


A large, light blue fingerprint graphic is centered in the background of the slide.

Customer Case

Identity Management
@ AZ Sint-Lucas Gent

Agenda

- 
- A large, light blue fingerprint graphic is centered in the background of the slide.
- Identity Management in practice
 - Identity Management in Health Care
 - Customer Case: AZ Sint-Lucas Gent
 - Traxion in practice
 - Conclusion
 - Questions

Identity Management

In practice



Identity Management

- Introduction
 - Already implemented in every organisation



Identity Management

- Challenges
 - Explore, discover and document current workflows
 - Explore and document current roles
 - Define (tight) profiles
 - Handle exceptions



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Identity Management

- Biggest challenge
 - Communicate with end users
 - Communicate with HR managers
 - Communicate with IT managers
 - Communicate!



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Identity Management

- IT advantages
 - Selfservice
 - Password resets
 - Request for extra rights
 - Approvals by role/system owners
 - Automated provisioning
 - Automated notifications
 - Segregation of duties
 - Licenses used for specific applications

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Identity Management

All about communication!

Identity Management

In Health Care



IM in Health Care

- Privacy and legislation
 - Who is doing what with which data
 - Who had these specific rights 6 months ago
 - Federation and external access to data



IM in Health Care

- Dynamic environments
 - General Practitioners need dynamic access
 - Guest Doctors need temporary access
 - Doctors' Assistants need limited access
 - Interns need special access
 - Interns become Assistants or Doctors

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IM in Health Care

- Access to specific data at the blink of an eye
 - Surgeon AND assistant at the Operating Theatre
 - Nurses taking care of dozens of 'dynamic' patients
 - Delegation of rights

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Customer Case

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Customer Case: AZSL

- Presentation AZ Sint-Lucas Gent
- Motivation and vision
- Project planning
- Implementation
- Results
- Future plans

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Presentation



Presentation

- Located near the centre of Ghent
- 2 campuses close together
- 800+ beds & 65 beds in dayhospital
- 30.000+ patients every year
- 200+ doctors
- 2100+ employees



Presentation

- Market share of +35%
- One of the most important hospitals of Ghent
- Offers almost every (sub)specialism
- One of the biggest employers in the wide area
- Responsible role in disaster plan of Ghent
- Extended network with other hospitals in wide area

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Motivation and vision

Motivation and vision

- Main driver is privacy legislation
 - Group accounts vs individual accounts
- Secondary driver is efficiency
 - Automated management of individual accounts

Motivation and vision

- End Users
 - Balance between security and comfort
- IT Daily Management
 - Reduce time needed to manage identities
- IT Operations
 - Keep in control of the solution
 - Be able to build own extensions

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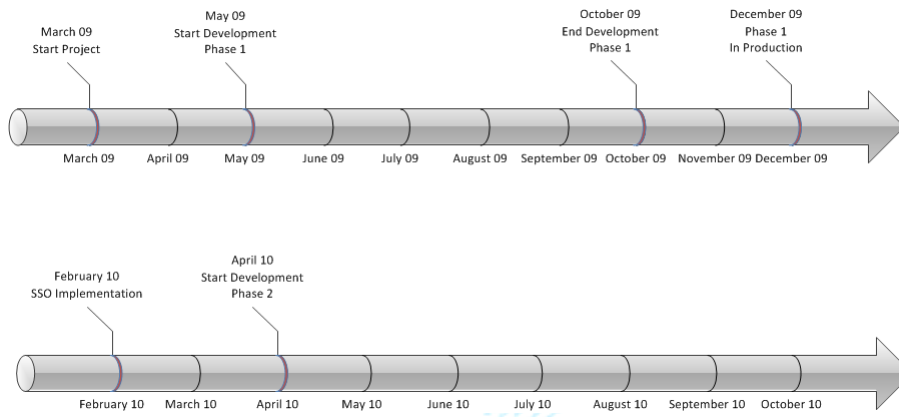
Project Planning



Project Planning

- Phased approach
- Think big, start small
 - Few workflows
 - Few applications
 - Few departments
 - Extended control
- Tight cooperation with IT staff

Project Planning



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Implementation

Implementation

- Product Selection
 - Microsoft Identity Lifecycle Manager 2007
 - Synchronisation engine
 - Omada Identity Manager
 - Workflows and role management



Omada

Microsoft®
**Identity Lifecycle
Manager 2007**

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Implementation

- Proof of Concept
 - Demo
 - Workshops
 - Proof of Concept
 - Workshops
 - Functional Requirements

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Implementation

- Phase 1
 - 3 small departments
 - Basic flows: Start/End contract
 - One source system: HR
 - Multiple targets:
 - Exchange 2007
 - Active Directory
 - Fileshares
 - 2 Custom Build AZSL Applications

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Implementation

- Phase 1 (continued)
 - Role matrix
 - Technical roles are dependant
 - Job title
 - Department

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Implementation

- Phase 1 (continued)
 - Notification of every change
 - Understand triggers and events
 - Extra check
 - Initial password distribution
 - Including confidentiality agreement
 - Registration of signed forms

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Implementation

- Single Sign-On
 - Imprivata
 - Badges
 - Fast User Switching (FUS)
 - Direct Access on every location to predefined applications
 - Session roaming

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Implementation

- Phase 2 (ongoing)
 - Extended flows
 - Identity has contracts
 - Graceful role management
 - Rehire
 - Intelligent mailbox/fileshare deployment
 - Extra target applications
 - HCPS
 - Captor

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Implementation

- Phase 2 (ongoing) (continued)
 - Extra departments
 - Different applications
 - Different roles
 - Initial setup segregation of duties SAP
 - Requests for specific access
 - Multiple approvements
 - Full detail logging

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Implementation

- Phase 2 (ongoing) (continued)
 - Automated provisioning for SSO
 - Connection with Imprivata
 - No more need to know your passwords

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Identity Management

Results

Results

- Phase 1 and SSO successfully and timely in production
- Clearer view on IAM complexity for AZSL
- End User feedback is very positive
- Phase 2 started – Traxion is dedicated on the project

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Future plans

Future plans

- Deploy IAM to all departments
- Connect more target systems

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Traxion

In practice



Traxion

- 10 years experience in IAM
- Technology and Business
- Successful projects in almost every sector
- Proven and solid methodology base
 - Adjustable for every project
- Offices in the Netherlands and Belgium
 - +30 Identity and Access Management specialists

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Traxion

X References

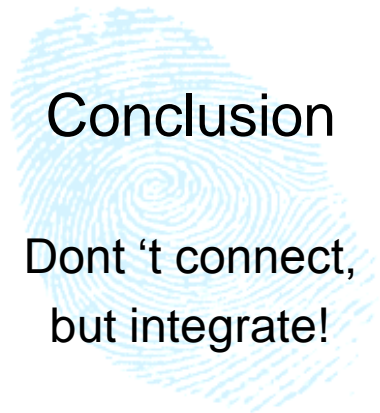
The slide displays a collection of logos for various client organizations. The logos are arranged in a grid-like fashion, with some larger than others. The organizations represented include Amersfoort, Fontys, PHILIPS, Rabobank International, SNS Bank, Capgemini, REAAL Verzekeringen, NXP, ABN-AMRO, UMC St Radboud, WAGENINGEN UR, NIB CAPITAL, ING, azM, SURF, BDO, S V B, KNMI, Defensie, Dienst Justitiële Inrichtingen, and Tele Atlas. The logos are diverse in color and design, representing a wide range of industries and sectors.

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Conclusion



Conclusion

Dont 't connect,
but integrate!





Questions

