

State of Michigan

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CASE STUDY

The State of Michigan leverages Novell® Nsure™ and Novell exteNd™ to provide authorized access to confidential criminal justice information.

OVERVIEW

The State of Michigan serves nearly 10 million citizens with 55,000 employees in 20 state agencies.

The Michigan State Police (MSP) is one of the leading police agencies in the United States with 1,500 law enforcement professionals.

CHALLENGE

The Michigan State Police supports several criminal justice applications utilizing various operating platforms, programming languages and databases. These are critical applications for a variety of end users including local police departments, courts, state troopers and federal authorities. Managing these applications across the organization was becoming increasingly costly and inefficient.

Another concern was identity management. Many users were sharing IDs and passwords at common terminals to conduct criminal justice transactions. The Federal Bureau of Investigation's National Crime and Information Center (NCIC) issued strict security requirements requiring

unique, identity-based authentication, as well as secure access via the Internet.

The State of Michigan saw an opportunity not only to meet the federal security mandates, but also to build an identity management foundation for other state agencies, as well as its citizens. To control costs and increase accessibility, the State was also determined to offer Web-based access to several critical applications. With shrinking state budgets, the State knew it had to be creative and find a cost-effective solution.

SOLUTION

The State of Michigan evaluated security products from other vendors before selecting a Novell Nsure solution including Novell eDirectory™, Novell Identity Manager and Novell iChain®. The State selected Novell exteNd to integrate 50+ applications into a portal that could run on multiple platforms including Linux*, NetWare®, Sun Solaris* and Microsoft Windows*.

"We were determined to do things right the first time," said Gary Blair, AIO of Michigan's

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—Brad Stoddard,
IT Manager,
Department of
Information Technology

Novell.

Public Protection Agencies. “We needed an architecture that supported industry standards, such as SOAP, and that would accommodate new technology that we didn’t even know about.

We wanted the ability to plug and play applications down the road.”

In less than two weeks, Novell consultants partnered with the State IT team to define the State Police business requirements and complete a prototype architecture featuring Novell eDirectory as the single repository of user identity information. Novell also demonstrated how Novell exteNd can easily integrate applications and create a dynamic portal.

“Several vendors offered proposals, but Novell came in and said ‘let us show you,’” said Brad Stoddard, IT manager at the Department of Information Technology. “We were impressed at how fast they were able to work with us to define exactly what we needed and get a pilot architecture up and running. We now have a

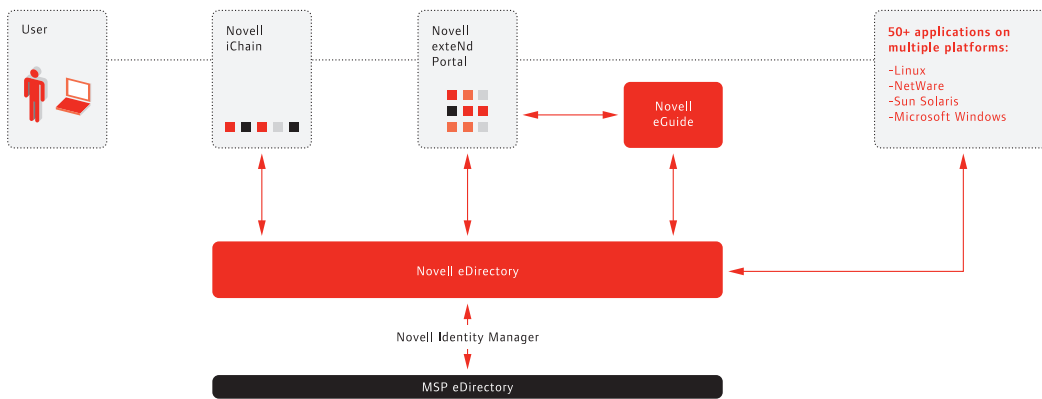
solution that will scale to an unlimited number of applications and millions of potential users.”

Secure access to personalized resources

The Novell Nsure solution is at the heart of the security infrastructure for the Michigan State Police, providing secure access to resources from the office or any location via the Internet. Novell eDirectory acts as the global directory for all user identity information across the enterprise. Novell Identity Manager synchronizes digital identities across multiple applications, eliminating manual updating.

When users log in to applications or to the portal, Novell iChain verifies users’ credentials based on identity information stored in eDirectory. Users then view a personalized Web page, with links to the criminal justice applications they are authorized to access. The Michigan State Police has also improved its security with the ability to track user access to information, ensuring that only the right people can access confidential data.

CHALLENGE	RESULTS
<ul style="list-style-type: none"> • Comply with federal security regulations requiring identity-based access to information, as well as secure Internet access • Reduce administrative time and costs • Build a security infrastructure for statewide use 	<ul style="list-style-type: none"> • Streamlined identity management, reducing administration time by 40 percent • Consolidated existing applications into a secure portal for single sign-on access and efficient management • Established secure Internet access to criminal justice information for 1,500 state troopers
<p>SOLUTION</p> <ul style="list-style-type: none"> • Novell Nsure (Novell eDirectory, Novell Identity Manager, Novell iChain) • Novell exteNd 	<ul style="list-style-type: none"> • Reduced support calls by 30 percent • Created a secure identity management foundation to extend to other state agencies



Michigan State Police provides single sign-on access to applications, based on user identity

“Novell clearly has proven products and is the market leader in identity management,” said Blair. “Our Novell solution is the difference between the security of a Yale lock and that of a bank vault.”

In the past, state troopers had to spend excessive time waiting to access terminals in the office. Now the State’s 1,500 troopers can access information from their office, car or the Internet, and are able to spend more time on the road.

Users also no longer need to remember four to six passwords to access multiple applications throughout the day. With the new portal, Michigan State Police has tightened security by providing single sign-on access to resources and has reduced its administrative overhead by 40 percent.

Novell eGuide also provides convenient “white pages” for the department. Based on information in eDirectory, Novell eGuide makes it easy for employees to contact the right colleagues.

Leveraging a portal to work smarter

Using Novell exteNd, the Michigan State Police integrated several critical applications into a

secure portal. The department used the visual development environment of Novell exteNd to create Web services for multiple applications, including mainframe applications, allowing the organization to leverage its existing investments.

The Michigan State Police can develop Web applications faster than before and plans to integrate its 50+ applications into the portal. The department now has a single helpdesk for the portal, instead of one for each application, which has reduced support calls by 30 percent. As a result, freed-up IT resources can be deployed to other projects.

“When you can’t hire new people to do things, you have to use technology to work smarter,” said Blair. “We’ve implemented an entire security infrastructure and created a dynamic portal on a limited budget and without adding a single IT resource.”

The portal has been so successful that the State of Michigan plans to extend it to include systems from other state agencies including Human Resources, laboratory management and commercial vehicle management applications.

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Protection Agencies



“Other agencies are now lining up to add applications to the portal,” said Stoddard. “It’s an opportunity to add hundreds of applications for millions of users, while providing decentralized control to individual agencies, all while saving the state money by not recreating an identical architecture for all of the other agencies. It clearly utilizes the adage of using technology to do more with less, and solidifies the advantages of the Department of Information Technology.”

The right partnership

Novell consulting worked with the State of Michigan through every phase of the project, providing solid and consistent knowledge transfer so the State’s own teams could maintain the portal moving forward.

“The majority of my career has been spent in project management, and the methodologies of the Novell team were outstanding,” said Blair. “In fact, we have adopted much of what we’ve learned for use on other projects.”

The consulting team conducted interviews with key members of the Michigan State Police to construct “use cases” that served as the foundation for the design process. Throughout the project, Novell consultants provided extensive documentation so the Michigan State Police team can integrate applications on its own.

“We could not have gotten through the pilot phase without Novell consulting,” said Stoddard. “The consulting team brought tremendous

technical expertise, project management skill and software development methodology to our organization. They saw the potential of the project from the beginning and were true partners to help us be successful.”

RESULTS

The State of Michigan leveraged Novell Nsure to automate identity management for the Michigan State Police, reducing administration time by 40 percent. The new security infrastructure helps the State comply with federal security requirements and will serve as the identity management foundation for other state agencies.

Using Novell exteNd, the Michigan State Police created a secure portal with single sign-on access for more than 1,500 users. State troopers can now access criminal justice information from any location, using a standard Web browser, allowing them to spend more time on the road.

The State secured its infrastructure and completed its portal project with a limited budget and no additional headcount. The portal allows the State to leverage its current technology investments, such as mainframe applications, and offers the flexibility to run on multiple platforms, including Linux.

“Without Novell, we still would have been building our architecture,” said Blair. “Novell has given us a solution that allows us to move forward with confidence and in a rapid manner.”

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