The Uber Story

Year: 2022

“Hi @here,
I announce I am a hacker and
Uber has suffered a breach…”

Lifecycle management for Robust Security Against Breaches

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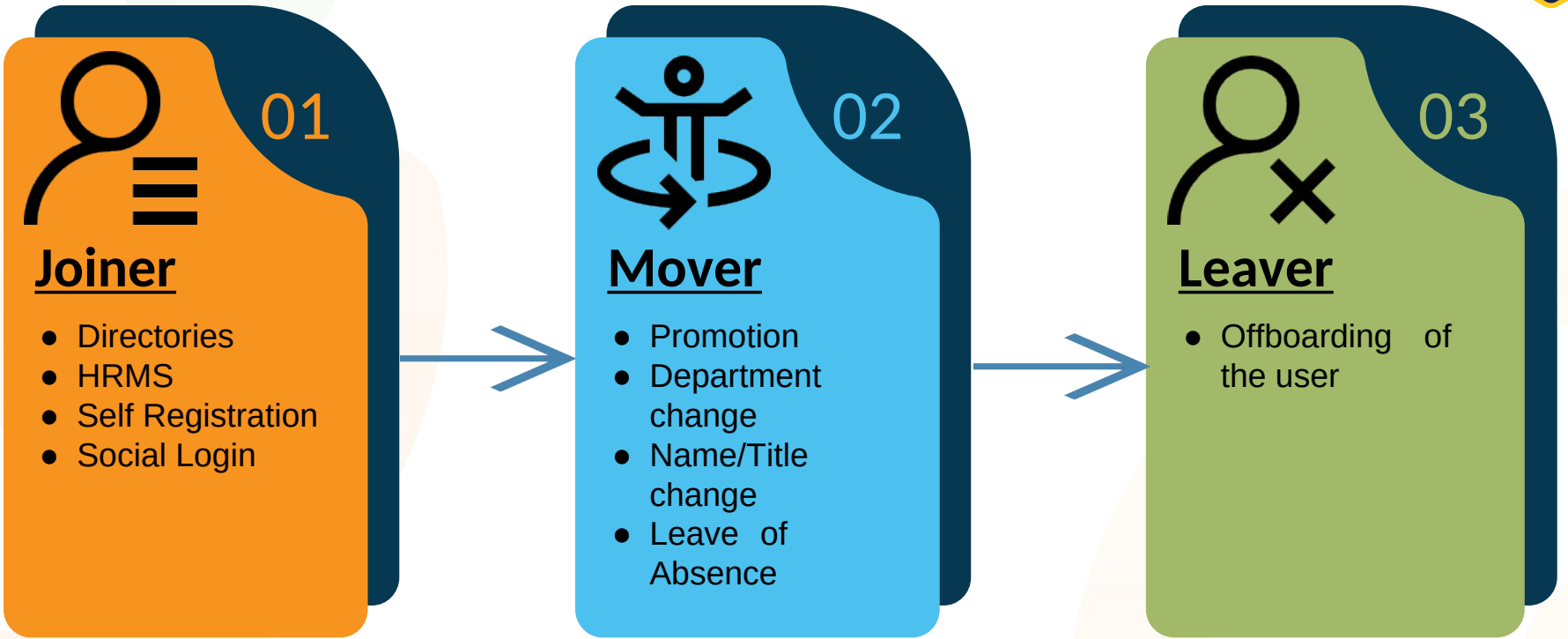
User Lifecycle Management expert

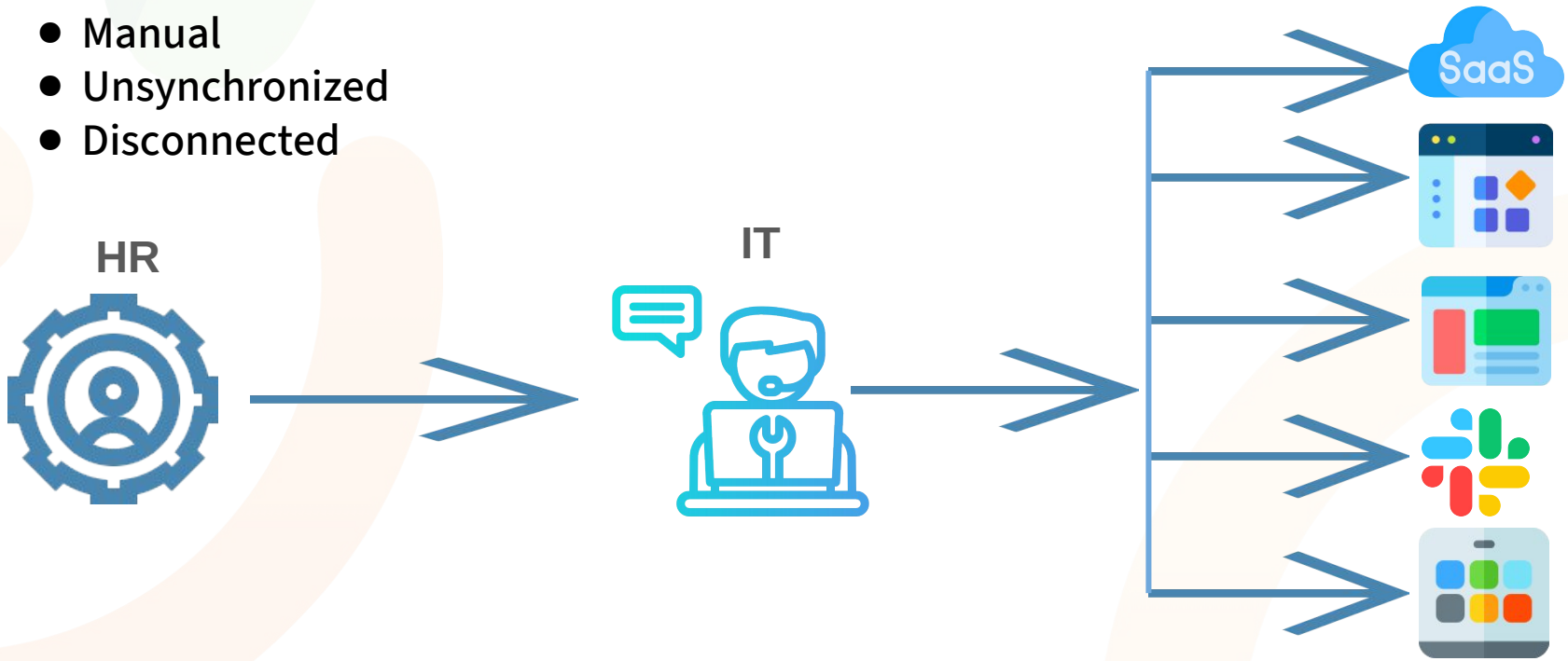
7+ years of experience in IAM and Identity management

Major Stages of User Lifecycle



Challenges with current user Onboarding in Enterprises

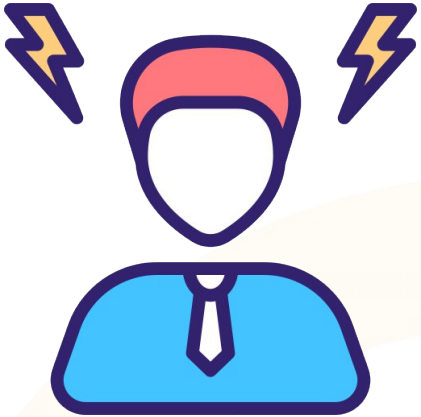
- Manual
- Unsynchronized
- Disconnected



Issue with Manual Onboarding and Moving Processes

Prone To Human Error

Scaling Problem With Growing Business

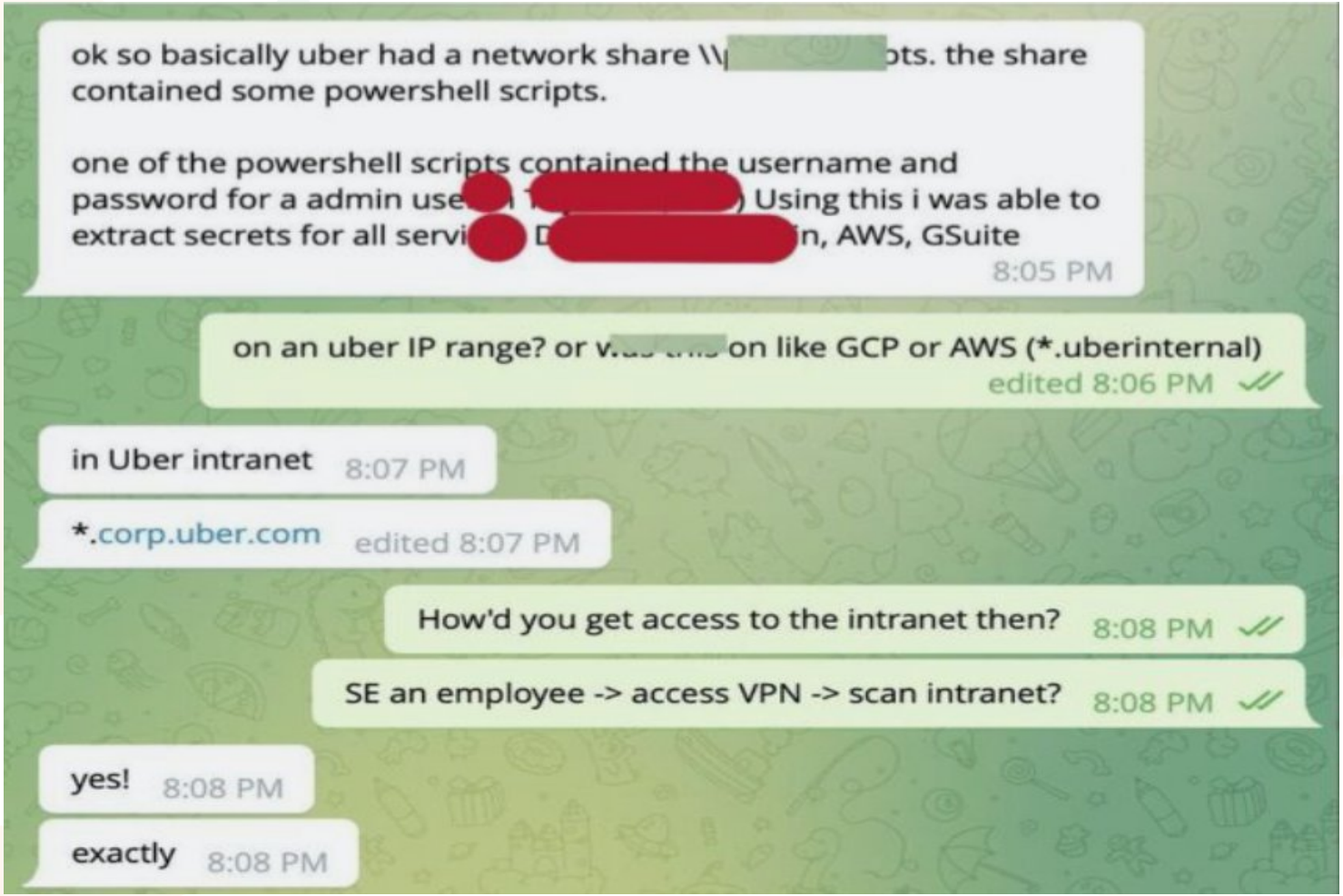


Burden On IT and Loss of User Productivity

Why Go Through All The Trouble?

Uber(2022)


Today
Slackbot 2:59 PM
@dchristopher changed posting permissions using the channel management tool.
Pinned by Joe Nash
Nwave 3:00 PM
Hi @here
I announce I am a hacker and uber has suffered a data breach.
Slack has been stolen, confidential data with Confluence, stash and 2 monorepos from phabricator have also been stolen, along with secrets from sneakers.
#uberunderpaisdrives
Lucas Ruiz 3:05 PM



Uber(2022, 2016)

- Uber is lucky this hacker wasn’t an actual cybercriminal.
- In 2016, the data of all Uber drivers and customers was stolen by hackers.
- The company paid the cybercriminals $100,000 ransom in exchange for deleting their copy of the stolen data.
- The company signed a non-disclosure agreement with the hackers and made it appear like the ransom payment was a reward within the company’s bug bounty program.

Source: https://www.upguard.com/blog/what-caused-the-uber-data-breach

Equifax(2017)

- In 2017, Equifax suffered a breach where sensitive information of 140 million users was compromised.
- Company suffered a loss of $700 million.
- The major cause was found to be compromise of one of the accounts of users who were no longer working for the company.

Source: https://www.csoonline.com/article/567833/equifax-data-breach-faq-what-happened-who-was-affected-what-was-the-impact.html

Target(2013)

- The attackers backed their way into Target's corporate network by compromising a third-party vendor(Fazio Mechanical).
- The compromised account belonged to an employee who was recently terminated.
- The sources said the breach appears to have begun on or around Black Friday 2013
- Target informed about 110 million credit/debit-card wielding shoppers, who made purchases at one of the company's stores during the attack, that their personal and financial information had been compromised.
- *Recovery costs:* $250 million
  Legal Expenses: $18.5million
  Reputation Damages: Profit of Q4 2013 dropped by 46%

Source:
https://redriver.com/security/target-data-breach
https://www.zdnet.com/article/anatomy-of-the-target-data-breach-missed-opportunities-and-lessons-learned/

How This Could Have Been Prevented?

Think of simple questions:

1. Should this account be in the system?

1. If yes, does it have minimum privileges required for its role?

Modernize with Lifecycle Management

1

Single Source Of Truth

2

Automated User Lifecycle

3

Connected Resources

4

Auditing And Reporting

Single Source Of Truth

Active Directory

User Registration Form

HR Management Systems

Existing Apps Database

User Sync is more than just creating a user account with correct email:

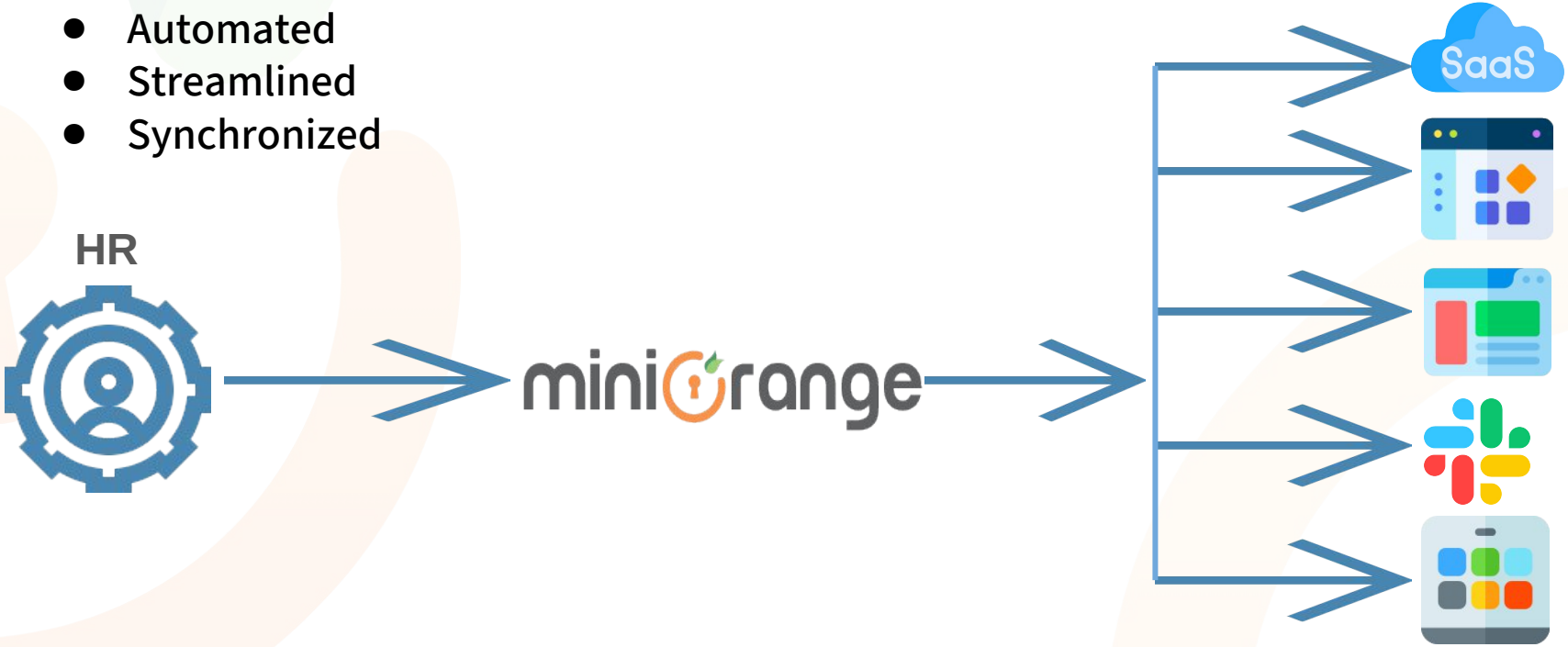
- Attribute Mapping
- Attribute Transformation
- Group Sync
- Password Sync
- Attribute based group mapping

Automated User Lifecycle

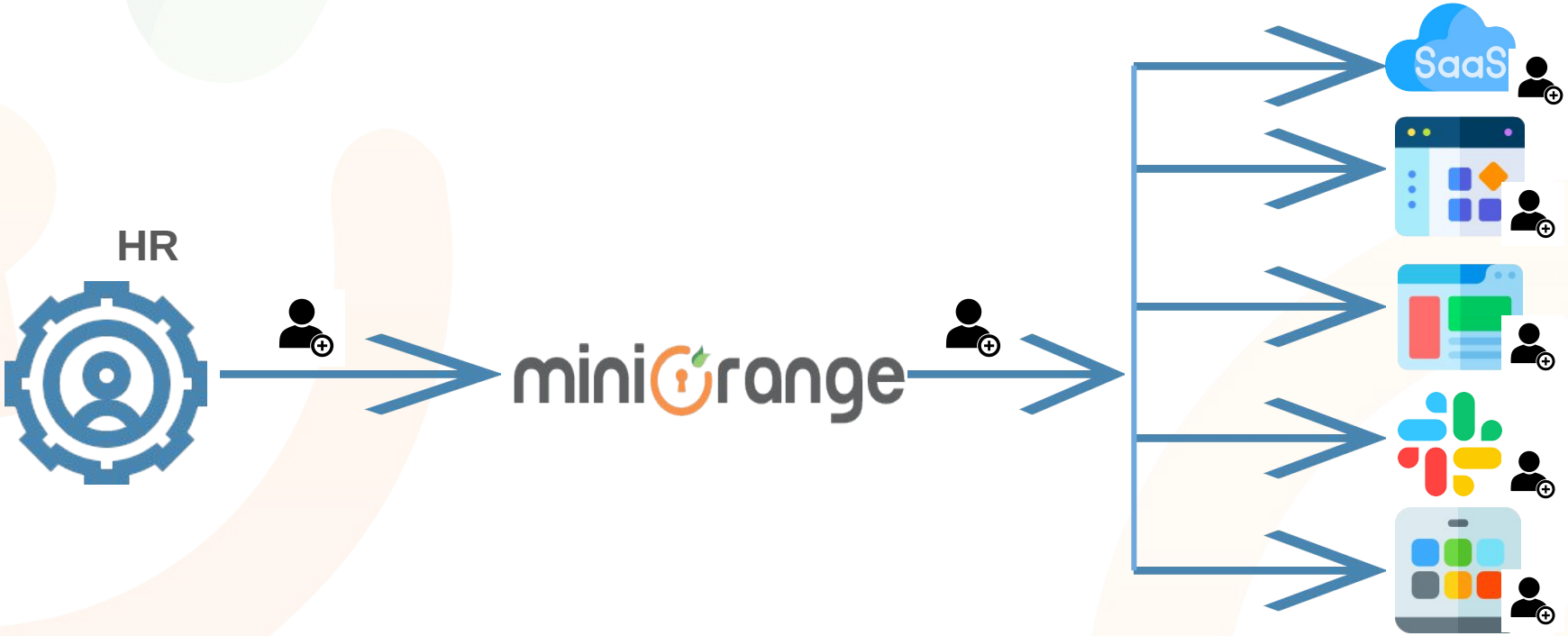
1. Single Source Of Truth
2. Automated User Lifecycle
3. Connected Resources
4. Auditing And Reporting

User Onboarding with Lifecycle Management

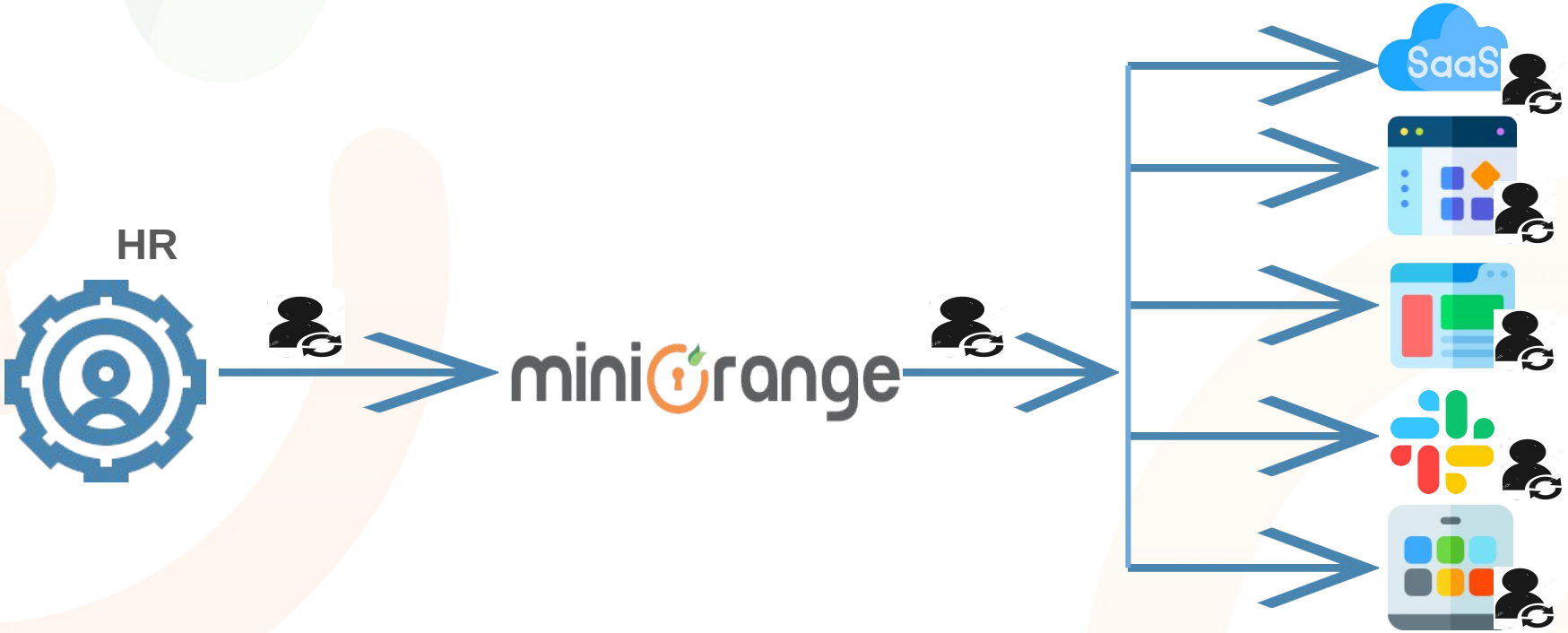
- Automated
- Streamlined
- Synchronized



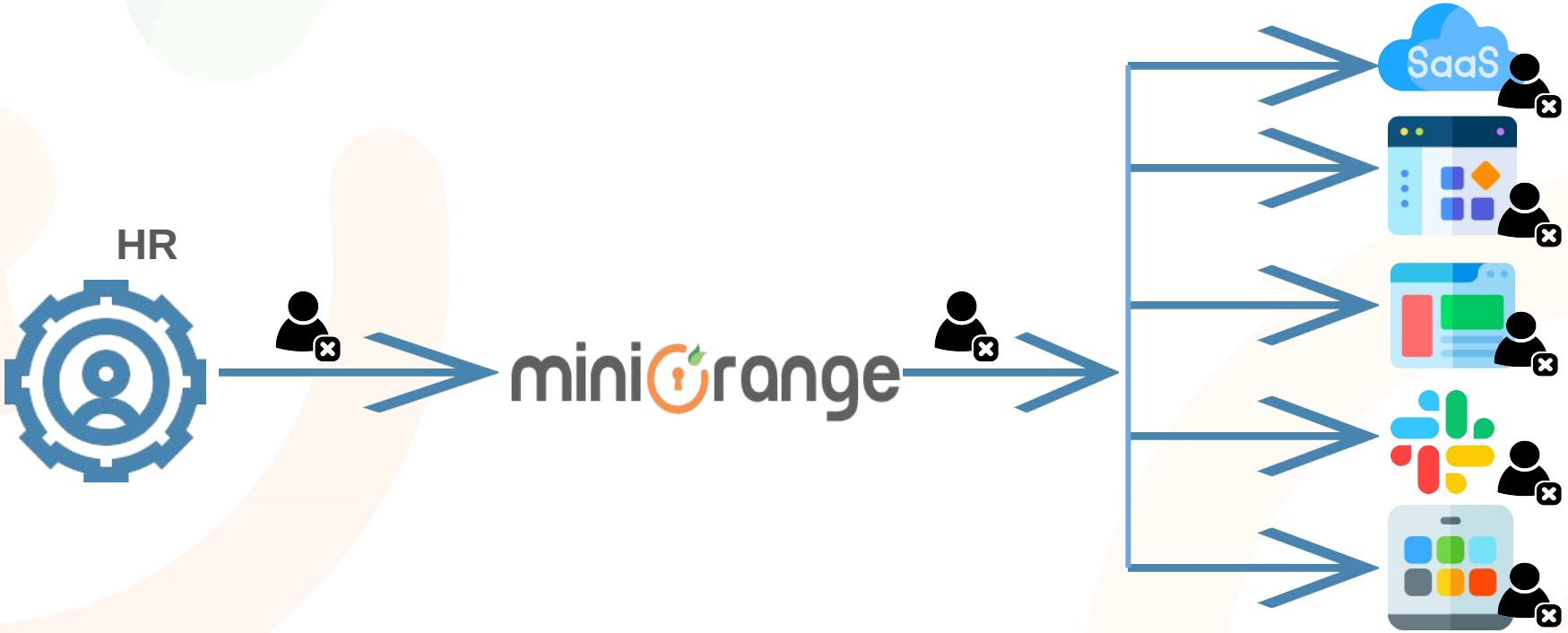
User Onboarding



User Update



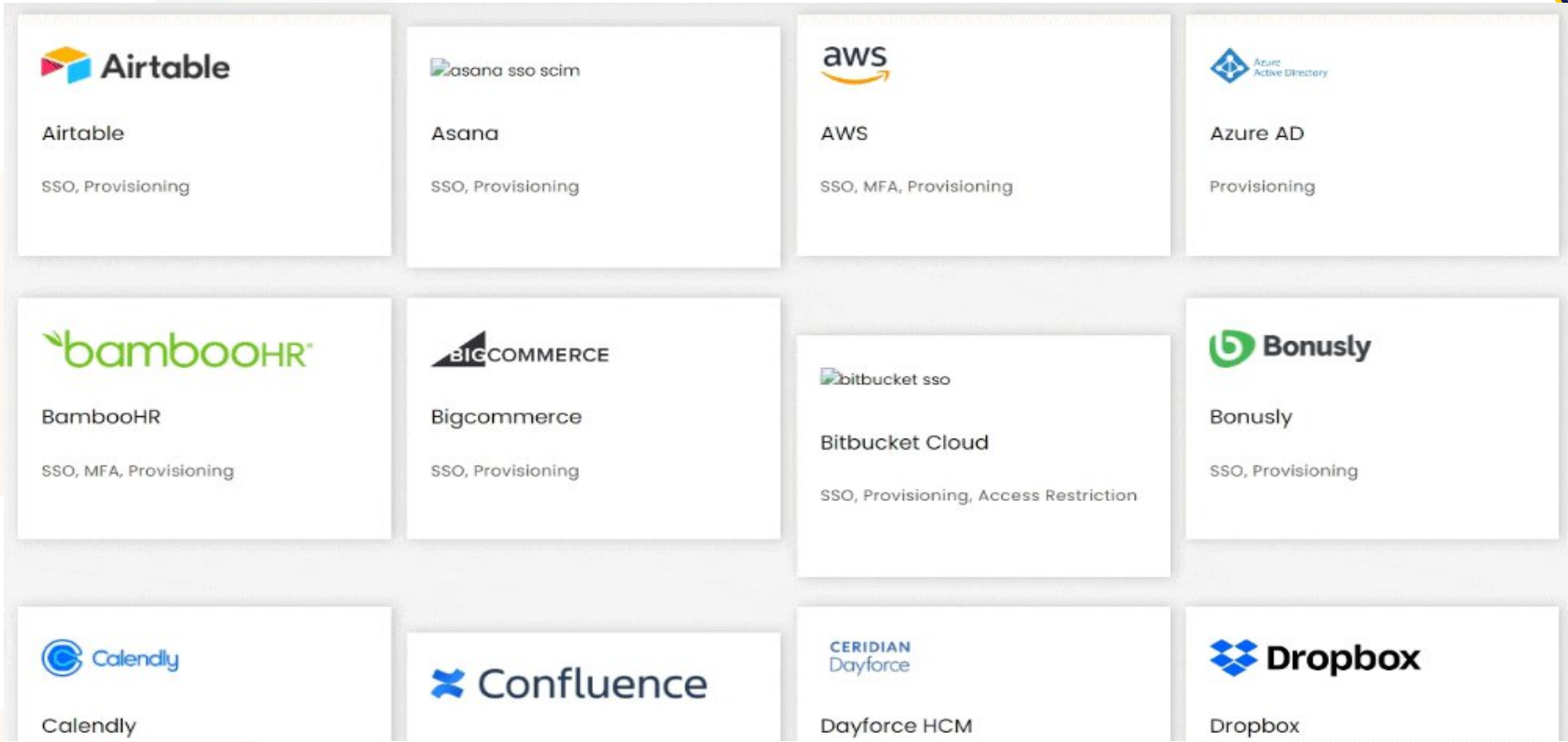
User Offboarding



Connected Resources

1. Single Source Of Truth
2. Automated User Lifecycle
3. Connected Resources
4. Auditing And Reporting

miniOrange Provisioning App Integrations



Auditing and Reporting

1. Single Source Of Truth
2. Automated User Lifecycle
3. Connected Resources
4. Auditing And Reporting

User Lifecycle Demo

Key Takeaways

- Manual onboarding and offboarding of users is prone to errors.
- User lifecycle management consists of 4 major parts:
  - Single Source of Truth
  - Automated User Lifecycle management
  - Connected Resources
  - Auditing and Reporting
- An efficient User Lifecycle management process is important to protect enterprises against breaches.

Questions/Feedback?

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