



Headquarters in Düsseldorf, Germany  
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## User Access Management

# SETTING UP ACCESS RIGHTS

## QUICKLY AND EASILY

Every month staff at Vodafone Deutschland make up to 5,000 requests for access rights to business applications. The new solution for User Access Management (UAM) sets up access rights particularly quickly and simply. MATERNA has enhanced the existing UAM solution and is also taking over operations and further development of the UAM process.

In Germany Vodafone has around 38 million mobile phone and fixed line network customers making it one of the largest telecommunications providers here. Their approximately 13,000 staff need access to a wide variety of specialist applications, network resources and other IT services for their work. But only staff with the appropriate rights are allowed to receive access to the resources they wish to use. It must also be

possible to withdraw access rights as soon as somebody changes department or is given other tasks. The User Access Management at Vodafone Deutschland maps all the processes which are required when applying for access rights. Staff make their application for changed access rights via a self service portal. This regulates the administration of user rights so staff can activate the use of different company

applications very efficiently, such as databases, the data warehouse or customer information systems. The UAM tool handles the workflow as well as the authorisation process this is based on.

Vodafone Deutschland started the UAM project three years ago in order to implement user requests for access rights more quickly. The UAM tool was intended to fulfil the users' requirements for simple and self-explanatory request registration. Above all it should significantly reduce the amount of time between the user making the request and the access rights being set up. Vodafone Deutschland has achieved this goal: today requests are processed in approximately half the time. This also applies to external users. The time between making the request and the account being set up has been halved. With up to 5,000 requests being made per month Vodafone Deutschland has achieved clear savings here. The staff also benefit from this as they can begin work with the business applications they need much more quickly.

The company also wanted a more transparent and better way of establishing which persons have access to which systems. Thanks to the information from the new system it is now transparent and simple to see if access has been blocked if, for example, a member of staff has left the company or is not authorised for access for some other reason. Every person who is working for the company, whether internally or externally, who wants to use a business application has to apply for this via the User Access Management portal. This also sees Vodafone Deutschland fulfilling the requirements for SOX compliance (Sarbanes-Oxley Act).

### Flexible partner and continuous process improvements

MATERNA received the contract back in the year 2008 to further develop the existing application for User Access Management. The solution is based on the Remedy Action Request System from BMC. The experts from MATERNA have extended the UAM tool with new functions, begun with the integration of Vodafone's (formerly Arcor) fixed line network and adapted the system architecture to the latest conditions. New processes such as a demand and release management have also been established.

The user departments can now have new applications taken up in the existing User Access Management process via the demand management set up by MATERNA. The MATERNA team also ensures that the UAM runs correctly and takes continuous care of the solution. Any adaptations to authorisations or to roles and rights concepts, for example, can be accomplished and implemented in the tool.

Over the last three years the tasks handed over to MATERNA have grown continuously. For example, more and more new development work has been carried out on the self-service portal. Regular process improvements and optimisations as well as architecture changes to the application are also part of the services provided by MATERNA. The experts have, for



Oliver Harzheim  
Program Manager Office Readiness  
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### The company

Vodafone Deutschland is the first fully integrated communications company in Germany. The company provides private and business customers with products and services in the field of mobile phones, fixed line networks, data services and broadband internet from one source. Vodafone Deutschland has its headquarters in Düsseldorf and employs 13,000 staff. The company is part of the Vodafone Group, the largest mobile phone corporation in the world. Vodafone Deutschland, with around 38 million mobile phone and fixed line customers, is second only to Deutsche Telekom in the German telecommunications market. The company maintains one of the most high performance and modern mobile phone networks as well as a Germany-wide fibre optic cable network which already covers almost 70 percent of all German households.

example, determined and documented binding definitions and procedures related to the rights management: for example, how is a name or department change defined and which process steps have to be followed in detail? MATERNA has also played a significant role in driving ahead the integration of the UAM processes in the fixed line network division in the User Access Management of Vodafone Deutschland.

This successful and professional cooperation has led to MATERNA replacing the external service provider formerly working in this field. “We decided on MATERNA because the high level of flexibility and quality of this medium-sized company was so convincing,” explains Oliver Harzheim, Program Manager Office Readiness at Vodafone Deutschland. “We did not want to use a service out of a black box, but to contract transparent and comprehensible services from an approachable contact partner.” MATERNA is also working with Vodafone Deutschland on continuously improving their processes.

### SOX-reporting increases transparency

Companies which are subject to the Sarbanes-Oxley Act (SOX) must, among other things, provide evidence of access to the IT transparently. Vodafone Deutschland now fulfils these requirements even more fully and faster with the new

solution’s improved reporting, extended tools and processes. The User Access Management is closely linked with the HR systems and thus accommodates SOX compliance. The lists of staff who have left are thus compared on a quarterly basis with the UAM: The UAM ensures that the de-provisioning requests for access rights, which are important for SOX compliance, are made as well. All the user areas receive a SOX report every quarter. No access rights for external staff are allowed to be valid for more than 180 days. After this time has run out a check is carried out to see if it should continue or be cancelled. This means no rights are left over if there is restructuring or if a colleague has left the department. MATERNA developed the reports that were needed and ensures the de-provisioning orders are made as part of appropriate operating processes.

### Keeping access rights up-to-date

In a grown IT environment like at Vodafone Deutschland, a standard system for identity management is not always the best solution. That is why the IT specialists from both companies developed new innovative approaches for User Access Management. Vodafone Deutschland uses a large number of specialist telecommunications applications. The core system from Remedy allows the numerous highly specialised applications to be integrated individually – because pre-fabricated adaptors for the many specialist applications are just not available. It would also be very difficult with standard tools to formulate the interdependencies which the specialist applications are based on for a user account.

Not all access requests just end up with the direct superior for approval. For some authorisations more so-called information owners or “data and program managers” are needed who have to give additional authorisation before access is activated. If a member of staff wants to access the Vodafone Deutschland client-base, the system automatically asks if the requester is



authorised in their position for the access rights they have requested. The approval obligations within the UAM are stored in the tool and are regularly updated from various sources. Up to 60 systems regularly import their latest authorisation structures for the applications administered with the UAM. The level of automation and/or the provisioning of the authorisations, which this is based on, depends on each application and the way it is linked to the UAM tool. Some applications are completely provisioned via an appropriate interface. For most of the applications, however, the UAM generates order tickets (tasking) for the relevant user department. The workflow stored in the Remedy system thus runs through the four steps of registering, authorising, provisioning and feedback. Due to the structure and size of the company, Vodafone Deutschland works with a variety of directory services, including the well-established Active Directory and LDAP (Lightweight Directory Access Protocol) directories. The UAM checks all the identities of the users against these systems which increases the complexity of the overall system even more. The various specialist applications also use different sources for authenticating the users. For example, Citrix and the office communication environment rely on Active Directory. Database-based applications are partly authenticated using the LDAP directory. Because of the non-uniform structure with regard to the identity of users, any department or name changing is a constant challenge as numerous applications and organisation structures have to be taken into account. MATERNA supports the technical implementation for these processes and helps to coordinate the requirements within the organisation. Only when the requirements are clearly defined, can the relevant implementation follow.

### MATERNA for operations and support

With such a complex system, it is not only regular process improvements that have to be dealt with, but above all there are many tasks recurring as part of regular operations. Quality control and monitoring of access requests has to be carried out daily. If, for example, details are not correct or if databases and hierarchies are not taken care of accurately, the staff have to handle the requests manually. It can also occur that requests get stuck during approval or provisioning. In all these cases MATERNA views the tasks, adds any missing information and feeds them back for further processing. This ensures continuous workflows and faulty datasets can be cleansed immediately. Since June 2010 MATERNA has been actively involved in regular operations at Vodafone Deutschland and since November 2010 the IT experts have been responsible for these processes to a large extent. MATERNA is also active in second and third level support, develops solution approaches and coordinates the end-to-end processing of requests. Vodafone Deutschland is continuously optimising the process management of the UAM solution. MATERNA advises the telecommunications company on this and contributes to

the continuous process optimisation. “The experts from MATERNA supply solutions for long term improvements to our processes. In this way we assure durable quality together,” explains Oliver Harzheim from Vodafone Deutschland. The self-service portal has now been in operation since 2005. The experts from MATERNA have paid a significant contribution to enabling access rights for business applications to be made available much faster, so that Vodafone Deutschland has been able to achieve considerable savings.

The User Access Management project is integrated in a corporate-wide programme for optimising the IT-supported office communication processes. In the long term, the UAM will be transferred into the worldwide solution based on the Oracle Identity Manager which is currently being set up. ■

### Benefits of the solution

- Fast, uncomplicated and cost-saving establishment of access rights
- Transparency regarding access rights to applications and resources
- Fulfilment of SOX requirements
- Defined and documented authorisation processes
- Documentation of access rights to business applications
- Extensively automated request and user authorisations
- Comprehensive monitoring and error analyses

### Technology

- Application: Remedy 7.01
- Database: Sybase
- Operating system: Solaris Sparc
- Three stage system with development, testing and production.
- The application is integrated with Remedy MidTier as a web application and made available via the company's intranet.
- MATERNA has established a release and change management for the UAM according to ITIL. This uses the HP Quality Center to test the application.