

Proactive IAM Monitoring with iamaware Synthetic Transactions

Synthetic transactions, are actions, run in real time, to simulate an action that an end- user would take. They can be used locally or across geographies to continuously monitor a transaction at specified intervals to test functionality and measure availability and response time.

Synthetic transaction monitoring is valuable and used for a number of reasons, including:

- Measuring the performance of a transaction to determine if a transaction is slow or experiencing downtime *before it impacts* actual end-users or customers
- Continuously monitoring response time
- Detecting and helping isolate ongoing availability and performance problems
- Monitoring critical components (e.g. database queries) for availability
- Creating a baseline for performance trends as well as understanding the trends over time
- Testing new transactions prior to launch

Consider a synthetic transaction you want to create to see how long it takes to login to a web site. You start by identifying typical customer actions such as getting to the site, being prompted to login, triggering 2 factor authentication, getting the shopping page, and possibly adding an item to a shopping cart.

You can then use iamaware to capture results from the different hops, thereby giving you both granular views and an overall picture.

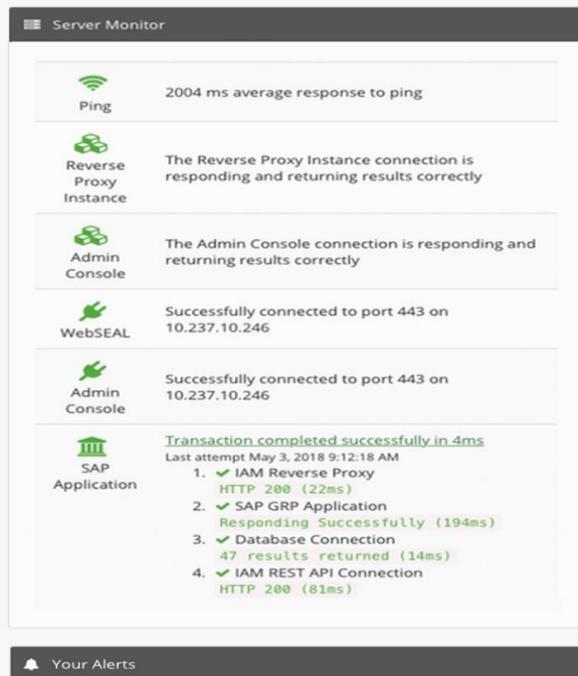


Figure: iamaware example to show results from different hops within a simulated transaction.

As in the example above, there are many IAM related scenarios where the iamaware view of synthetic transactions can be helpful. Here are some other examples.

- You are an IAM admin in a large organization where the SAP admins are complaining that it takes a long time to provision SAP accounts from your IAM system. You could develop a script that simulates the transaction and use iamaware to surface the time taken at the different hops.
- You have an IAM environment with multiple vendor technologies, such as
 - IBM's Identity Governance with Stealthbits Data Governance, or SailPoint's IdentityIQ with CyberArk's Privileged Access Security or Thycotic Secret Server and DUO) and/ or
 - connections with cloud technologies (from Okta, Ping, Centrify...), and/or
 - integrations with advanced authentication and risk analysis solutions

They are working in tandem and you would like to know how they are performing.

- You are responsible for a highly performant end user experience during password resets. Peak loads change frequently, and you need to be able to take action when things slow down.

By taking advantage of iamaware visualization features you can leverage synthetic transactions to ensure an optimal IAM environment. And it is only one of many powerful iamaware capabilities focused on rapidly enabling you to monitor and measure the health of your enterprise IAM environment.