



Account & Resource Management in the Enterprise - Needs and Solutions





rene.altorfer@algacom.ch
raphael.carruzzo@algacom.ch



Agenda


- User Management
- Group Management
- Helpdesk
- Solution Framework
- aAPS - an Account Provisioning System







User Management: The six major Needs

1. **Ease of use**
 - User management may be separated from system management which reduces cost
2. **Cross platform account management**
 - Enables consistent account states
 - Increases security because of fast account disabling
3. **No platform access for user administrators**
 - Increases system security and control





4. **Account reports and history**
 - Allows inconsistency reports (against HR system and platforms)
 - Allows tracking of modifications
5. **Company compliant attribute values**
 - Increases data quality and end-user acceptance
 - Enables meaningful data queries
6. **Single point of uniqueness control**
 - Prevents duplicates and post corrections
 - Supports mergers, acquisitions, consolidations





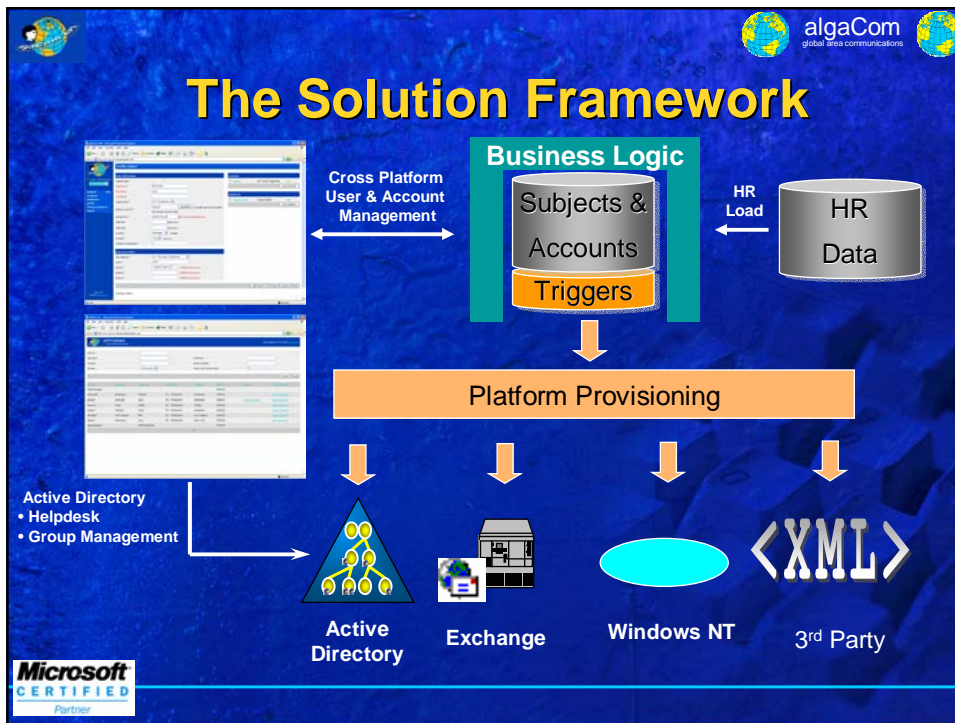
Group Management: The four major Needs

1. Support system and customer specific structures
2. Support customer specific delegation model (setup structure → create/delete within structure → manage members)
3. Provide up to date distribution lists
4. Allow fast and frequent updates!



Helpdesk: The two major Needs



1. Allow easy password reset
2. Allow easy account unlock



algaCom Account Provisioning System - aAPS




- Account Provisioning System
- Designed to meet common **User Management** Needs
- Common means
 - For any type of business
 - For any account platform
 - Covering > 99% of the account Provisioning Tasks

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aAPS Features


- User friendly: simple, multi lingual interface
- Open import/export interfaces allow integration of HR systems
 - Import: Flat file import or SQL Insert
 - Export: ODBC based data retrievals
- Configurable data policies allow
 - Data integrity checks
 - List of Values for specific fields



aAPS Features (2)

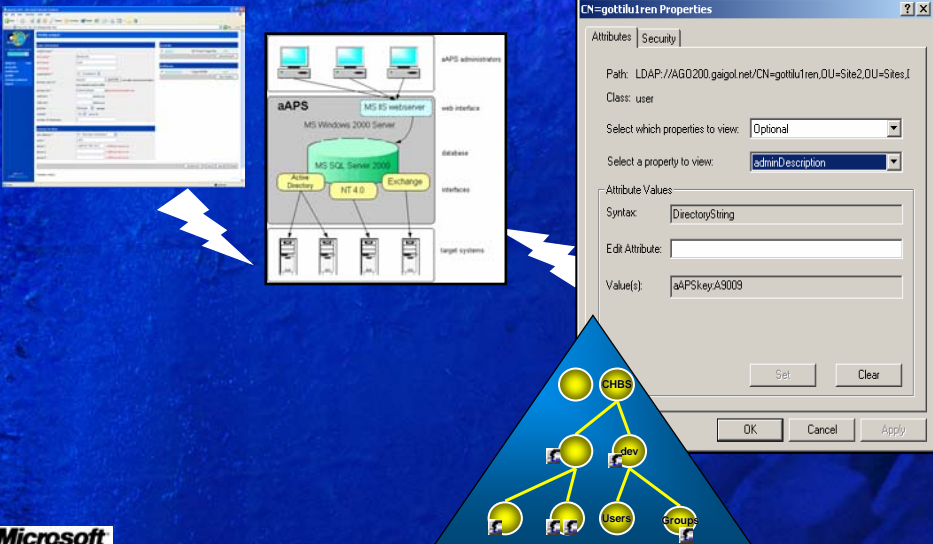
- Security model allows
 - Definition of registration desk scopes
 - User management roles (subject admin, account admin) at any specific registration desk
- Open provisioning interface supports any target platform
- Reports may be generated based on any query attributes
- Inconsistency checkers allow production of inconsistency reports and resolving actions ,on-demand'





 global area communications

Inconsistency Checks



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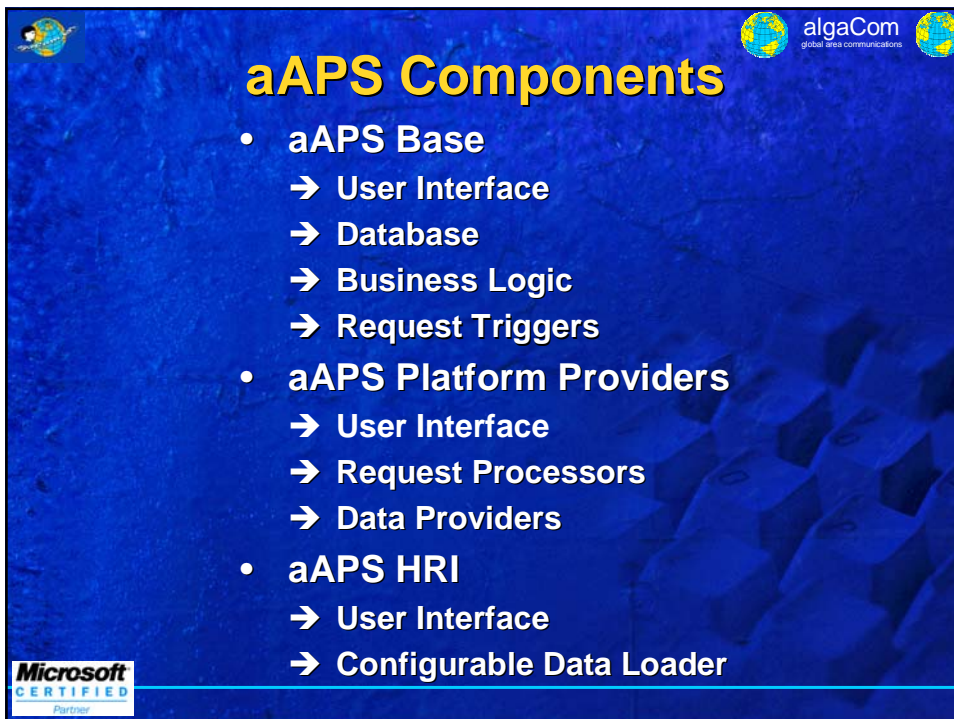
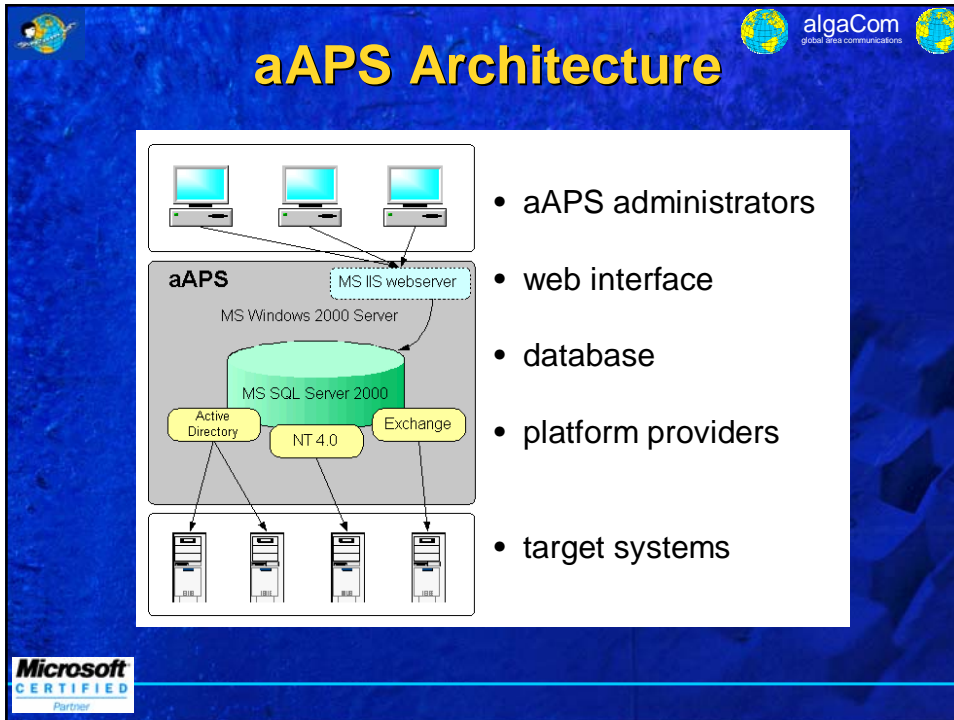


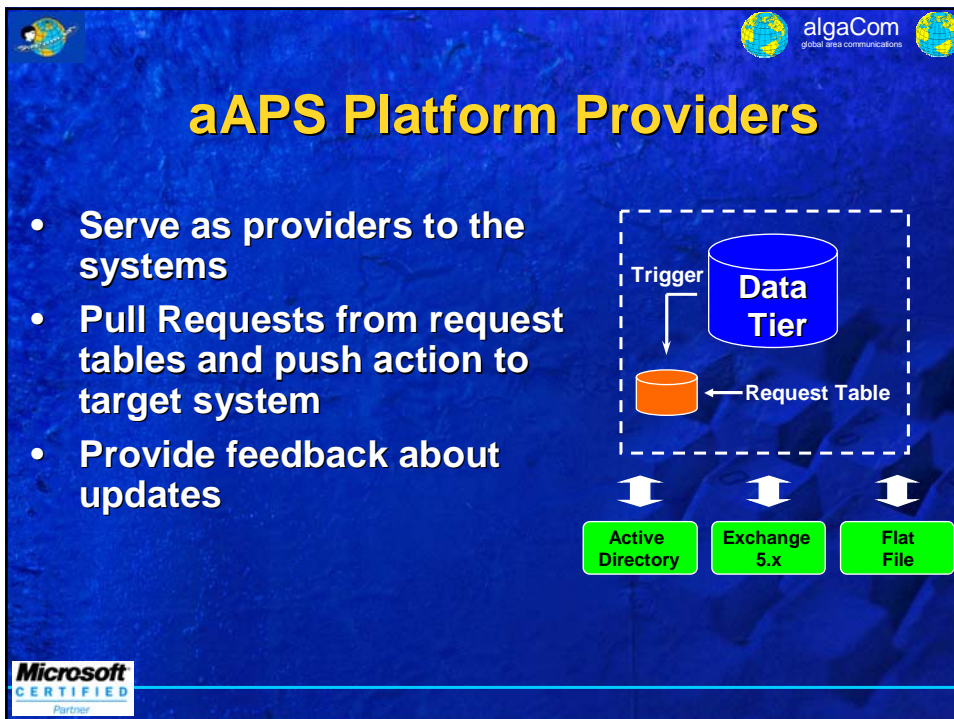
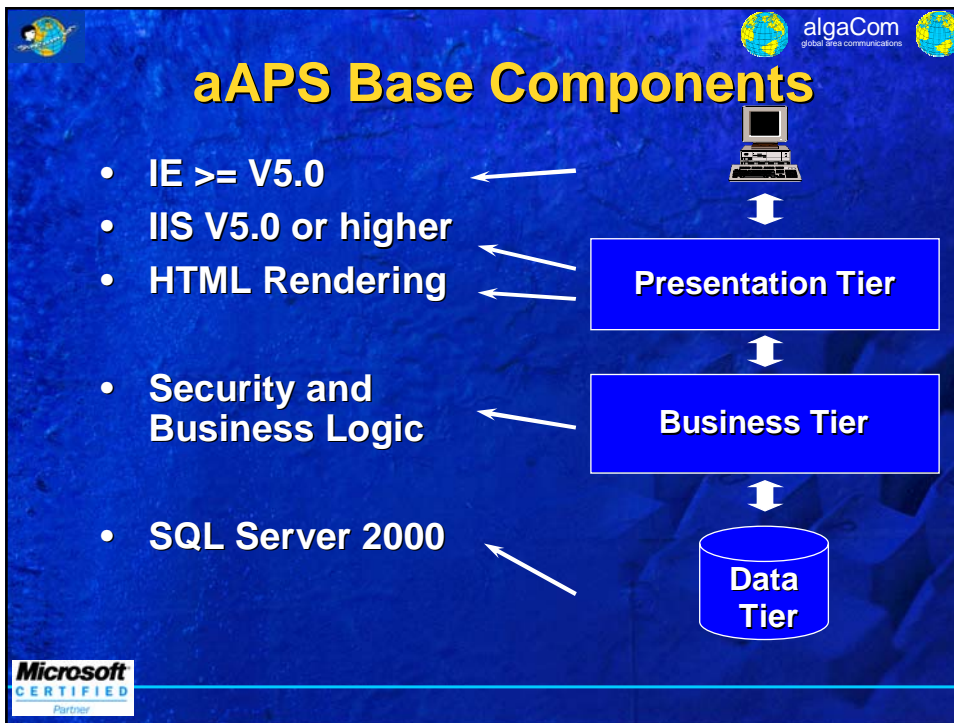
 global area communications

Demo

- aAPS Overview
- User Creation

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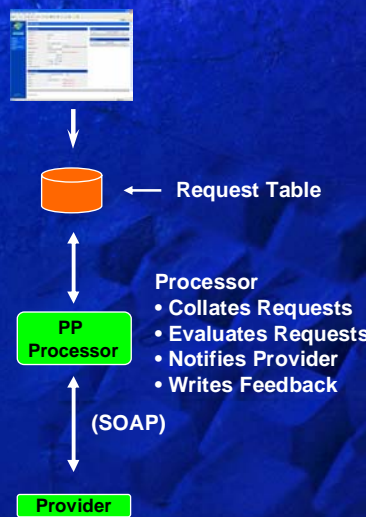




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aAPS Platform Providers (2)

- Processors communicate with request table and providers
- Several processor/provider pairs may be installed
- Each pair may be configured redundantly
- Communication may use SOAP (Firewalls)
- Request Management possible with Web GUI



```

graph TD
    GUI[Web GUI] --> RT[(Request Table)]
    RT <--> PP[PP Processor]
    PP <-->|SOAP| P[Provider]
    subgraph Processor
        PP
    end
    subgraph Provider
        P
    end
  
```

Processor

- Collates Requests
- Evaluates Requests
- Notifies Provider
- Writes Feedback

Provider

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aAPS Platform Providers Config.

```

<Attribute Name="sMAccountName"
  Function="[$Acct.ObjectAttrib0$]"
  Category="mandatory" DataType="string"
  ValueType="singleValued" />

<Attribute Name="displayName"
  Function="[$View.SystemName1$][${ifnull:[$View.
SystemName2$]}~~~~
[$View.SystemName2$]}$][${ifnull:[$View.System
Name3$]}~~~~ [$View.SystemName3$]}$]"
  Category="optional" DataType="string"
  ValueType="singleValued" />


<Attribute Name="homeDirectory"
  Function="[$Acct.ContainerAttrib1$]"
  Category="optional" DataType="string"
  ValueType="singleValued" />
  
```

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Demo

- Account Provisioning
- Mailbox Provisioning
- Request Monitoring

aAPS HR Interface

- A Gateway to HR Systems
- Gateway Table may be defined according to Data provided by HR system
- Copy (Pull) from Gateway Table to aAPS DB happens manually or automatically
- Business rules are applied





Push ↓


HR Table

User Name: William Tell
 Organization: WorldFlowers
 Site: Los Angeles
 UID: 002345

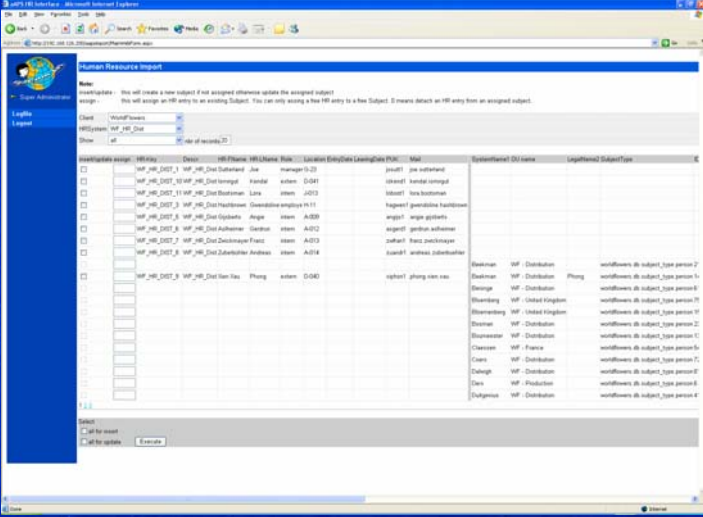
Pull ↓









aAPS HR Interface (2)








aAPS HR Interface Config.

```

<Mappings>
<!-- MANDATORY mappings -->
<mapping hrcolumn="HRKey" mactable="Subject" mapcolumn="HRKey" />
<mapping hrcolumn="HRSystemID" mactable="Subject" mapcolumn="HRSystemID" />
<mapping hrcolumn="PrimUniqueID" mactable="Subject" mapcolumn="PrimUniqueID" />
<mapping hrcolumn="PrimSmtplhs" mactable="Subject" mapcolumn="PrimSmtplhs" />
<mapping hrcolumn="OID" mactable="Subject" mapcolumn="OrganizationId" />
<mapping hrcolumn="SAID" mactable="Location" mapcolumn="SiteAddressId" />
<mapping hrcolumn="STID" mactable="Subject" mapcolumn="SubjectTypeId" />
<!-- CLIENT specific mappings -->
<mapping hrcolumn="Attrib1" mactable="Subject" mapcolumn="LegalName1" />
<mapping hrcolumn="Attrib2" mactable="Subject" mapcolumn="LegalName2" />
<mapping hrcolumn="Attrib1" mactable="Subject" mapcolumn="SystemName1" />
<mapping hrcolumn="Attrib2" mactable="Subject" mapcolumn="SystemName2" />
<mapping hrcolumn="Attrib3" mactable="Subject" mapcolumn="FreeField0" />
<mapping hrcolumn="Attrib4" mactable="Location" mapcolumn="BldgRoom" />
<mapping hrcolumn="Attrib5" mactable="Subject" mapcolumn="ValidFrom" />
<mapping hrcolumn="Attrib6" mactable="Subject" mapcolumn="ValidUntil" />
</Mappings>


```






Demo

- HRI Overview
- Import Process

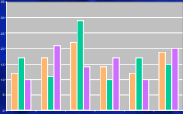

aAPS Reporting

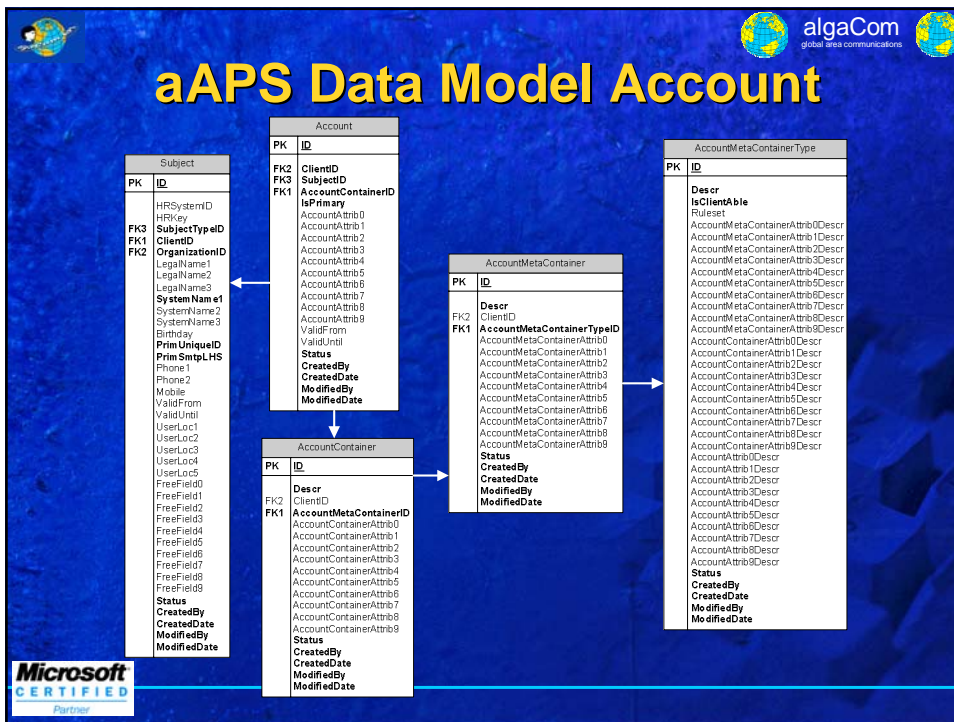
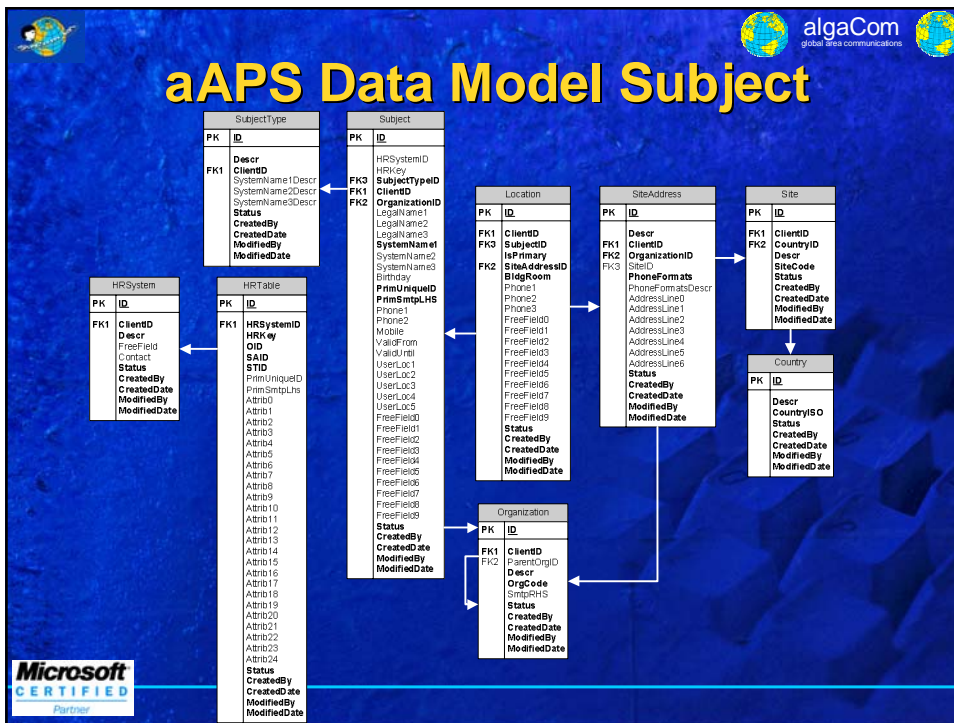
- Special DB Views to access and retrieve aAPS data
- DB Views may be accessed using
 - OLE/DB
 - ODBC
 - SQL
- Data Consolidation using
 - Microsoft Excel
 - Microsoft Access
 - Crystal Reports...

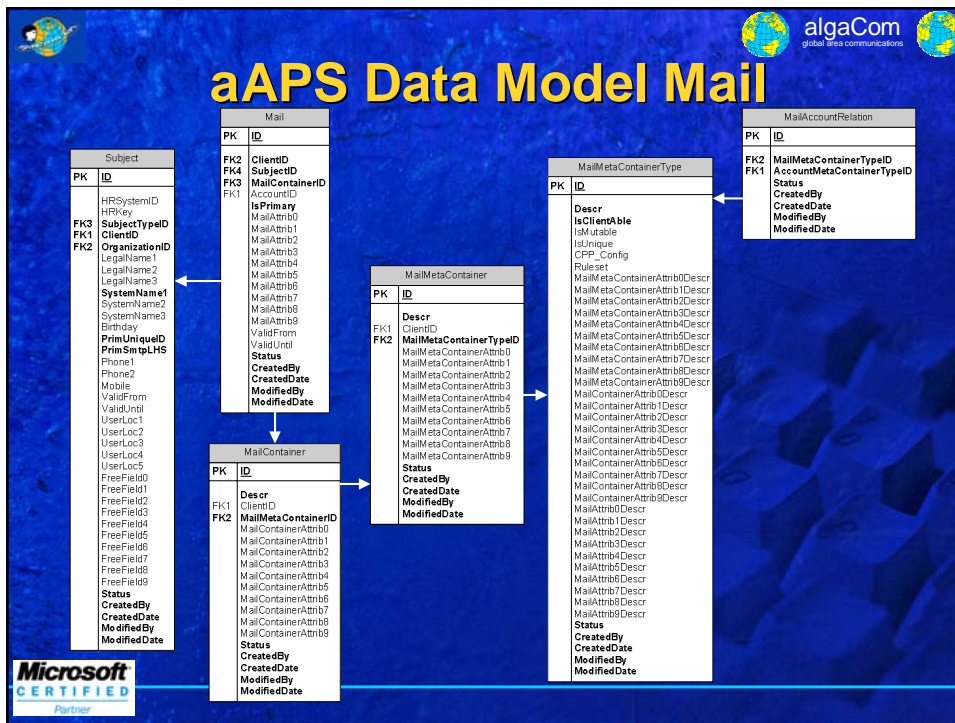


Report View
 Transaction: Create
 Type: Subject, EX2000
 User Name: bloggsj
 E-mail: bloggsj@flowers.ch

ODBC ↑↓





- ## aAPS Security
- **Principles**
 - ➔ See everything within my client(s)
 - **Authentication**
 - ➔ Currently Username / Password based
 - ➔ Extensible Authentication Method
 - ➔ Provides User Identity (UI) if successful
 - ➔ UI is a user->role->regdesk Object
 - **Authorization**
 - ➔ Compares role / regdesk with required resource
 - ➔ Grants access if successful
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RegDesk centric

WorldFlowers Inc.

```

graph TD
    WF_Inc[WorldFlowers Inc.] --- LG[Lotus Garden]
    WF_Inc --- WF_France[WF France]
    WF_Inc --- WF_US[WF United States]
    WF_Inc --- WF_UK[WF United Kingdom]
    WF_US --- Production["Production  
(former Beautiful Garden Inc.)"]
    WF_US --- Distribution["Distribution  
(former Flowers4You Ltd.)"]
  
```

Desk	Parent
Asia desk	<NO>
United Kingdom desk	<NO>
France desk	<NO>
America distribution desk	<NO>
America production desk	<NO>
Tampa desk	America distribution desk
New York desk	America distribution desk
Los Angeles desk	America distribution desk
Annahaim desk	Los Angeles desk

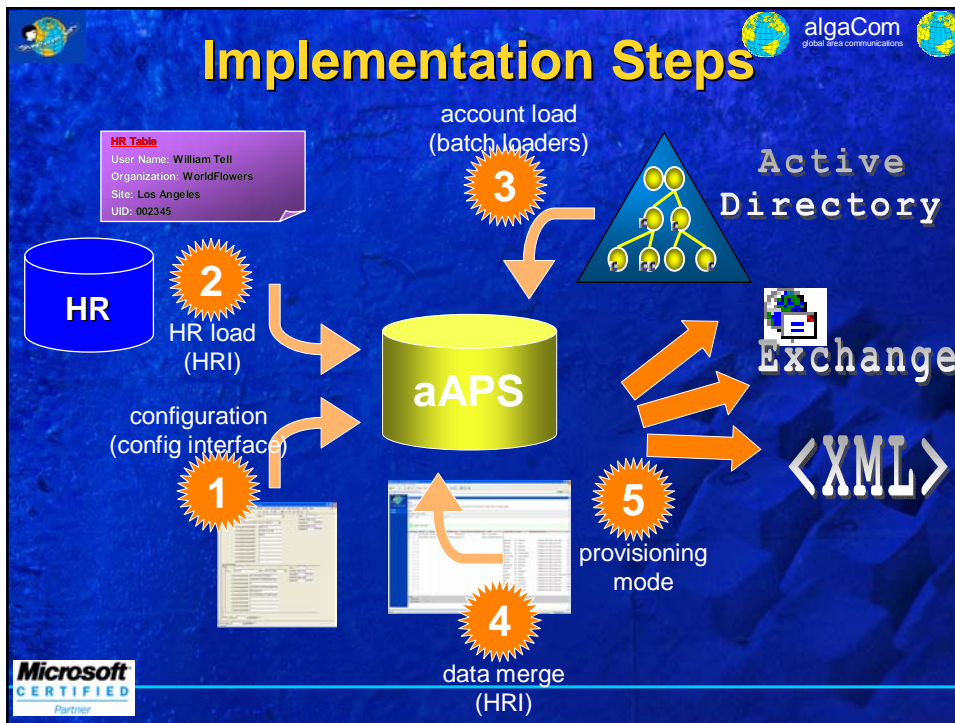
Desk	Organization	Site
Asia desk	Lotus Garden	<ALL>
United Kingdom desk	<ALL>	United Kingdom
France desk	<ALL>	France
America production desk	Production	<ALL>
Tampa desk	Distribution	Tampa
New York desk	Distribution	New York
Los Angeles desk	Distribution	Los Angeles
Annahaim desk	Distribution	Annahaim

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Demo

- Security
- Role based Management
- Management Scopes

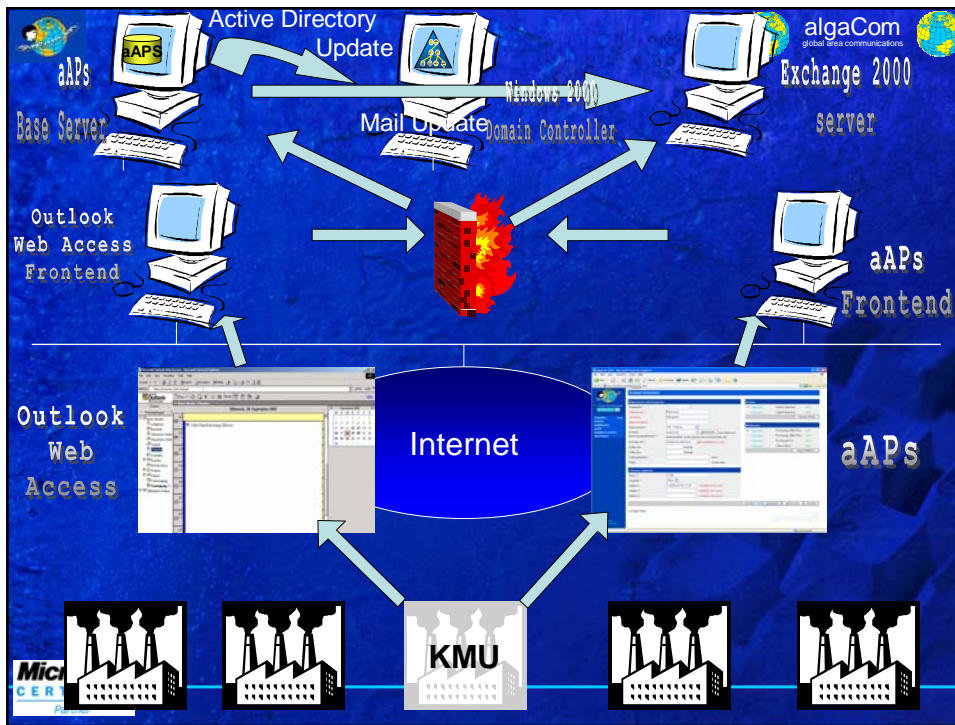
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aAPS in an ASP Environment (Exchange 2000)

- Exchange 2000 offers front-end / back-end layout to access mailbox (HTTP, POP3, IMAP4)
- aAPS offers front-end / back-end layout to access aAPS GUI for User/Account/Mailbox management

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Questions?


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