

The Situation

With a busy hospital staff of over 2,000 nurses, doctors, and hospital administrators Providence Hospital needed to find a quick, easy and secure solution that would allow end-users to reset their own Active Directory passwords without having to log a helpdesk request. This need led Providence Hospital to Tools4ever and their Self Service Password Reset Management solution.

During the discovery phase for implementing SSRPM™ Tools4ever discovered that Providence Hospital was also searching for a product that would allow them to easily create individual accounts for nurses and move away from using shared accounts. This was the perfect opportunity to put into action a permanent process for user account life cycle management utilizing Tools4ever's complete User Management Resource Administrator solution.

Out-Of-The-Box Solutions

Self Service Password Reset Management (SSRPM™)

Providence Hospital chose to deploy the web portion of SSRPM™ for the ease of allowing the end-user to enroll and reset their password without involvement of the helpdesk. After a 1-day installation, the product was tested in the IT department to verify challenge questions and web portal would work within their network environment and security regulations. After completion of the testing phase, the product was rolled out system wide over the course of three weeks. The immediate results have been a dramatic reduction in the number of calls to an over-worked helpdesk. "SSRPM was easily accepted by our User community and has had allowed them to get back to work quicker, especially 3rd shift employees, by providing an immediate password reset," said Jon Postiglione, system administrator for Providence Hospital.

User Management Resource Administrator (UMRA)

Tools4ever Consultants identified 4 key areas in which the User Management Resource Administrator software solution would fully resolve these issues:

- Integrate user security and directory management with the hospital developed web based security application
- Create web forms that would easily allow users to perform complex tasks without knowledge of advanced scripts to administer Active Directory
- Create a simple and easy method for making bulk user changes within Active Directory
- Provide transparent auditing and reporting to verify that Providence Hospital is operating within HIPAA guidelines and regulations

The primary objective with UMRA was to mainstream the provisioning process from the time an employee is hired and entered into the hospital developed web based security application to the time they are entered into Active Directory. The previous process took nearly 2 days to complete before a user was completely provisioned in all systems. Now the process allows for an almost immediate delivery of the account information to the manager. A web form allows for the assignment of group privileges and permissions to individual users. The application also creates the appropriate Exchange mailbox and creates a home folder for the employee on the appropriate share drive.

The Tools4ever™ consultant configured the projects, interfaces and web forms designed to complete the processing of new hires into Active Directory. Accounts are disabled in a similar fashion when an employee is terminated or leaves. Due to HIPAA compliancy requirements, employees may not be deleted from Active Directory for an extended period of time. The User management process not only disables the account but also removes all security privileges from any future access. In fact, the software was able to complete this process in bulk for a group of 1000 deactivated users in less than 10 minutes.

Advantages

In addition to the time savings associated with the Password Reset software, Providence Hospital now has a defined process for User Account Management that can be viewed and audited at any time. The software also accommodates one-off requests with ease. In addition to the automated processes, Providence is currently on the process of adding multiple forms to allow helpdesk personnel to securely make changes to specific groups without the need to assign helpdesk employees network administrative privileges. Providence Hospital continues to engage Tools4ever consultants to refine, improve and make additions to their processes, additional functionality is planned to coincide with the Version 9 release of the User Management application to better integrate with attributes in Exchange server. **“UMRA has saved us time and money. UMRA has allowed us to spread the workload of network administration out to other employees in Information Systems to perform basic user administration tasks. UMRA has allowed our network administrators time to work on other projects,”** stated a Senior Engineer at Providence.

About Providence

Providence Hospital, located in downtown Columbia, SC is a 247-bed hospital founded in 1938 by the Sisters of Charity of Saint Augustine to minister to the community, in both body and spirit. The facility is best known for the expertise in cardiac care it provides through Providence Heart Institute.

About Tools4ever

Since 1991, Tools4ever has offered quality and scalable productivity solutions for the Windows 2000/2003/2008 system administrator with the main focus on User Provisioning and Life Cycle management, Identity Management, Active Directory management and employee self service.