TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

SOUTH JERSEY HEALTHCARE

TOOLS4EVER'S UMRA STANDARDIZES ACCOUNT CREATION AND MANAGEMENT AT SOUTH JERSEY HEALTHCARE

EXECUTIVE SUMMARY

CUSTOMER
South Jersey Healthcare

PROBLEM
South Jersey Healthcare had no standard method in place for user account creation, which lead to many errors in account information.

SOLUTION
UMRA provides employees electronic forms to create accounts without receiving elevated access rights

PRODUCTS
User Management Resource Administrator (UMRA)

RESULT
Employees in charge of user accounts now have a standard method in place for account creation which has reduced error and cleaned up Active Directory.

South Jersey Healthcare is a non-profit healthcare organization consisting of three major hospitals and over 60 outpatient care locations. With this many locations, and over 6,000 employees, account management was becoming a tedious task with many errors. There were several different employees at SJH in charge of creating accounts, each using their own conventions. Some would fill out all required information, while others would leave out important components. Without a standardized method in place each employee would also name a department what they wanted, for example some would label a department emergency room, while others called it ER. Andrew Gahm, Systems and Security Engineer at South Jersey Healthcare said "We needed a way to standardize all of our Active Directory administration." In addition SJH also needed a method in place which would delegate account management to certain employees without giving full access to Active Directory.

Gahm was familiar with Tools4ever software as he had previously used UMRA in a prior position and knew of the benefits the solutions could provide. When starting at SJH and realizing the issues they were having with account management he quickly introduced Tools4ever's User Management Resource Administrator (UMRA) to mitigate these issues.

STANDARDIZATION OF ACCOUNTS

South Jersey Healthcare was able to work with Tools4ever to customize several secure electronic forms in UMRA that would simplify the account creation process and drastically reduce errors. Instead of free form data entry, the electronic templates have drop down menus with department names, radio buttons with locations and addresses built in as well as mandatory fields required in order to create the account. This ensures that all employees in charge of creating accounts are doing so in a consistent fashion instead of using their own techniques. In short, UMRA is configured to query Banner to look for new students, changes to existing records and records that exist in AD but not in the database. When a new record is present, the AD account is created along with a home directory, initial password, and group memberships and located in the appropriate OU.

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"UMRA HAS HELPED CLEAN UP AD TO MAKE IT MORE CONSISTENT AND USEFUL FOR OUR ENTIRE ORGANIZATION"

ANDREW GAHM, SYSTEMS AND SECURITY ENGINEER AT SOUTH JERSEY HEALTHCARE

INCREASED SECURITY

South Jersey Healthcare also wanted to ensure that all employees of the organization had the appropriate access to systems and applications. Certain employees needed to be delegated the task of account management, but not have full access, which could be a security risk. Other employees though needed additional access in order to perform their jobs. With UMRA, security easily assigned rights to the correct people starting with the team that manages the servers for Active Directory all the way to customer service who reset passwords. This had increased the overall security of their systems by reducing
the number of users who have full access to secure data.

With UMRA South Jersey Healthcare knows that all their account information is correct and no longer needs to focus time on cleaning up messes from accounts that were not created correctly. UMRA also ensures that only the appropriate employees have full access, which is beneficial for audits and meeting strict healthcare regulations. Gahm added, "UMRA has helped clean up AD to make it more consistent and useful for our entire organization."