

KuppingerCole

BEST PRACTICES REPORT

by **Dave Kearns** | August 2015

European Identity & Cloud Award 2015

Best Identity and Access Management Project: Nantes University Hospital

The European Identity Award 2015 for “Best IAM Project”: a strong example of an IAM solution encompassing not only the employees of the organization and its HQ, but also supporting a decentralized organization as well as the extended enterprise.



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1 Executive Summary

KuppingerCole has bestowed the KuppingerCole European Identity Awards since 2008 in recognition of excellent projects in the area of Identity and Access Management (IAM), GRC (Governance, Risk Management, and Compliance), and Cloud Security. This report gives a brief overview of the *Best Identity and Access Management Project: Nantes University hospital*.

The hospital introduced an automated single sign-on multi-service card with both contact and contactless attributes, providing a maximum of convenience with a minimum user effort.

2 Key Reasons to look at the project

- One multi-service card replaces multiple access methods
- With the addition of single sign-on, application access is likewise eased
- Both physical and logical access are easily provisioned and de-provisioned as needed
- Non-employee external users added to system.
- All 9 hospitals in the Nantes region are included in one single system

3 European Identity Awards

KuppingerCole has bestowed the KuppingerCole European Identity Awards since 2008 as recognition of excellent projects in the area of Identity and Access Management (IAM), GRC (Governance, Risk Management, and Compliance), and Cloud Security. The European Identity Award has several categories, including awards for best innovation in standards, lifetime achievement, and occasionally some special awards for selected categories. Besides this there are awards for the best projects we've identified during the 12 months leading up to the annual EIC (European Identity and Cloud Conference) where the award ceremony takes place:

- Best IAM Project
- Best Access Governance / Intelligence Project
- Best Cloud Security Project
- Best B2B Identity Project
- Best Approach on improving Governance and mitigating Risks

Based on nominations and the projects KuppingerCole has learned about in its research, the KuppingerCole analysts pick one (or, in rare occasions, two) projects per category which is granted the European Identity Award.

The primary factor in selecting a project is that it shows new and innovative approaches to solving issues corporations are facing in one of these areas. Projects do not necessarily need to be big. They also don't need to be innovative in every part. However they do need to have some innovative and, from the perspective of KuppingerCole, leading-edge aspects which makes them outstanding.

This is mainly the case when projects are following some of the key advice and trends KuppingerCole gives to organizations and has identified in the market. These include:

- Supporting hybrid Clouds, e.g. working for all types of Cloud environments
- Tightly integrating different types of technologies for a complete offering
- Making use of new technologies and standards on a large scale
- Clearly mitigating risks and improving IT Governance
- Embracing and extending existing IT infrastructure and leveraging what is still implemented
- Covering complex heterogeneous environments and dealing with particularly complex project scenarios
- Far beyond average support from an organizational perspective and for Business/IT alignment
- Exceptionally lean and rapid delivery of projects in challenging environments/with challenging requirements

Receiving a KuppingerCole European Identity Award thus is a sign for a very well done, leading-edge project that delivered on its promises. KuppingerCole analysts do additional calls with the nominees to ensure that the project has been implemented according to the description and to challenge aspects which were unclear in the description, to ensure the high level of the projects selected for the European Identity Award.

4 The Project

The Centre Hospitalier Universitaire de Nantes manages the 9 hospitals for the Nantes region, in France. Management of the Identity of IT users in the hospitals was decentralized: many IDs in the Active Directory were for people who had left the organization months or years before. But it was hard to manage the ID of people who weren't on the payroll (externals): neither HR Department nor IT Department wanted to fill these ID in Directories.

A project was designed to create a better provisioning system for the Centre, but it quickly grew as people realized there was a lot that could be accomplished with a single ID system. Thus, the multi-service card project was born, in partnership with Evidian.

The multi-service dual card lets the user get into the Information System, buildings, restaurants and parking. For the Information System this is especially convenient, since - in combination with single sign-on - it not only allows access to the workstations but also to all the applications globally. Additionally account management was automated so that the vast staff turnover (approximately 25% annually) can be managed easily. Leaving staff will be securely withdrawn from access while new arrivals can be provided with access quickly, according to their roles. Especially critical is the access of external staff, which can now be handled through an easy request workflow in combination with the hospital's card. The management of authorizations is now based on the hospital's organizational rules and more importantly the hospital can traceably maintain and enforce updates of their security policy.

For convenience, and to ensure access at any time, a self-service mechanism has been deployed which lets users reset their PIN, unlock accounts and regain access to their applications. The request for access to applications can be initiated by the users themselves, as well as by their managers/sponsors.

All administration and card management (personalization, printing, activation, deactivation, etc.) is also managed centrally, but these identity and rights management activities can now be delegated to people in the field closer to the end users and no longer needs to be done by the IT department.

One of the side benefits of the project is the ability to be compliant with the French and European Community standards or recommendations: HAS 2014, CICF, National Digital Health Program.

The deployment went live in 2014 and included the deployment of a multi-service dual aspect (contact and contactless) card. Single sign-on was deployed to increase the user experience first by providing username and password automatically and secondly by the automated password modification. The card deployment enabled the maximum of convenience and therefore satisfaction for the users.

The User Self Service enables the users to request access to PCs, to applications and to request accounts generally. The management of accounts itself was automated. Governance of authorizations is provided according to the hospital's security policy. The deployment made the delegation of authorization management to the corresponding hospital departments possible. This was completed by the automation of the request and approval workflow for accesses to application and resources, especially crucial in an environment with more than 25% staff turnover.

An additional benefit is related to privacy. Today the hospital can confirm that only the right people with the right level of access rights can access the right applications and data.

Last but not least, thanks to the usage of the smartcard and the SSO functionality, security and end user comfort is no longer a debate. It will be absolutely impossible to remove those functionalities from the end user.

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The Future of Information Security – Today

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