

Managed Active Directory: **S&SHIS**

Directory Manager resolving Active Directory problems

Staffordshire & Shropshire Health Informatics Service (S&SHIS) uses Microsoft Active Directory as the foundation of their ICT network. Over time, processes around the management of user accounts on Active Directory were leading to a number of problems, notably with accounts remaining live after employees had left, large numbers of accounts that could not be linked to current staff and with the different approaches being used by ICT staff causing support and address book issues.

Linking ESR to Active Directory

S&SHIS looked for a solution that would resolve the problems they were experiencing and that would provide a 'managed' Active Directory user base, without the need for a high level involvement from their ICT staff. S&SHIS turned to BDS Solutions and their Directory Manager solution to achieve this.

"Directory Manager offered the basic functionality that we were seeking along with the ability to have it tailored to meet our local needs."

Improve security and automate provisioning with Directory Manager

Directory Manager uses a daily feed from the NHS Electronic Staff Records (ESR) system, linking ESR records to user accounts, and responding to changes occurring in ESR to create starters, manage changes and to de-provision accounts in a timely and consistent way. Directory Manager is used in over 25 NHS Trusts across the country, managing in excess of 100,000 user accounts.

- Manage the user account for an employee from starting at the trust, all role and name changes, through to leaving
- Ensure accounts for leavers are de-provisioned promptly removing security risks
- Automate provisioning of users accounts, mailboxes, personal folders, security rights and call bespoke scripting
- Notify other departments with starter and leaver information and provide detailed reporting on Active Directory

Following the product implementation, and the change from a manual to a more automated management method, S&SHIS was able to quickly identify a number of key benefits, including:

- A more secure Active Directory due to a correlation of accounts to staff, and with leavers de-provisioned promptly
- The identification and subsequent removal of a large number of accounts not in use
- A clean and managed AD that is now being used as a base for other clinical and non-clinical applications

"Through our use of Directory Manager, we are now able to provide our Trusts with assurances that network accounts are being managed efficiently. This is not only best practice, it is also essential for Trust's to meet the requirements of their Financial Control Audits."

For more information please contact BDS Solutions
on **01884 33440** or visit **bds-solutions.co.uk**

BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoc compliant and provides dedicated service desk support for NHS organisations via N3.

