Major Hospital Embraces Role Based Access Control

BUSINESS OVERVIEW AND KEY CHALLENGES

A large mid-western hospital group has grown by acquisition and integration of new facilities. The resulting complex structure of hospitals, medical schools and clinics has created a difficult environment for managing identities and access to critical clinical systems. Requesting and fulfilling access requests for critical roles is time-consuming manual. Role Based Access Control (RBAC) offered a framework to improve user access management efficiency and effectiveness.

The original IGA environment had the following challenges:

HIGH COST STRUCTURE

Users and policies were manually administered in individual systems, which drove costs up and efficiency down.

PRODUCTIVITY LOSS

Users were not able to be productive without lengthy waits to gain access. For Nursing positions, this led to care delivery issues with patients.

AUDIT FINDINGS

Auditors found active accounts in systems that should have been disabled and process issues slowing de-provisioning activities.

DATA QUALITY ISSUES

Authoritative sources had low data quality due to immature business processes, which made user provisioning difficult.

THE IDENHAUS RBAC STRATEGY APPROACH

ANALYZE/ASSESS

» Interview RBAC stakeholders to understand current environment
» Conduct RBAC workshops to refine understanding
» Review provisioning-related processes
» Discover business and technology objectives

RECOMMEND

» Identify improvement opportunities
» Investigate barriers to achieving the improvements
» Prioritize & organize opportunities
» Define actions needed make the RBAC implementation and IDM improvements

PLAN

» Identify project sequence requirements
» Estimate duration of discrete components
» Create high-level solution roadmap
» Share with key stakeholders and gain buy-in

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SOLUTION

Idenhaus conducted a detailed analysis of the current provisioning processes, existing IT systems, standards, and policies. We developed a vision for how the organization could operate leveraging RBAC and developed a solution roadmap to achieve the vision. Significant changes to IAM governance were recommended to prepare the organization to operate within the new RBAC framework.

KEY RESULTS

With an RBAC system in place, the customer was better positioned to meet statutory and regulatory requirements for privacy and confidentiality, which is crucial for health care organizations.

Reduced the cost of provisioning access and general identity lifecycle management by automating labor-intensive administrative processes

Laid the groundwork for execution of the first RBAC pilot roles in the organization with a roadmap guiding future activities

Implemented the latest generation identity governance tool to deploy roles and manage them on an ongoing basis

Role Based Access Control makes the job of identity and access management a lot easier once you have defined a scalable RBAC framework to align technology, business processes, and governance activities

THE IDENHAUS EXPERIENCE

MATURE METHODOLOGY

» Deliver On Time and On Budget
The most important success factor driven by a mature methodology that minimizes risk and waste.

» Focus on the business improvements
Every decision is evaluated against the business value it delivers.

» Collaborate
Proven tools and techniques for eliciting, collecting, and interpreting requirements.

ACTIONABLE RECOMMENDATIONS

» Based on a strong analysis
Recommendations are based on a solid understanding of the real problem as a result of the Analyze/Assess Phase.

» Incorporates Best Practices
When we recommend a specific course of action it is based on consideration of past successes and failures.

» Consistent with the Project Objectives
Recommendations are aligned to the strategy and goals of the organization.

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