

# Managing Active Directory with Directory Manager™

## Reduce system management costs, govern access and provide the foundation for robust identity management.



BDS Solutions' Directory Manager™ v2 delivers control over directory management helping organisations to achieve Information Governance requirement 8-210.

Adopting this systematic approach will reduce costs now and in managing future change such as introducing new systems and organisation change.

Most users of computer resources in NHS organisations will have records in McKesson ESR and other databases. Using this data to manage user accounts will greatly reduce administrative costs. BDS Solutions' Directory Manager™ provides this important function and delivers a number of benefits to improve the efficiency and effectiveness of resource management in NHS organisations.

Directory Manager™ is used in more than 25 NHS Trusts for managing account provisioning; the process of automatically creating user accounts when staff join and disabling these accounts when they leave. This systematic user management ensures:

- Security policies are applied consistently when creating new accounts
- Changes to status (maternity, long term sick, etc) are propagated quickly
- Movements of staff between departments is reflected accurately
- Accounts for leavers are disabled on the appropriate day

Introducing this control helps ensure Information Governance requirements are met and the costs of managing computer access is reduced. By adopting Directory Manager™, NHS organisations benefit from a wealth of features that improve the quality of staff directory information:

- **Change notification** – ensure all key systems administrators are informed of pertinent staff changes via email e.g. name change, leaving date
- **Reporting & monitoring** - maintain audit records of all approvals and changes to accounts and produce reports of staff changes
- **Devolution to departments** – permit departments / teams to request and approve changes to staff details including entering new accounts for non-ESR staff
- **Staff directory portal** – provide a robust search mechanism allowing current staff details to be accessed via the local intranet
- **Personal updates** – provide facilities for staff to update their own information such as location and telephone number
- **System integration** – use Directory Manager to allow staff data to be used by other applications and databases such as NHSMail Directory, internal helpdesk and departmental administrative systems
- **Customisation facilities** – integrate Directory Manager with other local or 3rd party systems through software plug-ins

Directory Manager™ uses Microsoft server technology that is common place in NHS Trusts making installation simple. The implementation process permits sites to begin controlling starters and leavers automatically within days of deployment and then move incrementally towards the approval and management procedures that best suit the Trust.

Warrington & Halton NHS Foundation Trust have used Directory Manager since 2002:

“BDS Solutions were identified as having considerable expertise in this area and a successful track record providing directory solutions to the NHS. Their business knowledge combined with technical capability was essential in helping us deliver the solution to address the problem of user account management.”

Please contact the Application Services Team at BDS Solutions on 01884 33440 for more information.

### Directory Manager provides:

- Automated account provisioning
- McKesson ESR integration
- Starter, leaver & change processing
- Improved access security
- Reduced administration costs
- Directory change notifications
- Change approval workflow
- Devolution to departments
- Staff search portal
- Personal staff updates
- Customisation and extensibility
- Quick implementation
- Inexpensive ownership costs
- Rapid return on investment

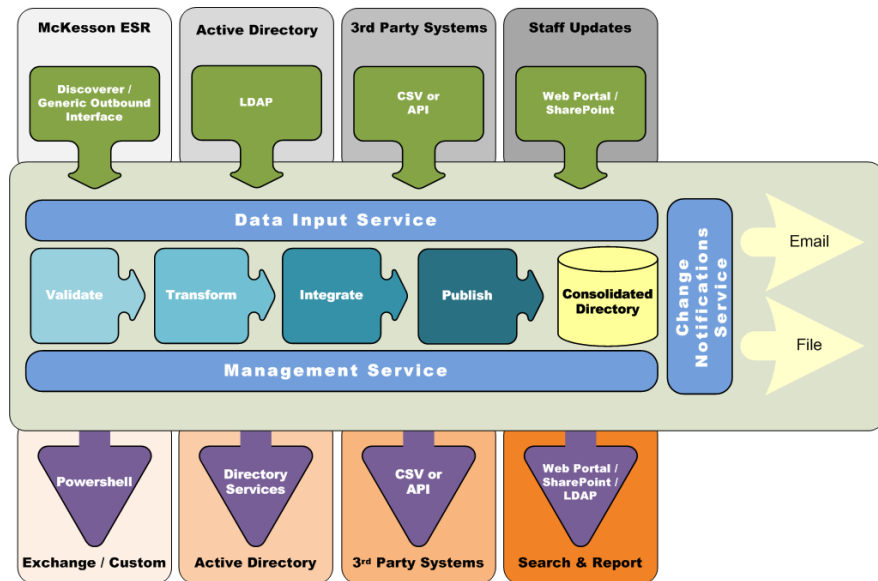


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# Managing Active Directory with Directory Manager™

## Directory Manager v2 – Technical Overview



### Founded on Microsoft .Net Technology

Directory Manager is developed using the .NET framework and is provided as installable services that run on Microsoft Windows 2003/2008 servers. These services are highly resource efficient and may be run on existing servers. All software is developed and tested in our VMWare ESX farm and is suitable for use in virtualised environments.

SQL Server 2005/2008 is utilised to control data management. This can be an existing SQL Server instance or dedicated SQL Express instances for smaller sites. The database provides secure access to directory data and permits administrators to extract Active Directory account data easily and integrate this with other applications.

All approval processes and manual entry is performed through the Directory Manager Web Client which is an installable ASP.NET application that runs on IIS 6 or above.

### Data Input Service

The Data Input Service provides the gateway for handling data moving into the directory management process. The service provides validation and transformation of data using the COS™ (Composite Object Schema) engine. This engine allows records from multiple systems to be integrated providing a single consolidated record representing the staff member. New and changed records can be subjected to approval process through the web client software provided.

### Management Service

The Management Service provides the provisioning capabilities allowing Directory Manager to create accounts in other systems. Active Directory, Exchange, User Folders, Security and Distribution Groups can all be managed automatically by the service. There are facilities to introduce custom scripts using Powershell where specific actions not supported by the software are needed. All management takes place via TIM™ (Technical Interface Management) and this extensible interface permits Directory Manager to manage accounts and resources in 3rd party systems that provide a suitable API.

### Change Notification Service

All events that take place in Directory Manager can be monitored and notified via email to designated staff. This can be the email address of a manager or department administrator related to a changed account. These notifications can be delivered immediately or via a daily digest of events. Typical use of notifications is to provide starters and leavers information to administrators of systems that are not automatically managed.

### Integration with other systems

The central SQL Server database managed by Directory Manager provides a secure and controlled repository of staff details that can be easily integrated with other internal systems. BDS can provide services to integrate this data with other systems such as the NHS National Directory, Microsoft SharePoint™ or other platforms that expose a suitable interface.

### Creation of additional directories

Directory Manager can create additional Active Directory LDS (ADAM) directories if a separate LDAP source is required. These high-performance data sources can then be exposed securely to external organisations such as service providers or other public sector organisations. Typically these directories are used to allow an agreed subset of attributes to be made accessible to those organisations. BDS can provide services to configure these directories and make sharing staff contact details simple and secure.

### Demonstration

If you would like to see Directory Manager, discuss how it might be employed in your organisation and to obtain pricing information please call 01884 33440 and ask for the Project Support Office and book an online or onsite demo (1 hour approx).



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