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THE HELP DESK IS A TRUST AUTHORITY

You just haven't governed it like one.



THE CONTROLS WEREN'T DEFEATED

Identity Platform



MFA



Privileged Access Management



The attacker went around them.

**IDENTITY SYSTEMS VERIFY USERS.
HELP DESKS HELP USERS.**



Attackers exploit the gap when the second can override the first.

AUTHORITY WITHOUT GOVERNANCE

HELP DESK AUTHORITY

GRANTED BY: ?

REVIEWED BY: ?

REVOKED BY: ?

It executes. Nobody can say who granted it, who reviews it, or who could who could revoke it.

WHO CAN OVERRIDE TRUST?

- ☐ Reset credentials?
- ☐ Reset MFA?
- ☐ Enroll devices?
- ☐ Approve remote access?
- ☐ Escalate privilege?

If yes → it's already a trust authority.

GOVERN IT LIKE AN IDENTITY AUTHORITY.

Not because the help desk is security infrastructure.
Because its decisions can change security state.



MAP YOUR OWN TRUST AUTHORITIES

Free worksheet: identify which functions in your org can already change identity, access, or security state.

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