

Identity Management Case Study

Blue Chip Consulting Group implements ILM 2007 to help a Metropolitan School District decrease costs while increasing regulatory compliance.

Overview

Location

Cleveland, Ohio, USA

Customer Profile

Large metropolitan school district with over 7,500 employees.

Business Situation

A rapidly changing environment is steadily increasing administrative overhead and helpdesk costs while regulatory compliance is dictating an advance in overall system security.

Solution

ILM 2007 and SharePoint WSS 3.0 were implemented to automatically create accounts for every qualified employee and implement an employee self-service portal for manual password resets. This quickly decreased administrative overhead as well as calls to the helpdesk.

Benefits

- Automated account provisioning and de-provisioning
- Automated management and synchronization of groups and group memberships
- Data synchronization
- Password synchronization
- Self-service password resets
- Significant cost savings

The Business Problem

The Metropolitan School District had an immediate need to decrease administration and helpdesk costs as well as increase security by removing access to systems that was no longer required.

The Solution

Blue Chip worked with the customer to document the requirements and propose a solution that would not only meet the requirements, but also add additional functionality not originally considered.

For this solution, Blue Chip proposed Microsoft Identity Lifecycle Manager (ILM) 2007 and Microsoft Windows SharePoint Services (WSS) 3.0. ILM could connect to the required systems by customizing existing management agents. WSS was utilized as the supporting infrastructure for the employee self-service portal. ILM was customized to provision system access based on the employee job and location codes contained in the HR system and alter that access if the job or location changed.

The following systems were included in this ILM implementation:

- Microsoft Active Directory
- Lotus Notes
- Microsoft SQL Server
- IBM DB2
- Several web based applications

Microsoft
Identity Lifecycle
Manager 2007

The Benefits

The primary benefits of this implementation for the Metropolitan School District included:

- Automated Account Provisioning and De-provisioning
Automated provisioning not only reduces administrative overhead, but also gives the employees the required core system access without the standard waiting period. Automated de-provisioning greatly increases security and regulatory compliance by removing access to systems that is not required.
- Automated Management and Synchronization of Groups and Group Memberships
Security groups in one system can become distribution lists in another without any administrator intervention. Group policy settings can be altered by a location or job change in the HR system.
- Data Synchronization
A name or address change in one system can automatically be updated in several other systems.
- Password Synchronization
Changing a password at the workstation level will automatically update the passwords on several other systems. This simplified sign on makes it easier to remember a single complex password.
- Self-Service Password Reset
A forgotten password no longer requires a call to the helpdesk. This results in a significant helpdesk cost savings.
- Significant Cost Savings
The ILM 2007 solution was significantly less expensive to implement than other available solutions.

