Agglomeration Community

Profile

- 34 municipalities and 92,000 residents
- Budget of €150 million
- Many administration services

Users

- 450 users on 10 sites
- 70 applications
- Virtual office with Citrix XenServer and XenApp

Challenges

- Single sign-on
- Increase security of applications
- Do not modify the applications or the Citrix infrastructure

Benefits

- No application passwords for employees
- Access control and centralized audit
- Users are satisfied

The Agglomeration Community of Pays Voironnais protects the personal data of its citizens.

Controlling IT access in a local government body

The Voiron (Isère, France) area provides numerous services to its population through its Agglomeration Community. Inhabitants enjoy personal services, garbage collection and domestic help. Comittees are responsible for energy, housing, transport and tourism. Each service to the inhabitants often requires its own application, so the Community's employees were forced to manage up to 15 passwords each. The quality of services was at stake: to quickly respond to requests from residents, government employees need fast application access.

This need for simplified access, expressed by employees, was also supported by the IT department of the Agglomeration Community. It was therefore decided to seek a single sign-on solution to simplify, but also secure accesses. The privacy of residents in effect required streamlining password management while retaining the history of access attempts. These arguments convinced the Agglomeration Community senior management to give its green light to the project.

The solution

After examining several single sign-on products, including the native Citrix solution, the Agglomeration Community chose Evidian Enterprise SSO. The strong points: the additional load on Citrix servers is very low, ramp-up and administration are simple, the functions of the solution are regularly updated and it is possible to evolve later towards full identity management. Finally, this solution is very light in terms of infrastructure requirements.

"*We were able to keep our Citrix XenApp and Microsoft Active Directory facility as-is without modifying any application*" said Bruno Garguet-Duport, Director of Information Systems and Telecommunications, for which the stability of the infrastructure is paramount. "*Evidian Enterprise SSO fits simply in the Agglomeration Community's virtual desktop in thin client mode - it facilitates its use, but only for authorized persons.*"

Now, an employee accesses the virtual desktop with a single password. Once authenticated, he or she can launch authorized applications without seeing their login window. Evidian Enterprise SSO takes care of application password entry and changes passwords regularly, according to security policy of the Agglomeration Community.

Deploying single sign-on

"The hands-on training and skill transfer were very fast: two days were enough. We spent half a day to diagnose and install, and the rest to adapt Enterprise SSO to our applications. And the experience gained on this model was enough to deploy the solution ourselves, with our own internal resources" says Bruno Garguet-Duport.

A software solution, Evidian Enterprise SSO does not require installing appliances - a significant advantage for an IT system distributed on 10 sites. Similarly, the Microsoft Active Directory installation is not modified: SSO data is stored in a separate Microsoft AD LDS base.

With Evidian Enterprise SSO, it is unnecessary to modify applications. A simple configuration by drag-and-drop is enough in most cases. This was critical for the Agglomeration Community, because some applications are quite old and it would be expensive to modify them. Thus, during the initial model, IT management checked that they were able to successfully integrate their business applications.

"The deployment went very smoothly. Evidian Enterprise SSO is so easy to install that we have set it up ourselves on our ten sites.

Users are more than convinced: now, they would hardly accept working without the solution!"

Bruno Garguet-Duport, Director of Information Systems and Telecommunications, Agglomeration Community of Pays Voironnais.

Convincing users

A major lesson of this deployment: user adhesion is the key to a successful project. Although employees are aware of security issues, those are sometimes not a sufficient argument to change their daily routine. To do that, one must provide a real service.

The initial presentation meetings of Evidian Enterprise SSO demonstrated to users that this simple product would eliminate their many application passwords. Another advantage: they can add their own personal applications to the solution. As a result, the employees of the Agglomeration Community demanded that the solution be installed on their desktops.

Audits and traceability

In a local authority, ensuring the privacy of residents translates into strict confidentiality requirements and procedures. Evidian Enterprise SSO not only protects access - it stores a history of all access attempts to applications and stations, password changes and administrative operations. Each entry contains information including the name of the employee and the computer he or she used. This history is stored in one central database, which greatly simplifies audits. Thus, the Agglomeration Community performs regular analyses with BusinessObjects™ as part of safety audits.

For the Agglomeration Community of Pays Voironnais, Evidian Enterprise SSO is the first brick towards managing end-to-end identity and access management. The solution makes it possible to add, step by step, role-based access policy management and application account provisioning.