Central Denmark Region Strengthens Administrative Security with Identity Manager from NetIQ

Executive Summary

INDUSTRY DESCRIPTION
Central Denmark Region is one of five administrative regions in Denmark. The administration’s main responsibility is providing healthcare services to the region’s inhabitants. It also operates a number of social institutions and coordinates regional development activities.

BUSINESS SITUATION
Central Denmark Region wanted to further enhance the security and effectiveness of its existing Identity Manager solution from NetIQ by giving local departments greater control over the provisioning of user access rights. It also wanted to make managing user access faster and easier, without increasing the IT staff workload.

THE NETIQ DIFFERENCE
Central Denmark Region developed a self-service portal and integrated it with Identity Manager, allowing the IT staff to delegate granting user access rights to local departments.

NETIQ PRODUCTS AND SERVICES
Identity Manager

Business Challenge

Central Denmark Region was created in 2007 as part of the Danish Municipal Reform, which consolidated 13 counties in to five groups. The administration employs 36,000 people and is responsible for provisioning healthcare to 1.2 million inhabitants.

Consolidation required integrating a disparate set of IT resources, and administrators selected Identity Manager from NetIQ for its identity and security management, using it to build a centralised architecture.

Central Denmark Region wanted to further boost the efficiency and security of its NetIQ solution by delegating provisioning of certain user rights to local institutions. “We had already seen significant, ongoing benefits from the Identity Manager solution,” said Jakob Bækgaard Riis, program manager, Central Denmark Region Identity and Access Management Platform. “We wanted to give local departments responsibility for user access, as they know which employees should be granted certain rights.”

The IT team sought to automate a greater number of tasks in order to grant access more quickly without increasing administrative workload.

The NetIQ Solution

Central Denmark Region extended the functionality of its Identity Manager solution by developing a self-service web portal, which automates the granting of certain user access rights and enables local departments to grant access to their own users.

When an employee is added to the payroll system, Identity Manager automatically creates the employee’s login credentials. It then provisions basic access rights based on the employee’s role in the organisation. Department managers can then use the portal to assign access to specific applications.

The solution can also grant access rights to multiple departments based on user affiliations. This is useful, as many employees often have more than
“Identity Manager allows us to reuse employee information, while at the same time making sure this information is updated and accurate across systems at any given point in time.”

Jørn Lodahl, IT Manager, Central Denmark Region

Identity Manager currently handles approximately 2,100 user activations and 1,600 deactivations each month, as well as some 12,000 password changes. In all, the system manages a total of about 43,000 monthly changes, streamlining provisioning and reducing the administrative burden.

Central Denmark Region has already integrated more than 30 systems into the NetIQ solution, including corporate email, electronic patient records and a number of clinical systems.

Improving Security and Efficiency

Delegating user access rights provisioning has enhanced security, as local managers can guarantee that the right people have access to the right applications.

Identity Manager also provides lifecycle management of digital certificates for government employees, which are used to protect access to sensitive information in certain clinical applications. The solution allows certificates to be automatically uploaded to the user’s workstation upon login and makes it possible for the user to employ a single secure password whenever he has to use his certificate. This is essential for clinicians, who need to log on quickly to get vital patient information.

“This capability is very important to us,” said Mogens Engsig-Karup, Chief IT Strategist at Central Denmark Region. “The flexibility of NetIQ Identity Manager in this regard was one of the key reasons why we selected it as our strategic platform. Furthermore, having a single set of credentials means that users only have to memorise one password, so they are happier to accept more stringent rules about password length and complexity.”

“With Identity Manager, we can update user details throughout all systems from a single point of control and create a single user identity with multiple access rights for different applications,” said Lise Tjerrild, Deputy Head of Office and Chair of the IDM Steering Committee. “This helps us keep better track of users on the system, improving efficiency and security.”

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one affiliation, such as a doctor who works at two hospitals, for example.

“With NetIQ Identity Manager we can now provide a new self service portal that will help us provision access rights much faster,” said Riis. “Previously, users had to request access to individual applications, and we had to manually grant them access rights. The portal will further automate this process and assign a number of basic rights without the need for manual intervention in selected applications. This will reduce our workload and let us focus on more important tasks.”

Jørn Lodahl, IT Manager, Central Denmark Region

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