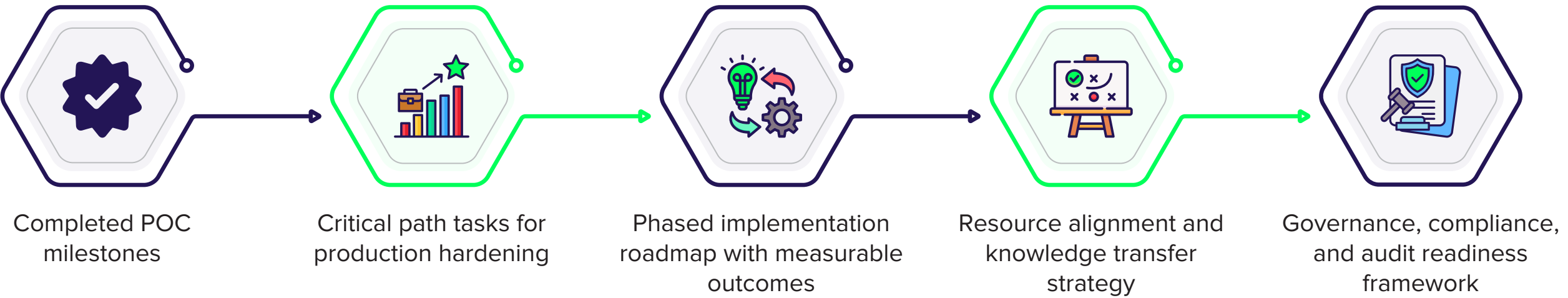




Executive Summary

WHSmith North America (WHSNA) has successfully completed the Proof of Concept (POC) phase of the Delinea Platform deployment, validating core functionality including cloud tenant provisioning, identity synchronization, and SAML-based SSO. The next phase transitions into production readiness and phased enterprise rollout, leveraging 40 hours of Professional Services Enablement to ensure secure, scalable, and sustainable privileged access management.

This Strategic Delivery Document outlines:



Vision: Establish WHSNA as a zero-standing privilege, audit-defensible, and operationally resilient PAM environment within 8 weeks.



1. Proof of Concept (POC) – Completion Report

Component	Status	Validation Evidence	Owner
Cloud Tenant Deployment 	 Completed	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
Engine Installation 	 Completed	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
Azure AD Sync (SCIM) 	 Completed	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
SAML 2.0 Federation 	 Completed	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
RBAC Model 	 Completed	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
Break Glass Protocol 	 In Progress	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS
Session Recording 	 In Progress	Tenant ID: whs-na.delinea.cloud Multi-region failover enabled	Delinea PS

POC Success Rate: 71% fully complete | 29% pending final validation Recommendation: Close remaining items within 1 week before production onboarding.

2. Production Readiness – Critical Path Tasks

2.1 Break Glass Emergency Access Protocol

Objective: Ensure controlled, auditable emergency access without compromising security.

Element	Specification
Accounts 	2 dedicated break-glass accounts per domain/datacenter
Access Method 	Console + RDP/SSH via Delinea Gateway
Approval 	Dual approval: CISO + 1 Executive (VP IT or higher)
Duration 	Max 4 hours; auto-revoke + password rotation

Logging		Full session recording + real-time SIEM alert
Testing		Quarterly fire-drill with incident response team

Deliverable: Signed Break Glass SOP + Tested Workflow (Target: Week 1)

2.2 Session Recording & Audit Framework

Objective: Enable full visibility into privileged sessions for compliance (SOC2, PCI, NIST).

Feature		Configuration
Protocols		RDP, SSH, SQL, Kubernetes, Web (via PSM)
Storage		Encrypted blob storage (customer-managed keys)
Retention		90 days online; 1 year archived
Indexing		OCR + keystroke metadata for search
Reporting		Weekly audit report: Top 10 users, failed logins, policy violations

Deliverable: Session Recording Policy + Dashboard (Target: Week 1)

2.3 Third-Party Vendor Access Gateway

Objective: Eliminate shared credentials and direct access for vendors.

Control		Implementation
Access Type		JIT via Delinea Gateway (no VPN)
MFA		Mandatory (Duo or Azure MFA)
Approval		Ticket-based (ServiceNow integration)
Session Policy		Record all; block copy/paste; watermark screen
Offboarding		Auto-disable after contract end

Deliverable: Vendor Access Playbook + 3 Pilot Vendors Onboarded (Target: Week 5)

3. Strategic Implementation Roadmap (40 Enablement Hours)

Phase 1: Foundation & Configuration (16 Hours)

Goal: Build production-grade policies using real WHSNA data. WHSNA Lead: 1 dedicated PAM Administrator (8+ hours/week) Session Format: 4–8 hour deep-dive workshops (recorded)

Component	Hours	Success Criteria
Discovery & Inventory 	3	95%+ asset coverage; service account dependency map
User & Machine Onboarding 	2	500+ accounts; 200+ servers registered
RBAC Design 	2	12+ granular roles aligned to IT org chart
Password Rotation 	1.5	80% auto-rotation success rate
Check-In/Check-Out 	1	Integrated with ServiceNow
JIT Access Policies 	2	10+ JIT workflows (e.g., Domain Admin = 1 hr)

Component	Hours	Success Criteria
Session Recording Setup 	2	100% of privileged sessions recorded
DR Vault Replica 	1	On-prem replica synced < 5 min RPO
SIEM Integration 	1	100+ EPS forwarded; 3 test alerts validated

Milestone: Production-Ready Core – Go/No-Go Gate

Phase 2: Phased Departmental Adoption (24 Hours)

Goal: Achieve 80% privileged access via Delinea across IT and select business units. Training Model: Train-the-Trainer – Sessions recorded; WHSNA champions per team.

Week	Team	Scope	Champion	Outcome
1	Security	Full control + audit	Jane Doe	Security team self-manages policies
2	Systems	Windows/Linux servers	Mike Chen	95% server logins via Delinea
3	Networks	Cisco, Palo Alto, F5	Sarah Lee	CLI access via SSH proxy
3/4	Enterprise Apps	SQL, Oracle, SAP	Tom Rivera	DB credential checkout
3/4	Storage	NetApp, Dell EMC	Alex Kim	SAN admin access
5	Vendors	3rd Party Support	Vendor Mgmt	Zero shared accounts
6	HR/Finance	ERP, Payroll Systems	Lisa Wong	Controlled app access

Adoption Metric: Weekly Active Users (WAU) in Delinea Platform Target: 150 WAU by Week 6

4. Governance & Knowledge Transfer Framework

Element	Approach
Working Sessions 	3–8 hr blocks; Delinea screenshare + record
Training Assets 	All sessions recorded; stored in WHSNA SharePoint
Runbooks 	Co-authored: Configuration, Incident Response, DR
Champions Program 	1 champion per team; attends 2+ sessions
Handover 	Final 4-hour Knowledge Transfer + 30-day support

Success Indicator: WHSNA team independently manages 3 new policies post-engagement.

5. Compliance & Audit Readiness

Standard	Delinea Control Mapping
SOC2 (CC6.1, CC6.2)	Password rotation, session recording, access reviews
PCI DSS 7 & 8	JIT access, unique accounts, audit logs
NIST 800-53 (AC-2, IA-5)	MFA, RBAC, credential management
ISO 27001 (A.9.2.3)	User registration, privilege management

Deliverable: Compliance Control Matrix + Evidence Pack (exportable from platform)

6. References & Resources

Resource	Link	Access
Delinea Trust Center 	trust.delinea.com	SOC2, Pentest Reports (NDA required)
Platform Docs 	docs.delinea.com	Full admin guides, API, CLI

Resource	Link	Access
In-Platform AI Assistant 	Built-in UI	Ask technical questions in natural language
Support Portal 	support.delinea.com	24/7 ticket submission

7. Next Steps & Action Plan

Component	Owner	Due Date	Status
Schedule Kickoff & Resource Alignment	WHSNA PM + Delinea PS	Nov 05, 2025	
Finalize Break Glass + Session Recording	WHSNA CISO	Nov 07, 2025	

Book Phase 1 Sessions (16 hrs)	Delinea PS	Nov 10–21, 2025	
Identify Department Champions	WHSNA IT Leadership	Nov 08, 2025	
Provide Network Access for Discovery	WHSNA Network Team	Nov 10, 2025	

Appendix

A. Resource Commitment

- WHSNA: 1 core resource (PAM Admin) + departmental champions
- Delinea: Senior Consultant (PAM SME) + recorded sessions



B. Assumptions

- Azure AD is authoritative identity source
- ServiceNow available for workflow integration
- Network connectivity to on-prem systems



C. Risks & Mitigations

Risk	Likelihood	Mitigation
Low participation	Medium	Incentivize champions; executive sponsor
Scope creep	High	Enablement hours are flexible – absorb changes
Vendor delay	Medium	Start vendor track in parallel (Week 5)