

Case Study Inside:

- State of Nevada
Division of Welfare
and Supportive Services



Making Security Simple
Nevada improves efficiency and security
through automation.

Everything Under Control

Novell® identity management and access controls save time and boost security.

From Social Security numbers to citizen health and financial data, today's government is privy to an enormous amount of sensitive information. Controlling access to this information is a top concern for managers and IT officials, especially when threats come from within the organization.

While security risk is one of the gravest concerns among government officials, manual administrative processes, which are connected to managing employee identity and information access are common obstacles to government efficiency.

In an age when the public has come to expect efficiency and effectiveness comparable to private enterprises, streamlined, centralized solutions for managing thousands of employee and citizen identities and access approvals are critical.

Novell® identity management and access solutions give governments the agility to continue with their core functions without being confined by administrative approvals for information access or letting data fall into the wrong hands.

By automating identity management and access control mechanisms, agencies can reduce human errors inherent in relying on employees to manage access controls. And Novell solutions help public-sector leaders rest easier, knowing sensitive information is viewed only by authorized employees who must use the information to do their jobs.

By automating system privileges and e-mail accounts based on job function — and controlling those privileges with a single password across dissimilar systems — Novell helps governments achieve efficiency and improve security. Novell solutions also allow for easy role-based policies with either a central, distributed or federated directory design to control employee access privileges based on predetermined authorization approvals.

Empowerment and Clearance

Governments have long battled bureaucratic introductory periods for new employees. Securing permissions and passwords for new employees to access information pertinent to their jobs has traditionally been a time-consuming and labor-intensive process. Novell Identity Manager makes this process a breeze, literally doing the work for administrators.

An HR official merely activates certain cues in connection with a new employee. For example, the solution automatically creates an e-mail account for new employees if they are entitled to one. The system automatically populates

End-users have enough to deal with without juggling several passwords to access necessary applications.

an employee's system identity with the access privileges connected to his or her job, meaning HR departments do not have to waste time calling administrators and various approvers to complete such tasks manually. For instance, an employee administering public assistance might need access to a citizen's financial details, but he or she wouldn't necessarily need access to psychological, court or police reports. Novell Identity Manager quickly gives the employee access to the appropriate records, automatically retrieving approval from other agencies to access information those agencies have relevant to that employee's job. In the past, manual, paper-intensive approval processes often involved sluggish interagency communication procedures that were either dysfunctional or costly to maintain.

Some government employees play varying roles each day. Depending on a given day's role,



that employee often has a different set of privileges. Manually maintaining that employee's system identity can be especially complicated. Novell technology enables a government to schedule what role in what agency an employee is slated to perform, automatically granting him or her the necessary tools for each day.

Novell provides governments with a solution that helps them respond rapidly to change. That means quickly hiring and equipping necessary employees with the tools they need to actualize government goals and rapidly adjusting access controls for employees as they grow into new roles within the organization. A long, arduous introduction process blocks governments from achieving that performance level.

Novell technology also enables employees to bypass tedious bureaucracy when acquiring additional tools, such as a cellular phone or approval for travel or other purchases. Many governments force employees through an approval process routed through several people before granting a request. Novell permits employees to trigger an automated workflow that quickly retrieves approval and allows them to view the request's status at any time.

Rapid and Secure Access

End-users have enough to deal with without juggling several passwords to access necessary applications. They need a way to instantly access all necessary tools with one password, but it can't happen at the expense of security. Novell SecureLogin enables governments to achieve that. The solution brings an end to Post-It® notes stuck to computer screens to help users keep passwords straight, which is a huge security risk in itself. In some government offices, multiple employees use the same workstation at different parts of the day. Novell enables several mechanisms for protecting security at that location. For example, an agency



could give each user a “proximity card” to carry. As soon as the user leaves the station, the system stops sensing the user’s proximity card and the session automatically terminates.

Once the user enters a single password, Novell Access Manager™ recognizes the user, securely channeling him or her to the right applications. The solution offers users the same experience whether they are inside or outside the firewall. Remote or mobile employees use the same process to access the applications they would if they were at their desks. That means employees only need to learn one way to do their jobs.

Identity Nucleus

The complex structure of government often makes keeping track of the various identities and functions of thousands of employees difficult. Novell eliminates that struggle with Novell eDirectory™, a centralized secure identity vault of employees that maintains the identities, functions and all other useful information on each of them. Finding employees with special ranks or skill sets in government can be like navigating a labyrinth. Novell technology lets eligible users search the directory to find the person they need. It shows who ranks below and above them. For example, if management searches for a social worker with a certain skill set, the directory provides names of employees who fit the necessary requirements.

Novell identity management and access control solutions improve efficiency for government employees – from end-users to administrators. And with Novell solutions, IT staff and managers can sleep at night knowing this efficiency does not come at the expense of security. ●

Case Study

Setting a New Standard

End-users access applications and manage system identities without administrative hassles at the Nevada Division of Welfare and Supportive Services.

A culture of simple data access, quick approvals and secure application delivery now reigns at the Nevada Division of Welfare and Supportive Services. The division works tirelessly to provide quality, timely and temporary services enabling Nevada families, the disabled and elderly to achieve their highest levels of self-sufficiency.

The 1,200-employee agency is transitioning from its costly mainframe environment to a server-hosted environment. The change is simplifying IT by consolidating application maintenance, extending functionality and ease of use to the end-users. However, the division’s 17 unconnected applications each required separate user administration and security models. Users had to maintain passwords and IDs for each application, making access cumbersome and insecure. Agency IT personnel had to manually update user information in all of the systems, a process that typically consumed two weeks. Security is a primary concern because the agency manages sensitive client data related to public assistance and child support. The division aimed to deliver those applications to external users in affiliated organizations and soon to child-care providers, making ironclad security even more critical. The agency’s new server-based Web applications lacked encryption capabilities, which it needed to prevent unauthorized access from external sources.

The division implemented a combination of Novell’s Identity Manager, Access Manager, SecureLogin, and leveraged Novell eDirectory to simplify user access, improve security and reduce IT administration.

The change produced dramatic results. The solution synchronizes user identity information across 14 different applications, including HR, financial and social services systems. This eliminated hours of manual updating and improved user information accuracy. The agency reduced user administration time by 80 percent and re-assigned two full-time equivalent IT personnel to other important projects. The IT team now provisions new users 90 percent faster and deploys new applications in days, rather than weeks, due to Identity Manager’s automated functionality.

At a time of increasing demands on government performance and shrinking budgets, Novell solutions offered a low-cost mechanism for overhauling administrative functionality. Govern-

ments can easily plug Novell technology into their existing systems, providing a secure identity and access management solution for all of an agency’s dissimilar systems.

Novell solutions empower governments to do in minutes what took weeks in the past. Automated functionality liberates employees to accomplish more strategic tasks to better their agencies.

The agency’s Novell solution gave workers a secure, continually available access to applications for performing their jobs at maximum efficiency. The division became the first agency in Nevada to provide secure, anywhere access for employees to application data without the use of VPN technology.

Each user maintains one password to access all necessary division applications and in some cases, other divisions’ applications, making the division’s users the first Nevada employees to receive that functionality. The division is currently implementing a child-care application, which it plans on securely extending via the Web to child-care providers in the state.

The solution’s automated workflow capabilities will soon enable select users, rather than IT personnel, to grant access authority. This lets managers grant authority to their employees. Naturally they know their employees’ needs better than anyone in the organization.

Governments often struggle to transition entrenched workers to a new system. The opposite was true of the division’s Novell implementation. Employees immediately embraced the solution. It made their jobs easier by providing secure access to the division’s numerous systems and applications, and many claim this freed up “brain space” so they could concentrate on more significant initiatives.

Interest is spreading to other Nevada agencies as the division’s results impress observers. Among those agencies/organizations is the Nevada Enterprise Architecture Committee, which hopes benefits similar to the division’s might be realized if solutions are extended beyond the individual divisions.





Using Novell identity management and security solutions, the Nevada Division of Welfare and Supportive Services reduced user administration time by 80 percent.



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**For more information about Novell identity and security solutions:
Call 1-800-583-2900 or visit www.novell.com/management**

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