

CASE STUDY

Lancashire Constabulary

Oxford Computer Group's Identity Management
Solution Fits the Bill at Lancashire Constabulary



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Customer Profile:

Lancashire Constabulary provides policing services across Lancashire. Its headquarters are in Preston and it employs 7000 people.

Business Problem:

With over 7000 digital identities Lancashire Constabulary required a solution to automate the IT administration of its users across applications and directories, and to provide secure access based on role and HR information. This would help the force to meet its Community Security Project objectives in line with the 2010 national MoPI statutory requirements.

Solution:

A solution based on Microsoft Identity Lifecycle Manager (ILM)

Benefits:

- Reduced administration
- Increased productivity
- Saving administrative workload time
- Reduced security risks
- Speed of implementation
- Head start on MoPI & IAM compliance

Client Background

Lancashire Constabulary provides policing services across the county of Lancashire – some 2000 square miles in the north west of England. In a typical day the force receives 4366 calls, of which 677 are 999 (emergency) calls. It deals with 415 crimes; makes 185 arrests; attends 15 injury road traffic collisions; responds to 2,111 incidents; handles 21 motorway breakdowns; administers 28 breath tests; solves 124 crimes; and recovers £28,610 worth of stolen property.

The force employs over 7000 staff across 6 large constabulary divisions, as well as an operations division and their headquarters in Preston, which provides centralised specialist services.

The Business Problem

Like all police forces, Lancashire Constabulary's operating structure is very complex. The majority of its 7000 users have at least three identity attributes to determine their role – these being rank, location and function.

Lancashire Constabulary's identity repositories, which contain identity and contact information, were all being manually maintained and there was no consistent view of the data.

Furthermore, the force has thousands of security and distribution groups, all of which were also being manually maintained. Because there is a lot of internal movement within the force (due to role changes and promotions) a single user's access rights change regularly. It is essential that an individual's access rights are appropriate to their role at the time. With so many transient users and so many distribution groups to maintain, manual administration of the force's identity data was not only placing a significant drain on resources, it was also causing security infringements.

James Marginson, Systems Engineer at Lancashire Constabulary commented, *"Like many forces we were trying to maintain our systems and access rights manually. With several thousand distribution groups to manage this was not only causing a massive drain on resources, it was leading to security risks"*.

Lancashire Constabulary required an identity and access management solution to automate and streamline the administration of its users. The solution would also give the force a head-start on compliance to the national MoPI statutory requirements and the "Identity Access Management (IAM)" police initiative (formerly known as the Unified Police Security Architecture – UPSA), which requires all forces to have implemented an identity and access management strategy when the Police National Database goes live in 2010.



James Marginson, Lancashire Constabulary commented, *“We mostly use Microsoft systems and applications, so ILM was a natural choice. Microsoft introduced us to Oxford Computer Group and I’d certainly recommend both to other forces across the country.”*

The Solution

To reduce the complexity and the associated support costs of its identity management, Lancashire Constabulary approached Oxford Computer Group (OCG) to provide a solution based on Microsoft Identity Lifecycle Manager (ILM).

ILM is a flexible, easy-to-manage metadirectory. In simple terms, this means it connects up the directories or systems in an organisation and synchronises the data for each person or resource (their identity data). It then provides a single unified view of it.

An ILM solution enables effective management and control of the data. It also assists with account provisioning and the management of roles and groups, thereby ensuring that a user only has access to resources that are appropriate to their current role. In addition it provides a password re set facility.

Lancashire Constabulary wanted a single authoritative source to be responsible for creating and deleting user accounts and changing access privileges. The force's HR department was chosen as the central source for its user data.

The Benefits

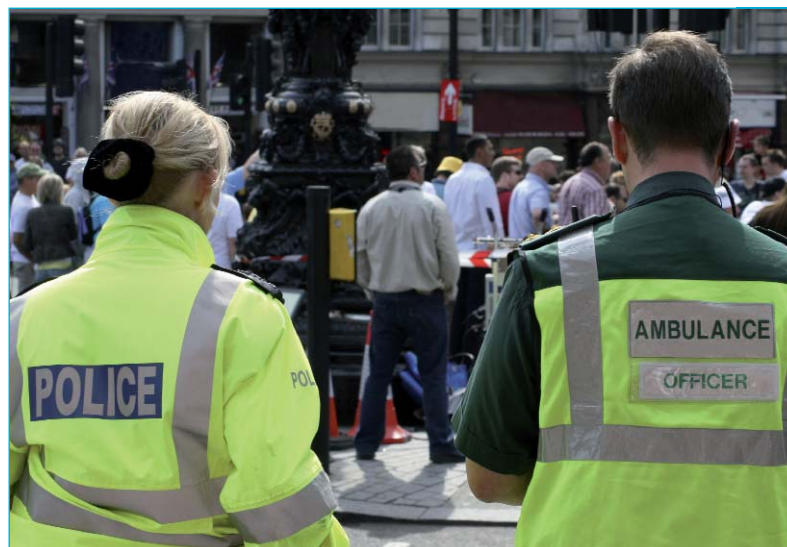
Reduced administration & increased productivity

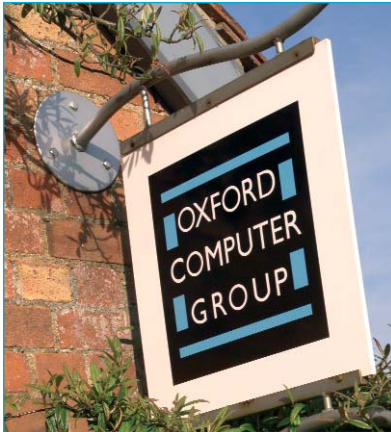
The implementation of ILM has significantly reduced the administrative burden and overheads previously associated with the manual administration of 7000 user accounts and several thousand distribution groups.

The new ILM system is completely automated, which not only means that account creation is synchronised across all relevant systems, but changes to accounts, such as name or role changes, need only be inputted once.

In addition, password management across connected data sources means that a user only has to remember one password. This significantly reduces the likelihood of passwords being forgotten or stored in an insecure manner, which improves security and decreases support costs.

James Marginson comments, *“It’s done exactly what we wanted it to do. It’s significantly eased our workload.”*





Reduced security risks

The new system provides Lancashire Constabulary with far greater control over its systems and data. Security has been significantly improved as the new system allows for automated disablement and deletion of accounts that are no longer eligible. ILM has also provided greater control and visibility over user access rights, which means that potential security holes have been closed.

Speed of implementation

A key reason for selecting OCG to implement its ILM project was the consultancy's extensive experience and proven track record in identity and access implementation.

OCG's approach is normally based on Oxford Identity Methodology, which has been developed over a number of years and includes process, documentation and design templates required to deploy a successful solution in a timely manner.

Developed in conjunction with Microsoft's ILM product team and optimised from OCG's experience in implementing and teaching ILM worldwide, OCG's methodology provides an extensive toolkit that significantly reduces project lead times and ensures that the data provided is of a consistently high standard to assist with future maintenance and support.

James Marginson comments, *"We've had lots of experience working with third parties, but OCG's support has been second to none. They have been extremely approachable and are always readily available to answer questions and fix problems."*

Lancashire Constabulary – a force to be reckoned with

James Marginson, Systems Engineer, at Lancashire Constabulary added, *"OCG has helped us to streamline and automate our identity management. As a result we have significantly eased up the administrative workload and we are on-track to ensure that the right people have access to the right systems at the right time."*



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About Oxford Computer Group

Oxford Computer Group (OCG) is a Microsoft Gold Partner specializing in identity & access (IDA) management. With operations in North America, the UK and Germany, OCG has an enviable repository of expertise, solution components and training courses. OCG has deployed 300+ enterprise wide IDA solutions and trained 3000+ people on Microsoft IDA technologies. We understand identity and access management-benefit from our experience and capability.