

## **A Secure Framework for a Secure Future**

### **Oxford Computer Implement MIIS 2003 for West Yorkshire Police**

West Yorkshire Police had a large number of applications; each with its own set of user IDs and access rights. They required a solution to automate the administration of users across applications and directories and provide access, based on role and HR information. It was also important to implement a security and authentication framework that adheres to national standards and meets the requirements of the Community Security Policy (CSP).

#### **The Business Situation**

Employing over 9000 staff over a total of 11 divisions, West Yorkshire Police is the 4<sup>th</sup> largest police force in the UK. It is widely recognised as one of the most technologically advanced forces in the country and relies heavily on IT to carry out its day-to-day duties towards citizen safety and crime prevention.

Over many years the force has adopted automated systems for many of its processes and as a result were using numerous disparate IT systems; each managed independently and each with its own administration. Paul Friday, Head of IS, West Yorkshire Police, says; *"We have always been a highly computerised force. We have a system for everything – in fact, we have more than 100. It's been a massive administrative burden which has been difficult to keep on top of."*

West Yorkshire Police were spending an unprecedented amount of time and money administering their IT systems. Glyn Bridges, the force's Technical Support Manager says: *"It was a continual process. When data relating to an individual changed, such as their job role or address details, we would have to amend the information manually on every system. Also, different systems had different logons, which took a lot of administration and wasn't effective for the users. Because we rely on public funding and have a limited budget, it was imperative that we worked a lot more efficiently."*

Security was also a big issue for West Yorkshire Police. The force needed to meet the requirements set by the Police Information Technology Organisation (PITO) and the Unified Police Security Architecture (UPSA) in order to comply with the Community Security Policy. With a new national competency framework for roles within the police, as well as the specific access rights for each role becoming mandated, it was essential that the force could tightly control access rights across all their systems and databases.

Bridges says: *"There is a lot of internal movement in the police force. Individuals constantly change roles or are seconded onto different projects. In line with UPSA and the Community Security Policy their access rights to various systems will also change and it is important that individuals only have access to the systems appropriate to their specific role at the time. With so many disparate systems and no synchronisation across them, it would have been a massive administrative task to manage."*

#### **The Solution**

The force has embarked on a project to implement a single directory for secure authentication based on Microsoft® Windows Server™ 2003, Active Directory®, Microsoft Identity Integration Server 2003 and Microsoft Windows® XP Professional on the desktop.

Microsoft partners, Oxford Computer Group, specialise in Identity and Access Management and are globally acknowledged experts in Microsoft Identity Integration Server (MIIS) 2003. Their consultants have worked closely with West Yorkshire Police to successfully implement the first phase of the project and are now commencing the second phase. Friday says:

*“Microsoft had the right technology and the ability to help us. The reason we picked Microsoft was that it offered us partners that could already integrate the technologies. For me it was two birds with one stone.”*

MIIIS is a metadirectory. In simple terms, this means it connects up the directories or systems in an organisation, synchronising the data for each person or resource (their identity data) and providing a single unified view of it. It also enables effective management and control of the data. In addition to managing the creation, synchronisation and deletion of user's accounts, MIIIS can be used to security list membership, thereby ensuring that a user only has access to resources that are appropriate to their current role.

A key part in the deployment of MIIIS is deciding which system will be the authoritative source of data and the future point of control. Having identified this to be the force's HR system, Oxford Computer Group worked in conjunction with representatives from the force to carefully plan, design, test and deploy the first phase of the new system. This phase involved integrating key directories including, HR, Active Directory, Help Desk application, emergency event management and Lotus Notes – systems that would give the highest value of return to the force. Future phases of the project will integrate remaining systems until such a point that the force's IT infrastructure is entirely synchronised and automated.

## **The Benefits**

With the first phase of the project successfully deployed, the benefits to West Yorkshire Police are already evident and they are looking forward to the completion of future phases.

### **Reduced administration & increased productivity**

With the new system being centrally controlled and highly automated, any changes made to identity data, such as access rights or passwords, will automatically change across all systems. This will dramatically reduce administration time. In addition it will also provide a faster, more reliable and effective service to the end users.

Bridges says: *“Because of the size of our force and the fact that in the police there is a lot of internal movement between divisions, departments and projects, we employed one person full time to administer Lotus Notes alone. The completion of the first phase of this project has already freed up 2 people from administration roles straight away.”*

### **Financial savings**

The result of the amount of resource the force was spending on administering their IT systems being considerably reduced is inevitably a substantial cost saving.

Friday says: *“I'm expecting this to free up the time equivalent of four staff, maybe more. It will enable me to divert those people away from systems administration and get them working on projects that enable the force to tackle crime at its roots. It has been a highly cost effective solution. The cost of the project is easily offset by the amount the force will save on administration in the first year.”*

### **Reduced security risks**

The new system will provide the force with far greater control over its systems, databases and data. The implementation of role based access control; means that only authorised individuals will have access to sensitive or critical data. This, and the fact that there is a single authoritative source of identity information, will enable the force to share authorised information with other organisations such as Social Services, Healthcare workers and charities.

*"There are an awful lot of field workers out there who could use some police information. But up until now we've had no method of giving them the right amount of information securely,"* says Friday.

### **Compliance with regulations**

The introduction of role based access control enables West Yorkshire Police to comply with the Community Security Policy (CSP) by meeting the requirements set by the Police Information Technology Organisation (PITO) and the Unified Police Security Architecture (UPSA). *"The main benefit of this project was in relation to meeting the national standards set by UPSA in order to comply with CSP, as we will have one source of authentication and total control of access rights,"* says Bridges.

### **Working with Oxford Computer Group**

Oxford Computer Group have over 20 years in the business of strategic consulting, project managing, infrastructure implementation and development.

Neil Coughlan, Director of Oxford Computer Group says: *"We believe this type of solution can offer significant value to other forces. We have developed a number of tools and components to accelerate MIIS 2003 identity deployments. In the solutions for West Yorkshire Police, we were able to speed up deployment, provide enhanced features for role based access control, and quickly generate solutions for business processes and applications that are specific to Police Forces."*

Glyn Bridges says: *"Oxford Computer Group approached the project very professionally and methodically and have delivered the first phase on time and within budget. We now have a far more robust solution with some incredible functionality and have saved a great deal of time and money in the long run."*