

Business Value with CA

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Commonwealth of Pennsylvania

Department of Public Welfare (DPW)

DPW Achieves Efficient Identity and Access Management with CA Identity Manager and eTrust® SiteMinder®

Customer Profile

(August 2006)



Commonwealth of Pennsylvania
Department of Public Welfare
Harrisburg, PA
www.dpw.state.pa.us

Industry:
Government

Employees:
22K+

CA Products:

- eTrust® SiteMinder®
- CA Identity Manager (Web IAM Suite)

Organization Summary

The Commonwealth of Pennsylvania — Department of Public Welfare (DPW) employs more than 22,000 people and funds services for hundreds of thousands of Pennsylvanians through a vast network of county administered and privately operated programs, including mental health, mental retardation, juvenile justice, employment & training, health care, child welfare, child care, and social services. Not surprisingly, information technology plays an important role in how services are provided by DPW and how the organization manages its different programs and operations.

Business Challenge

How DPW interacts with its employees, contractors, service delivery partners, and end clients is central to its mission. However, as is very common in most large organizations, DPW's nearly 300 legacy applications were deployed as separate silos, each with its own user interface, access control list, security logic, business logic, and IT support team. This contributed significantly to the cost and difficulty of managing and extending these applications to meet the needs of their users.

In late 2001, as the number of critical DPW applications continued to expand and become increasingly available through the Web, it became clear that a different approach was needed. No longer could users afford to remember and provide multiple user ID/passwords as they traversed different DPW applications. For example, a case worker would have to

Key Benefits:

- Improved application security
- Enhanced user experience
- Reduced IT costs

Key Features:

- Delegated administration
- Integrated workflow
- Web single sign-on
- Role-based access control
- Policy-based authorization
- Comprehensive audit

traverse several applications to get all of the appropriate services, including welfare, food stamps and child care subsidies, for a given client. No longer could DPW easily manage the growing number of external business partners, including 67 county governments and a multitude of HMOs and hospitals, which also needed access to certain applications.

Furthermore DPW's IT groups could no longer bear the cost of coding security logic into every application, support the users who invariably forgot their passwords, and manually manage user access rights. No longer could DPW bear the risk of having application security dispersed across so many different applications being supported by so many different development organizations. This situation made it very difficult to ensure that DPW's security policies were in fact being followed, particularly as those applications began to be deployed across the Internet.

Solution

In early 2002 soon after selecting the CA solution a project team was formed comprising Commonwealth personnel and Deloitte Consulting. This team focused on the deployment of the identity and access management (IAM) system for initial use with its CCMIS (Child Care Management Information System) application. The CCMIS application provides childcare management and day care selection services for approximately 10,000 contractors and employees of DPW's Office of Child Development (OCD). These employees and contractors are based in offices located in every county in the Commonwealth. Since the deployment of the IAM system for CCMIS in mid-2002, DPW has gone on to deploy the solution across 25 more applications covering approximately 35K users, including employees, contracted workers, and business partners (employees of county governments, HMOs, hospitals, etc.), and the general public.

Benefit

Improved application security by:

- Enforcing a consistent security policy across multiple (26 and counting) applications via a centralized security service. Before this, security needed to be coded into each application, which was less controllable and thus inherently less secure.
- Reducing the management overhead for user accounts and privileges, thus reducing the time users need to wait to be productive with DPW as well as reducing the likelihood of having valid, but orphaned accounts, which are generally considered to be security holes.
- Improving the ability to audit the security operation in a centralized fashion. With built-in, centralized auditing, problems can be more easily spotted, researched, and reacted to. In addition, the Commonwealth now has an audit trail of when a user is added, when they accessed the system, and the last role they had in the organization.

Enhanced the user experience by:

- Reducing the requirement for users to repetitively sign-on with what historically were different credentials. In fact for some internal users all they have to do now is log in via their Windows login and from there can get SSO access to a number of DPW Web applications.
- Providing delegated administration to provide the user's organization the ability to grant and remove access privileges, without having to contact a centralized organization or helpdesk at DPW to do it for them.



Reduced costs by:

- Removing security and identity management from the individual applications and providing it as a shared service, thus reducing the resources and time required to build and maintain each application.
- Delegating administration to the user's organization, enabling the organization to administer their own users, including providing forgotten password services. This relieves DPW helpdesk from providing these same services, allowing the helpdesk to focus on higher-valued work.
- Helping DPW employees and contractors to become productive more quickly. By reducing the time they wait to get IT services for which they are entitled, this allows them to more quickly do the work for which they have been hired.

Closing Point

The future will bring continued expansion and leveraging of the deployed CA-based IAM infrastructure at the DPW. DPW plans to focus on deploying more self-management capabilities for its business users as well as on expanding the delegated administration services to further relegate administration to its program offices, service suppliers, and partner state and local government agencies, further speeding application delivery and reducing support costs. In addition DPW will deploy self-registration and account management services for some applications directly to citizens of the Commonwealth.

For more information, call 1-800-875-9659 or visit ca.com.

