ACCESS MANAGER

Success Story

Stadt Köln

econet

Modern IT management reduces costs for the City of Cologne

Satisfied Customer since 2003

The City of Cologne is growing, and with it the demands on the underlying IT: change requests previously had to be entered manually and executed at the approximately 100 different locations, the lack of a "four-eyes principle" led to an increased security risk, and the inconsistent data records of the more than 8,600 user accounts called the efficiency of the system into question. As the responsible IT service provider, the Office for Information Processing (IV) of the Cologne city administration therefore no longer had any choice but to implement a modern provisioning solution.

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The initial situation: manual change services and outdated user database raise security questions

All user and computer changes had to be implemented manually by the central IV customer service after a notification by the decentralised user supervisors (DZB). In the process, more than 18,000 orders per year were processed via the HelpDesk system and first sent to the customer service as an Excel file before they were manually transferred to the respective target system.

«*There was no standardised template for a change request. Although all orders were requested uniformly via the ticketing system, they were filled out differently in Excel files. The result was a kind of ticket ping-pong between the central IV customer service and the DZBs. The situation was aggravated by the fact that all change requests had to be transferred manually from the Excel file to the target systems and were processed at different stations for this purpose,*», Ralf Sutorius from the Office for Information Processing of the City of Cologne recalls. « *The bottom line was inconsistent data, media discontinuities and unclear change requirements that made daily work difficult.*»

Maintaining the user database was also difficult: almost 10,000 user accounts had to be regularly checked by hand for errors. The last manual checks revealed numerous incorrect entries - be it outdated data, orphaned or duplicate accounts. In addition to high costs and additional time, the IT system could no longer meet the increased security expectations. Comprehensive access rights had to be granted to 75 administrators alone.

The tender: Cologne and Bonn decides for the provisioning solution from econet

Like the City of Cologne, the Federal City of Bonn was faced with the task of finding a solution for IT management. Together, they looked at the processes in the area of user administration and recognised the need to increase efficiency. In concrete terms, this meant: no more redundant data maintenance, but higher data and system security at lower operating costs.

To realise these requirements, an "automated change service" should be introduced. This application enables the creation, modification and deletion of user and computer objects as well as their attributes to be automatically transferred to various target systems. Administrators can thus process jobs more quickly and at the same time avoid maintaining data twice. « *The ultimate goal was to optimise user management, reduce the number of media discontinuities and again outsource more rights to the individual DZBs,*» says Ralf Sutorius.

The specifications were summarised in detail in a specification sheet and the Europe-wide tendering process began in January 2003.

«*For many of the bids submitted, we would still have had to invest a disproportionate amount in additional development effort,*» Ralf Sutorius states. Due to the strict catalogue of services and the high demands on the new provisioning solution, only two providers were shortlisted in the end.

In July 2003, the City of Cologne and the Federal City of Bonn finally commissioned Munich-based econet AG to set up an automated change service in an environment of 12,000 users. With cMatrix, the provisioning solution from econet, Cologne and Bonn created the basis for a largely automated and efficient operation of their infrastructure. « *In addition to the high speed of adaptation and implementation, the scope of the solution and the flexibility in creating new services were the main reasons for our decision,*» explains Ralf Sutorius.

The project: Standardised processes and automatic implementation simplify the management of user data

The City of Cologne placed the criteria "standardised processes" and "high degree of automation" at the top of the list of priorities for the IT solution it was looking for. With the modular cMatrix solution, which is based entirely on SOA technology, IT resources can now be actively managed, file repositories created or authorisations assigned. These processes are triggered via standardised web interfaces and automatically implemented in the target systems.

These processes can be illustrated with an example: As soon as a new employee is hired by the City of Cologne, a DZB records all relevant data of the new user via an easy-to-use interface. Directories are automatically created, the

corresponding rights are defined and the required file storage and applications are activated. If an employee leaves the company or changes positions, it only takes one change in cMatrix and access to business-critical applications and data is automatically blocked. The transparent structures ensure that once authorisations have been assigned, they are no longer overlooked and all employee access rights are controlled and documented from the moment they join the Cologne city administration until they leave.

„Unser Projekt hat gezeigt, dass es auch in Zeiten knapper Haushaltsmittel möglich ist, durch Investitionen dauerhafte Einsparungen zu erzielen."

Ralf Sutorius, Amt für Informationsverarbeitung der Stadt Köln

The time frame: successive implementation in two stages

The introduction of the new provisioning solution was basically implemented in two phases over a period of seven months: First of all, it was planned in detail which requirements the solution should fulfil and which data should be recorded. Then the interfaces and input masks were developed. This first phase lasted a total of four months and enabled regular comparative tests with an internally developed prototype.

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After completion of the first implementation phase, training of the user groups on the new IT system was already started. At the same time, the target system actions were developed. After another three months, the final acceptance of the project took place - time enough for the users to familiarise themselves extensively with the new solution. After the successful implementation of the provisioning solution, the import of the inventory data was carried out and the change services were successively switched from manual processing to cMatrix.

The results: More efficiency and economy through standardisation and automation

The introduction of the automated change service significantly increased the efficiency of the IT service provider in Cologne. In the past, less than ten per cent of all processes ran in a standardised and automated way, which meant that processing a change request could take up to eight hours. With the new software solution, a high degree of automation was achieved, reducing the processing time to a minimum of five minutes per request.

The City of Cologne benefits from the implemented provisioning system in several ways: thanks to the automation and time savings, resources can now be used more effectively and also much more efficiently. This is because the newly gained capacities mean that the administrators can now work continuously on optimising the underlying IT infrastructure and thus deliver significant added value to the city administration.

With the introduction of the automated change service, the City of Cologne is taking a pioneering role and feels vindicated in its

choice for the new IT solution. « *The investment will pay for itself within less than two years,* » Ralf Sutorius is convinced. « *Our project has shown that even in times of tight budgets it is possible to achieve lasting savings through investments.* »

The provisioning solution also proves to be a successful solution for security and transparency: the audit-proof logging of processes as well as the "four-eyes principle" when approving applications enable a complete overview of who changed what and when at all times. The fact that the processes mapped in cMatrix can be changed or extended quickly and easily thanks to the flexible architecture and that a higher data quality is guaranteed by the central data management are further examples of the many advantages that have been achieved in Cologne through the introduction of the new provisioning solution.

The future: The city of Cologne as a role model

« *With cMatrix, we have optimised our IT management and achieved valuable time and cost savings. In addition, we have brought more security and data transparency to our systems,* », Ralf Sutorius sums up. « *The new solution was very positively received by the users and ensured general satisfaction.* » The implementation of the new provisioning solution had an additional surprise effect that those responsible at the City of Cologne had not expected: « *Enquiries from neighbouring municipalities were almost to be expected. But the fact that we aroused the interest of large industrial groups with this project really came as a surprise to us.* »

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2. Access Manager

econet GmbH, which has been active on the market since 1994 and is one of the leading providers of process-oriented software in the areas of identity management and service management with core competencies in provisioning, file service management and authorisation analysis, was acquired by BAYOONET AG at the end of 2019. The German software company from Darmstadt, which has been established on the market since 2001, is the manufacturer of the Access Manager under BAYOOSOFT, the business unit for management software. The focus of our solutions is on highly regulated areas and critical infrastructures in enterprise environments. Our quality management processes, certified by TÜV-Hessen according to ISO 9001, are an expression of our passion for sustainable business solutions and strong customer orientation.

cMatrix contains a comprehensive range of functions from the field of identity and access management. This tool was integrated into the BAYOOSOFT Access Manager at the beginning of 2020, which means that the previous functions are now available to you in a new interface. With Identity Management, you standardise and automate routine tasks in user and authorisation management and in the provision of IT services such as file services, mailboxes, software distribution or telephony. Not only individual tasks, but entire process chains are optimised, whereby the use of resources and error rates are far lower than with manual processing. The traceability of processes is a prerequisite for the fulfilment of central regulatory requirements.

Features:

- Fast and secure user provisioning
- Role-based access assignments
- Privileged account management for controlling and auditing super-user access
- Management of hybrid cloud services
- Graphical process editor for the design of complex workflows

Development and support of our software solutions are carried out exclusively in Germany by qualified employees of our company.

3. Contact us

Do you still have questions? We will be happy to answer them in a personal meeting. Pick up the phone now, send us an email or arrange your individual product presentation.

Your Experts for Automated Identity und Access Management

+49 (0) 61 51 – 86 18 – 0
info@accessmanager.net

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Automated Access Management – Made in Germany

BAYOONET AG is a German software company established on the market since 2001 and the manufacturer of the Access Manager within BAYOOSOFT, our business unit for Management Software. Our solutions are aimed at heavily regulated sectors and critical infrastructures in enterprise environments. Our quality management processes - certified in accordance with ISO 9001 by TÜV-Hessen reflect our passion for sustainable enterprise solutions and distinct customer focus.

am@bayoo.net

Europaplatz 5
D-64293 Darmstadt

Telefon +49 (0) 61 51 – 86 18 – 0
Fax   +49 (0) 61 51 – 86 18 – 150

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