

Directory Manager

Connect ESR to Microsoft Active Directory to manage Employee User Accounts automatically

Directory Manager is a proven integration software solution, specifically designed for use within the NHS. Many NHS Trusts will benefit from automating their Active Directory (AD) user management using data from their Human Resources (HR) system. Directory Manager will automate directory administration using data from the national NHS Electronic Staff Record (ESR) system as the source.

“Directory Manager, has provided us with real integration between ESR and AD. It had always been a major challenge to accurately identify changes within HR data and manage user accounts well. We now have a process that is easy to administrate and that works well for users. The real on-going benefit is that with AD management automated our specialist IT resources can be utilised in deploying new solutions and implementing NPfIT aspirations.”

Dorset County Hospital NHS Foundation Trust

Solution

Directory Manager uses data from the ESR system to automatically administer the user accounts in AD to deliver a quality assured, timely and efficient account administration process.

When linked to ESR data, Directory Manager will:-

Manage Starters

- ◆ create Active Directory user accounts
- ◆ create mailboxes/messaging accounts
- ◆ create user home and profile folders
- ◆ assign security group membership

Manage Updates

- ◆ job role/department changes
- ◆ user name changes
- ◆ issues new email address and maintains historic

Manage Leavers

- ◆ apply leaving dates
- ◆ expire user accounts
- ◆ revoke security permissions

ESR ADI Feed

The data held in the central ESR system contains sufficient information to manage a Trust's AD. ESR provides an interface to allow this information to be easily obtained in a form that can be used by Directory Manager.

Matching Accounts

Implementation of Directory Manager involves the matching of existing ESR user records to AD user accounts. Once complete, Directory Manager maintains the on-going relationship for each user account.



Starters

Directory Manager recognises new employees in the ESR feed and automatically creates a new AD user account and associated properties. Once created, it is continually managed by Directory Manager until the person leaves the organisation.

Changes

Employee information changes often (e.g. when people have a new role, transfer department or get married). These changes are recognised by Directory Manager and applied to the user account accordingly.

Leavers

When an employee leaves an organisation, their record will either be given a leaving date (if known) or removed from the ESR feed. Either way, Directory Manager controls the leaving process, ensuring that once the employee has left, their account is disabled and associated security permissions revoked.

Key Benefits

- ◆ **Reduced Security Risk**
- ◆ **Administration moved from IT and reduction in IT Helpdesk Workload**
- ◆ **ROI in < 12 months and deployment in 1 – 2 months**
- ◆ **Increase in user productivity and business agility**
- ◆ **Full audit trail and management reporting**

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Reconciliation

The implementation of Directory Manager will detail:

- ◆ ESR employee records not matched to AD accounts
- ◆ AD User Accounts that are not matched to an existing ESR record, including redundant accounts and those used by other employees (e.g. temp staff, third-party users)

Total Management of Active Directory

Directory Manager working with ESR delivers improved security and data quality at an increased level of speed and efficiency, with the minimum of administrative effort.

Benefits

Reduced Security Risk

Typically, IT teams are reliant on receiving notification from departments when an employee has left in order to disable the directory account. If this notification is not received, live accounts will be left on the directory, causing a high security risk. With the introduction of Directory Manager, leavers are identified from ESR and their accounts are disabled by Directory Manager thus greatly enhancing network security.

Single point of administration

Directory Manager will perform all of the primary functions of directory management, administration will be limited to the verification of action reports produced by the software. Removing the responsibility for directory updates from a number of technical, human resource and departmental management staff will significantly improve consistency and data quality.

Reduction in Service Desk Workload

The significant reduction in administration time will allow IT resources to focus on innovation and other projects requiring their specialist skills. This will enable an increase in the productivity of the IT Department.

Increase in User Productivity and Business Agility

Using Directory Manager will ensure that any downtime due to administration changes, for new employees or for staff changing roles, will be reduced to a minimum, thereby providing maximum business agility.

Maximises the Use of Existing Resources

Directory Manager enables the best use of existing resources.

Increase in Value and Usefulness of User Information

The accuracy and completeness of address book and local directory data will be ensured by using Directory Manager.

Improved Integration

The integration of ESR and AD delivers a foundation for further time savings relating to the NHS National Directory and Registration Authority form production.

Return on Investment

Financial

The integration of Directory Manager with a typical Trust AD will often provide a return on investment in less than 12 months, thereby providing a surplus of over £100K in 5 years.

Intangibles

Other less quantifiable financial benefits will accrue from:-

- ◆ Administration moving from IT to a true administrator
- ◆ IT resources being reallocated to specialist IT projects
- ◆ Reducing downtime for starters or staff who have changed their role
- ◆ Maximising the use of an existing data source

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- * **Directory Manager** — ESR & AD integration
- * **SentriNET** — Fingerprint Authentication to Microsoft Windows Networks

**For more information see
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