed architecture and plan for implementing a custom solution
- **Solution implementation:** From building, testing, and deploying a solution, Sun professional services specialists can help set up solutions correctly and quickly

- **System health check:** Sun professional services specialists can perform diagnostic analysis of the implementation of a Sun Java Enterprise System solution and provide recommendations for improvement
- **System tuning:** Keeping a solution tuned for effective performance can help you derive strong value from your investment. Sun professional services specialists can provide tuning of solution environments by adjusting implementation configurations

For more information about professional services for identity management, please visit sun.com/service/identityprofessionalservices/

Support services

The SunSpectrumSM Support portfolio includes offerings designed to help you get the most out of your investment the Sun Java System Identity Suite and stay ahead in the quest to help reduce your total cost of ownership.

SunSM Software Service plans take a simple approach to comprehensive software support. You receive the expertise and tools necessary to help keep your business on track with easy, one-stop shopping. Take advantage of experienced support engineers who are available around the clock to help you identify and resolve technical issues with your Sun software.

Extending far beyond traditional break-fix technical support, Sun Software Service plans include features such as software releases and updates (patches), self-help tools, and notifications. The result? You can stay up to date, speed resolution, and even help avoid potential problems before they impact software performance.

With Sun Software Service plans, you get the flexibility to choose a Service Plan that matches the criticality of your solution. Depending on your needs, choose between Premium and Standard Service Plans.

For more information about Sun Software Service plans, please visit sun.com/service/serviceplans/software/overview.xml

Sun Solution Support Engineering services

This service offering is a relationship-based service that gives you access to remote shared support engineering resources who have critical knowledge about your solution and environment. You receive not only support for Sun software but also customization and integration with third-party products. The service is designed to deliver advisory and proactive support to help you in each lifecycle phase of your Sun solution. This service offering complements and extends existing Sun Software Service plans; it is not intended to replace them.

For more information about the Sun Solution Support Engineering services, please visit sun.com/service/sse/index.xml

Dedicated Technical Support Engineer

The Dedicated Technical Support Engineer serves as your primary point of contact for Sun-supported software issues and provides support or escalates issues on your behalf to the appropriate Sun support engineer. This is a fixed-price, relationship-based service.

Sun Managed services

Sun Managed services is a broad portfolio of dynamic, heterogeneous IT infrastructure and management capabilities. These services are aimed at helping you enhance the business value of your IT investment through improved operational efficiency and service levels—allowing you to maintain as much or as little control over your IT operations and infrastructure.

Our services are designed to work together with other delivery partners, platforms, services, and your own IT resources. We help you avoid vendor lock-in by basing our solutions on ITIL-best-practices and proven methodologies.

Sun Managed Operations services

Sun Managed Operations services conform to your unique business needs and focus on the predictive monitoring and management of applications, infrastructure, networks, storage, and security systems. This predictive management approach provides a structured set of operations management functions that deliver 24x365 maintenance, administration, tuning, and optimization.

For more information about Sun Managed Operations services, please visit sun.com/service/mgdopservices/index.xml

Service Definition Workshop

Utilizing an interactive workshop format, Sun consultants work with you to understand the challenges of your current IT environment, articulate the operational vision that best meets your organization's business needs, and develop an action plan that is strongly connected to and driven from actual business requirements for getting there. The workshop is designed to identify and illustrate the need, and high-level implementation framework, for a variety of Sun's solutions and capabilities, including identity management.

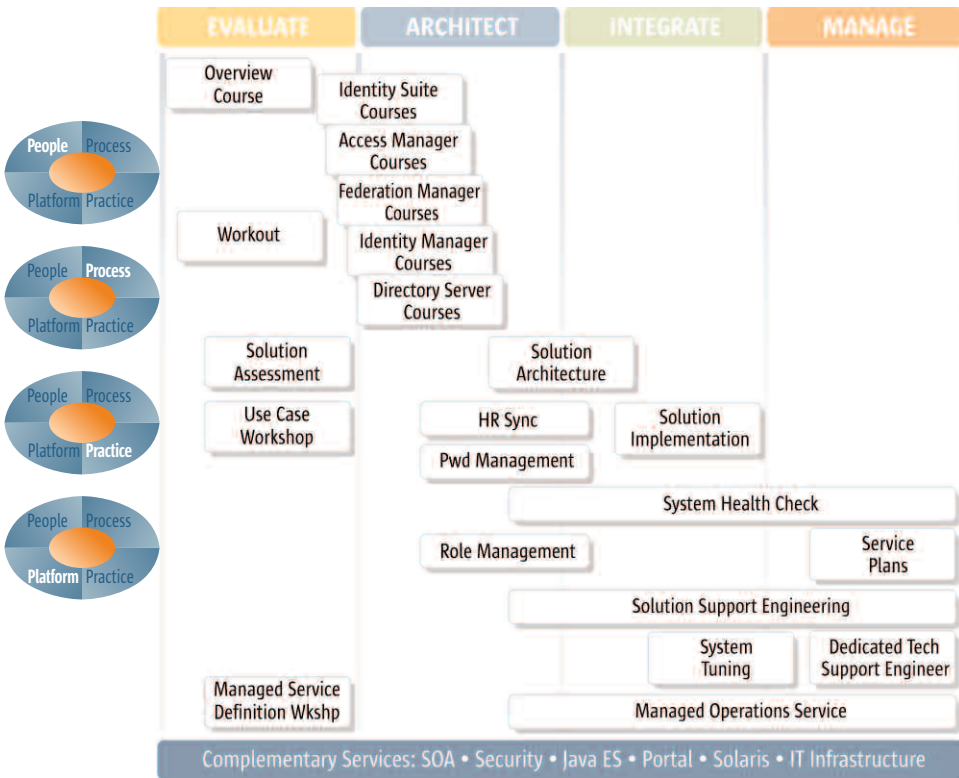
For more information about the Service Definition Workshop, please visit sun.com/service/mgdopservices/index.xml

Sun identity management services experts — at your service

If your needs go beyond one of these lifecycle services, Sun offers custom services engagements that also draw on our best practices, proven methodologies, automated toolsets, and leading technologies. Please contact your Sun sales representative for more information about our custom services.

Investment protection you can count on

The right mix of services can protect and add value to your investment, and Sun's services can help you get the most out of your identity management solution. Look to our identity management experts for learning, professional, support, and management services. We can help you implement and manage a solution that fits your needs—giving you the opportunity to create new competitive advantages for your business, while keeping your most precious assets secure.



Take the next step.
 To learn more about Sun's lifecycle services for identity management, contact your Sun sales representative or visit sun.com/identity

Sun gives you the flexibility to choose from our broad portfolio of road-tested services that address people, process, practice, and platform and can be used throughout the evaluate, architect, integrate, and manage lifecycle of your identity management solution.