

Lotusphere Comes To You
2007

**Identity Management
Delegation and
Automation**

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Identity Management Delegation and Automation

Introductions

The Why

The How

Best Practices

How to utilise the cost savings

Q+A

Introductions

- I am Bill Buchan
 - Director, HADSL
 - Long term Lotus Partner
 - Dual PCLP – v3 – v7
 - Long term consulting for very large notes customers.
 - I speak at Lotusphere.

Introductions

- You are
 - Lotus Domino Customers
 - Being squeezed on all sides with cost cutting
 - Being expected to deliver more services with less staff.
 - Sarbanes/Oxley and/or FSA regulatory framework.
- How can we help?
 - Lets look at Automating and Delegating user management..

Why Delegate & Automate ?

- You have multiple authentication directories
 - Usually Domino, Active directory, BlackBerry.
- You have a normal staff turnover rate
 - Around 10%.
- Your support staff and your specialists are being cut
- Your business want more control
- Your business wants faster response.
 - “%100 First time fix” SLA.
 - ID’s within 1 working day

Why ? #2

- Yet:
 - More Sophisticated applications, requiring more interconnection.
 - More directories, and more services reliant on them.
 - Demands for:
 - More security, yet faster turnaround.
 - Business users to manage directories.

Why #3

- What is the cost saving ?
 - Metrics dictate:
 - 1,000 – 1,500 users per administrator
 - 15-20 servers per administrator
- Post installation, expect to see:
 - 10,000-15,000 users per administrator.
- We predict in a large environment (>3,000 users)
 - A 75% reduction in effort.
 - ROI in less than four months.
 - Releases resource for new projects.

How ?

- A “proxy administration” tool:
 - Provides a secure “proxy” between user and security subsystem
 - Completely automates complex tasks
 - Enforces naming standards
 - Enhances security.
 - Supports main directories
 - Gives a programmatic interface to these processes
 - Allows you to interface to HR systems, etc.

How do I pick one ?

- Pick one that:
 - is easy to use – zero training budget
 - is easy to configure
 - supports the transactions you require
 - supports the directories you use
 - enhances security
 - Is version and platform agnostic
- Do you have a recommendation?
 - Well.....

Demo

A quick demo of the User Experience



Best Practices

- Decide on your policies, standards, procedures FIRST.
- Only allow a handful of administrators complete access
- Lock your directories down
- Produce Audit, Billing logs and provide them to Compliance
- Roll out to 1st level helpdesk first
- Once your happy, push it out into the enterprise

How to utilise the cost savings

- Upgrade to ND7
 - 30% faster than six.
 - More policy management, lockdown, client updates.
 - Ready for ND8 upgrade.
- Release resources to support new products

Summary

- A quick, scalable solution to reducing administrative burden
- Increases security
- Increases service response.
 - Days -> 15 minutes
- Pushes effort down to non-specialists
 - Without loss of control.
 - With more compliance, monitoring, auditing.

Questions and Answers?

- hadsl web site: <http://www.hadsl.com>
- Personal Blog: <http://www.billbuchan.com>
- Irish Lotus Notes User Group (ILUG): <http://www.ilug2007.org>