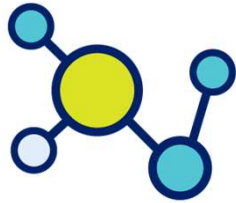# AI Project Best Practices
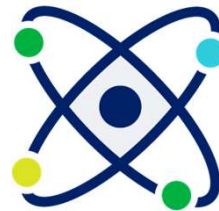
Chris Thomas and Steven Kriesel

AI Services – Product Overview
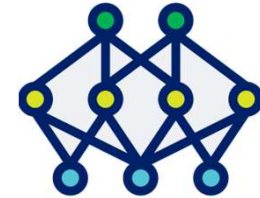
Access Insights

Recommendation Engine

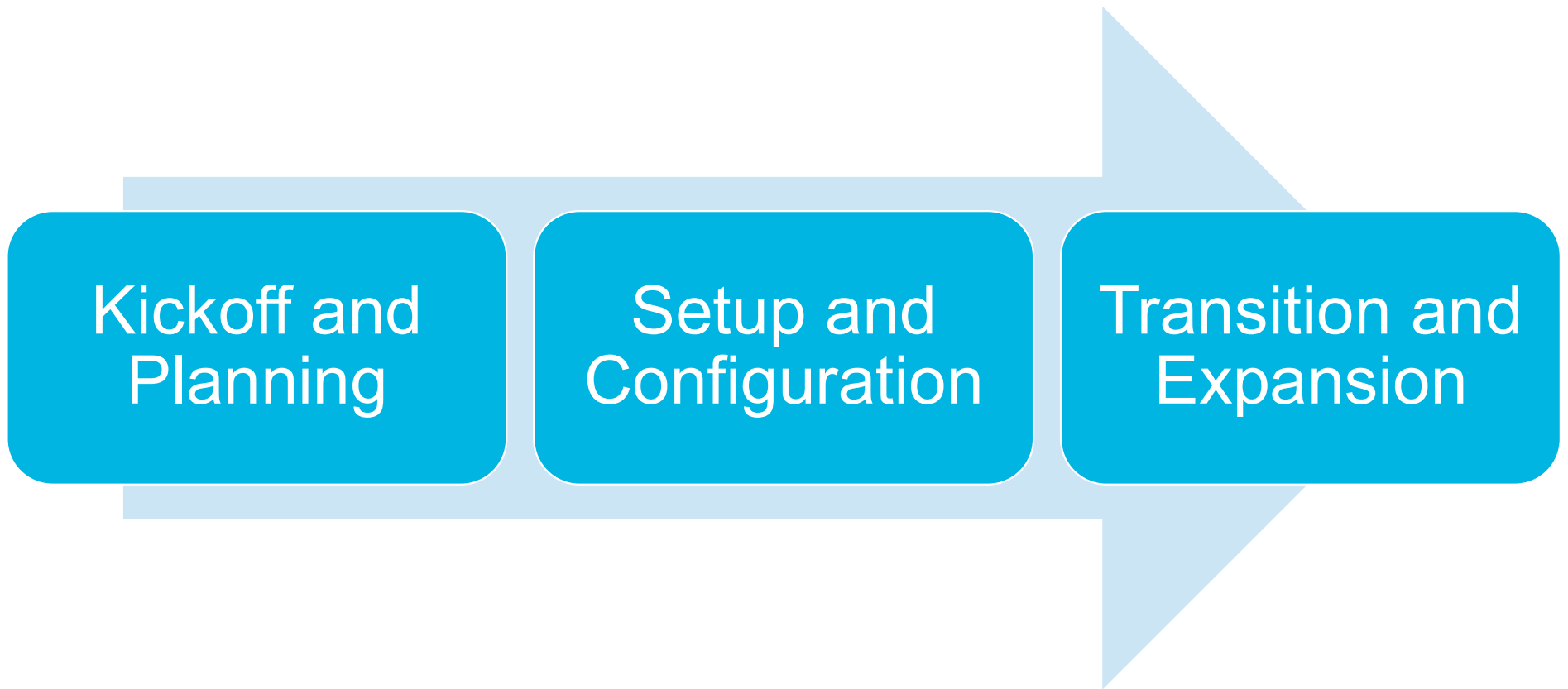**Access Modeling**

Project Phases

Kickoff and Planning

Setup and Configuration

Transition and Expansion

Particulars of Service – Access Insights

Product Description:

- Foundation of AI Services product – collect access history and audit data from IIQ/IDN

- AI and ML to analyze access data and identify patterns

- Data Explore – data visualization tool to show the results

- **Required for other modules

Project Steps:

- Initial setup of prod and sandbox tenants
- Configure Authentication from Identity Provider of choice
- Support in Security Reviews of Solution
- Full Health and Data Quality Check
- Configuration of Virtual Appliance for Sandbox and Prod (IIQ)
- Configuration of Collector Connection for Sandbox and Prod (IIQ)
- Analysis and Configuration of Attribute Mappings
- Monitor and Validation of Collection Health
- Dashboard and Chart Creation
- Usage Training
- Testing Support

Hours:

Product	SKU	Hours
IdentityIQ	PS-IIQ-AXI-SETUP	80
IdentityNow	PS-IDN-AXI-SETUP	40

Particulars of Service – Recommendation Engine

Product Description:

- Provide decision recommendations for approving or removing access derived from insight surfaced from peer group analysis, identity attributes and access activity

Project Steps:

- Install and Configure IdentityIQ Integration Plugin (IIQ Only)
- Analysis and Configuration of Recommendation Engine
- Usage Training
- Testing Support

Hours/Costs:

Product	SKU	Hours
IdentityIQ	PS-IIQ-REC-SETUP	40
IdentityNow	PS-IDN-REC-SETUP	20

Particulars of Service – Access Modeling

Product Description:

- Focuses on simplifying the analysis and discovery of roles to accelerate role creation and allow for more efficient provisioning and access review.

Project Steps:

- Install and Configure Integration Plugin (IIQ Only)
- Analysis and Configuration of Access Modeling
- Access Modeling Workshop
- Usage Training
- Testing Support

Hours/Costs:

Product	SKU	Hours
IdentityIQ	PS-IIQ-AXM-SETUP	60
IdentityNow	PS-IDN-AXM-SETUP	40

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When is it time for AI Services?

- ## As soon as possible!

- ## Existing IdentityIQ/IdentityNow customers

  - After AI tenant creation, usually within a couple of weeks of license signature

- ## Greenfield IdentityIQ/IdentityNow customers

  - Once the implementation has stabilized identity attributes and is performing regular aggregations

Why Start AI Early?

- **AI can add value as soon as data is aggregated**

- **With separate resources, it will not get in the way of IIQ/IDN project activities**

- **Customers get more value from all tools if AI is deployed early**

Best Practices for AI Projects

- **Make sure AI is part of the early project planning – Don't Wait**

- **Include AI in the project kickoff (demo, project plan, etc)**

- **Work with SailPoint on resource coordination and project planning**

AI – Common Questions/Concerns

- ## I don't have time for AI…
  - Implementation time is minimal - It's easier than you think

- ## I don't know why we have AI/What does AI do?
  - A demo can help explain the value proposition

- ## My data is a mess, can I deploy AI?
  - Everyone's data is a mess. AI works on all data sets and can pinpoint where problems exist.

- ## I don't have historical access info – can AI provide value?
  - AI can provide value as soon as data is aggregated. Only Access History uses historical data

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Thank You