Emergency Access Management
Automate Provisioning/Deprovisioning of Temporary Privileged Access

AT A GLANCE
Respond Quickly and Safely to Requests for Temporary Elevated Access

Emergency Access Management (EAM) from Pathlock gives you the ability to assign urgent or scheduled temporary privileged access rights to a user who doesn't usually have this type of access.

It enables you to quickly and easily provision the access for a specified duration, automatically deprovision the access at the end of the specified period, and log and review the activities that the user performed during the access period.

ELIMINATE PAIN
Remove the Burden of Manual Provisioning and Ensure Auditability

Sometimes employees or contractors need temporary privileged access to business applications to troubleshoot a problem, respond quickly to a business issue, or perform administrative functions. But granting exceptional access is risky, so it is crucial to put measures in place to minimize the risk. For example, you may need to:

- Ensure that requests are appropriately approved
- Restrict the duration of the access to the amount of time needed to complete the task
- Remove the privileged access at the end of the allotted time
- Log and review all activities performed during the access period

In some cases, such as troubleshooting, the access may be required urgently, so it's also important to be able to provision the access quickly and efficiently when needed.

EAM empowers you to automate the processes of managing temporary access requests, approvals, provisioning, deprovisioning, and activity logging.

KEY BENEFITS
Manage Privileged Access Management Requests Quickly and Efficiently While Minimizing Risk

Ensure access requests are appropriately approved: Pathlock incorporates a robust approval process into the provisioning workflow. This ensures that each access request is thoroughly vetted and only approved by authorized personnel, reinforcing accountability and reducing the chances of unauthorized access.

Automatically remove privileged access when due: By automatically deprovisioning access after a specified period, Pathlock eliminates the risk of lingering permissions that may be exploited maliciously. This automated process also reduces manual tracking and follow-ups, increasing the efficiency of your IT operations.

Review privileged access activity to identify misuse: Pathlock's logging and monitoring capabilities allow you to closely monitor the activities performed during the access period. This facilitates early detection of any misuse or suspicious activities, enabling swift remedial actions and reducing potential damage.

Complete audit trail of privileged user activities: Pathlock provides a comprehensive audit trail for each privileged access session, making it easier to meet compliance requirements and conduct internal audits. This audit trail includes details such as who requested access, who approved it, and when and what actions were taken during the session, providing a transparent record of all privileged activities.

ARCHITECTURE, KEY FEATURES, AND COMPONENTS
Supports Two Types of Privileged Access Management (PAM)
- Role-based PAM: a predefined Role, including PAM privileges, is assigned to the requestor for a specified duration if approved.
- ID-based PAM: the requestor is assigned to an appropriate PAM/Firefighter account for a specified duration if approved.

Customizable Emergency Access Request Forms
You decide what information to include on the request, for example, reason for request, type of access needed, and duration. You can also add a disclaimer to the request and require the requestor to accept appropriate access and usage policies. You can create as many request forms as needed to cater for different types of requests.

Request for Self or Others
Users can submit requests for access to be assigned to themselves or to other people, such as members of their team.

Configurable Approval Process
Pathlock Cloud's powerful workflow engines give you enormous flexibility to tailor the processing of your requests to suit different scenarios, including pre-approved requests, auto-approval or multi-stage, multi-approver requirements.

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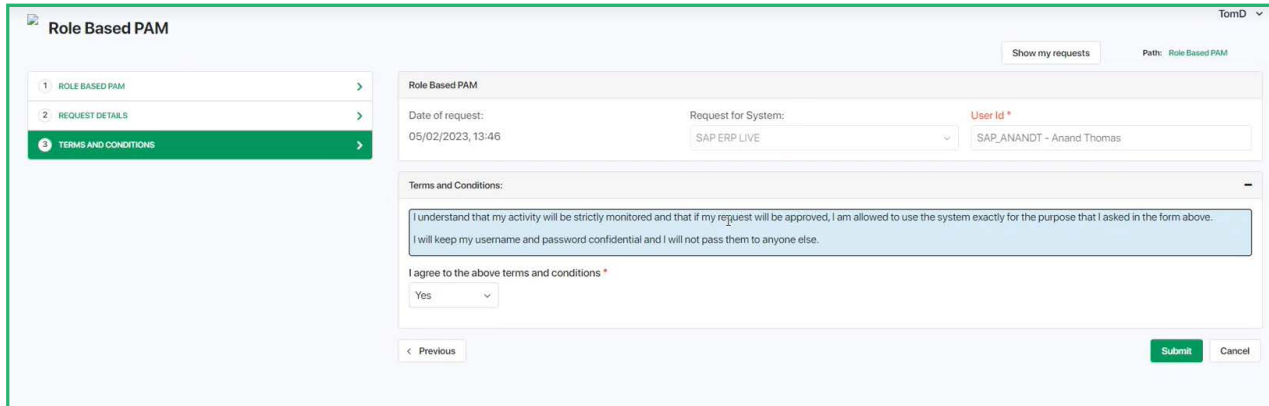
Automatic Provisioning / Deprovisioning
Once the access has been approved, it will be provisioned automatically immediately or at the time designated on the request. At the end of the allotted time, the access is automatically removed.

Logs All Activities
For every successful request, EAM logs all activities that are performed during the access period. At the end of the access period, the log is automatically sent to a designated user for review.

Audit Trail
All actions performed during the access period are recorded to provide management and auditors with a full audit trail.

Integration with Ticketing Systems
EAM can be integrated with ticketing systems such as ServiceNow or Jira to trigger emergency access requests and workflows as appropriate.

Integration with Human Resources Applications
EAM can be integrated with leading human resources applications. It can be configured so that Joiner, Mover, and Leaver requests automatically trigger appropriate workflows where needed.

SUCCESSFUL IMPLEMENTATIONS
Pathlock has helped many organizations effectively manage emergency access, enabling them to provision temporary elevated access appropriately and efficiently when needed.

SERVICES & SUPPORT
Services: Pathlock has a proud history of successfully partnering with customers seeking a tailored solution. Because of the cost-conscious nature of many organizations, Pathlock offers its implementation and customization services at compelling price points. Pathlock provides custom development to help enterprises make the most of detailed user histories.

Support: Pathlock offers 24 x 7 x 365 support options with a local presence and has been recognized by its customers for providing exceptional value through training, software, and support services.

LEARN MORE
With Emergency Access Management, enterprises can respond quickly and safely to urgent needs, planned absences, or project-based requests for privileged access, while ensuring the auditability of activities performed. Visit pathlock.com to learn more about Pathlock's Emergency Access Management solution.

About Pathlock
The Pathlock platform protects the leading ERP systems and enterprise business applications and the critical transactions they power. Our application governance solutions help companies enforce GRC controls and take action to prevent loss. Enterprises can manage all aspects of application governance in a single platform, including user provisioning and temporary elevation, ongoing user access reviews, control testing, transaction monitoring, and audit preparation.

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