CASE STUDY: DIRECTORY MANAGER

Automating user updates at Central Southern CSU

As part of the NHS restructuring, several organisations merged to form the Central Southern Commissioning Support Unit (CSCSU). A result of the merger was the requirement to integrate users from three Active Directory domains into one. The CSCSU quickly found that locating the right staff member in this new domain proved difficult due to the now out-of-date location and role information.

Empower end users to maintain their details

The CSCSU needed a solution that would allow staff to update their own contact and job details. This would help ensure that information is correct and facilitate a series of ICT projects.

The CSCSU chose BDS Solutions' Directory Manager to achieve this.

"We were in great danger of our critical application deployments being delayed as we were so reliant on 'good' Active Directory information. Directory Manager ticked every box for us."

Self service web portal

Directory Manager provides a configurable web page to users when they log on to their workstation. Their current details are displayed and selected attributes can be added and updated by the user.

This information provided by the user is stored as pending request until approved. Directory Manager notifies the designated reviewer via email to review and approve updates before being committed to Active Directory. A full audit trail is maintained by Directory Manager detailing the request, manager approval and resultant update to Active Directory.

At CSCSU, the software was configured to repeat this process every 90 days to ensure that user details were kept up-to-date.

NHS Central Southern Commissioning Support Unit

Free-up ICT resources with Directory Manager

Using Directory Manager the CSCSU were immediately able to:

- **Create an up-to-date database of staff contact information and job roles**
- **Delegate responsibility for the update of the contact information from the ICT department to the staff themselves**
- **Free up ICT staff resources at a time of increased workload during the organisation merger**

"To employ additional administrators would have been costly, time consuming and have needed additional procedures to be established.

With Directory Manager we achieved the desired results and provide ongoing benefits. This allowed us to roll-out our critical applications and meet our go-live plan."

Luke Hillman
Specialist Technical Manager