

» Siemens delivers identity management solution to The Metropolitan Police Service «

The Metropolitan Police Service (MPS) is the UK's largest police force, serving the needs of more than seven million residents over an area of 620 square miles. To do this, it employs more than 30,000 officers and 15,000 Police Staff including Police Community Support Officers. An organisation of this size also needs to call on the services of a large number of external contractors. For the MPS this can amount to 5,000 additional staff on their books at any one time.

The challenge

Just keeping phone and fax lists up-to-date for 45,000 employees is a colossal task. In addition, all of these people need some level of access to internal systems and databases, whether it's using email or logging on to the crime reporting systems. And, of course, a workforce of this size is constantly evolving, as staff leave and join, or move to new posts that mean they need access to different systems. Clearly, much of the information that Police Officers and Police Staff work with is highly sensitive, and it's vital that only authorised users have access to it. The MPS needs to ensure that personnel can only access data that they are authorised to view and that these permissions are kept up-to-date.

Managing all this data was not only causing the Metropolitan Police an administrative headache, it was also costly and time consuming. Because access to all its various internal systems was controlled independently by different departments, staff would frequently find themselves having to use different user names and passwords to access different assets on the network. As Vince Freeman, Technical Security Manager, explained: "Before the start of the project, any single employee would most likely have had a minimum of four separate electronic identities. For our users this was cumbersome, but from a management point of view it was a very serious issue. Obviously, we need to ensure that only

authenticated and authorised members of staff are able to access information and with four or more identities per user, keeping track of who had access to what had become a major issue."

The solution

Recognising it needed a better way to manage all these identities, the Metropolitan Police ran a competitive tender, from which Siemens' proposal emerged a clear leader both in terms of price and deliverables. Siemens worked closely with the MPS to understand their business issues, in order that a flexible solution addressing all concerns could be designed and delivered.

Work started on creating a single identity repository, using Siemens leading LDAP/X.500 Directory server DirX. Once this was in place the MPS was then able to add further elements of the DirX identity management suite and synchronise data held in various databases across a number of departments. Initially, for the MPS, information from three distinct databases has been incorporated – the human resources database, the contractors' database, and the Microsoft Active directory that manages network log-ins. The technology creates a single, unique, effectively managed, identity for each individual by synchronising the users' identities for the disparate systems. Once a single identity has been established, the DirX solution allows administrators to create a globally unique electronic identity for joiners, remove permissions for leavers and make changes to access levels when staff either move posts within the MPS or take on additional responsibilities. They can manage account provisioning and de-provisioning centrally and easily, whilst knowing that updates will be automatically and immediately reflected throughout all the different target systems.



Identity Management

www.siemens.co.uk/security

SIEMENS

Identity Management Siemens delivers identity management solution to The Metropolitan Police Service

Benefits

For support staff, the amount of time spent keeping on top of staff records and electronic identities for a 45,000-strong workforce will be massively reduced. The DirX solution will also allow staff to update their own application passwords, so not only will everyone enjoy not having to remember which particular password they need to use for a particular application, the burden placed on Help Desk staff, who have previously managed this process, will be alleviated, delivering significant return on investment (ROI).

But over and above all these substantial administrative benefits, Vince Freeman emphasised the management aspects: "The most important thing, as far as I'm concerned, will be the much greater control we have over security and legitimate access to data. In the light of today's issues this is of the utmost priority. We should also experience considerable savings on software licensing, which at the moment we're not able to control as closely as we would wish, given all the problems with multiple identities."

For Adrian Hannen, a consultant working for the MPS, another advantage of the

DirX solution is that in the future they are planning to introduce Role Based Access Control.

This is a way of further streamlining administration by defining the access needs of whole groups of employees, either by job function or by setting up policies. "A further benefit is that the DirX solution has the functionality to assist with this when the time comes." He went on to say: "The first stage of the project went like a dream. The second stage implementing the identity management solution has been more complex, involving large numbers of people and a range of external contractors. Siemens' technical capability has ensured delivery to a high standard."

Adrian concluded with a comment about the capacity of the system in the future: "Our resources as a police force are constantly becoming more extensive and technologically advanced, the numbers of intelligence databases are increasing. We know we have made a sound investment in a system that is flexible, scalable and one that will be able to accommodate more applications in the future. This streamlining will not only increase diligence but should also help us to gain even further operational benefits."



About Siemens Communications:

Siemens Communications is one of the largest players in the global telecommunications industry. Siemens is the only provider in the market that offers its customers a full-range portfolio, from devices for end users to complex network infrastructures for enterprises and carriers as well as related services. Siemens Communications is the world's innovation leader in convergent technologies, products and services for wireless, fixed and enterprise networks. It is the largest Group within Siemens and operates in more than 160 countries around the world. In fiscal 2004 (year-end September 30), its 60,000-strong workforce posted sales of approximately 18 billion euros.

Visit the website at www.siemens.com/communications or for UK specific information at www.siemens.co.uk/security

www.siemens.co.uk/security

Siemens Communications
Brickhill Street, Willen Lake, Milton Keynes, MK15 0DJ
Tel. 01908 855000 • Fax 01908 855001

• issue no1



FS 261



INVESTOR IN PEOPLE

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Availability and technical specifications are subject to change without notice. © Siemens Enterprise Communications Limited 2004. All rights reserved. Siemens Communications - a division of Siemens Enterprise Communications Limited. Siemens and HiPath are trademarks of Siemens AG. Realtis DX is a trademark of Siemens Enterprise Communications Limited.