

Vaudois University Hospital Center CHUV



A Swiss hospital renews its access rights management solution

Profile

- ▶ IT budget : CHF 38 million
- ▶ The Centre hospitalier universitaire vaudois (CHUV) is one of the 5 Swiss university hospitals
- ▶ 9 central medical applications out of 250

Users

- ▶ 10,300 employees including 1,400 doctors
- ▶ 47,000 identities and accounts listed
- ▶ 8,000 workstations

Challenges

- ▶ Automate the management of access rights
- ▶ Manage the turnover of 1,400 medical trainees per year
- ▶ Delegate the rights approval procedure

Key achievements

- ▶ Considerable simplification of access management
- ▶ Rationalization of the accounts updates
- ▶ Acceleration of the treatment of requests

Security and flexibility in a hospital

With 10,300 employees, the Centre Hospitalier Universitaire Vaudois (CHUV) provides healthcare in every areas of medicine and welcomes 45,000 patients per year. Each year the hospital has to deal with the arrival of 1,400 assistant doctors to whom it has to provide a time-limited access to medical applications. For a better incoming flow management, hospital heads decided to optimize their existing identity management solution which suffered from huge limits: identities and accounts were not clearly distinguished and the solution had to be doubled with a paper-based system for the approval of rights assignments.

Thus in January 2011 the CHUV decided to launch a project in order to recast its identity management solution. The goal was to manage the new assistant doctors with a renovated system by dematerializing the access authorization process at the end of the current year. The key principles were to decentralize management by going closer to the information on the ground and assign access rights to the hospital's applications at the best time possible.

"Identity management is not just a technical project, the IT System Department cannot change behavior alone. That is why working with Human Resources is a key factor of success.

This project impacts the organization indeed whether we have to communicate between departments or delegate management tasks." Ludovic Vadot, in charge of the project of the CHUV, explained.

Choosing a long-term solution

A steering committee was created. It brought together financial management, medical management, HR and IT System Department, as well as some supervisors in charge of care and administrative management of the patients. Two months later they issued findings that defined the ambitious timing and scope of the operation: the 9 major applications of physicians, assistant physicians and clinical chiefs.

By February, SmartWave SA, a Genevan integrator specialized in security and business processes, was designated by the CHUV to send a request for information with 70 questions to 14 worldwide identity management suppliers and providers. Three candidates were finally selected for a two-weeks trial in full-scale conducted by the hospital in March and April 2011.

The CHUV choose Evidian solution

"Evidian was the best candidate; the report on its results was the most complete." Ludovic Vadot considered. *"For this ambitious project, we needed a high degree of reactivity and a software editor that combined durability guarantee and flexibility. With hindsight, the short time limit delays we demanded always led to success. We succeeded in implementing a productive tripartite collaboration between the hospital, the software editor and the integrator".*

Key steps in the rollout of the project

Once the Evidian Identity & Access Manager solution chosen, the actual implementation of the project took place between June and October 2011. In technical language, its purpose was to provide a reliable identity repository, then implement a coherent model of rights for 9 central applications of the hospital. To achieve this, an equally important parallel organizational project updated procedures for rights management, that were previously paper-based. It required information, negotiation and validation stages by the top management of each line of business and the local users.

"We chose a simple model of rights so that the system is immediately usable by the 80 managers who welcome physician assistants twice a year" Ludovic Vadot explained. *"In concrete terms, an identity is associated with assignments: business role (physician assistant, clinical chief...), department (cardiology, neuroscience...) and finally validity dates of the assignment. The rights in medical applications result from these assignments, especially application roles".*

Managing identities and accesses on a daily basis

By November, business roles of the involved users were keyboarded by the administrators of the 12 medical departments in charge of healthcare and of the academic center. For the 80 managers, a user-friendly interface replaced the paper-based forms of which the software incorporated a part of the logic.

In terms of the IT system, three environments: development, validation and production, enable to secure any changes done in the solution. Requests for provisioning accounts were deduced from the roles of physicians and were then sent to the previous system to be implemented in the applications with the appropriate profile.

A gradual withdrawal plan of the previous system was set up- gradually more and more medical applications would have been directly provisioned by the Evidian Identity & Access Manager.

"A priority for the CHUV is to minimize the risks of implementation and continuity of operations to support hospital procedures effectively. This approach guided technical architecture choices, but also organizational and design of the security policy decisions". Ludovic Vadot explained: *"Thus, to minimize data entry mistakes made by the administrative staff, the requested information must be few and relevant".*

Working with the hospital and the software editor Evidian, the provider and integrator SmartWave SA assisted the project management, the integration of components and the import of the rights in the Evidian policy manager. Indeed one of the major added value of the project consisted in reviewing a set of application rights that had accumulated for nearly 15 years, and then replacing it smoothly by a coherent security policy.

"Evidian identity and access management made us grow considerably in terms of simplification and consistency of identities and roles. It is on this sound basis that we could extend the functional scope of the solution to other occupations of the Hospital by April 2013" Ludovic Vadot concluded.

"The Evidian Identity & Access Manager solution enabled us to clarify and automate our user management procedures, with a tangible return on investment for each arrival of assistant physicians.

On this basis, we can progressively simplify our identity management infrastructure, without ever disrupting neither procedures nor patient care".

Ludovic Vadot
Identity Management Project Manager at the CHUV

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