



**GroupID**

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# Office of the Attorney General of Pennsylvania Protects Its Citizens One Group At A Time with GroupID

Case Study

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*“We would be lost without Imanami’s solutions. There just is nothing like it that has the functionality and ease of implementation. They have met every one of our technology challenges.”*

## Challenges:

- Automation of Directory Management
- Need for Security Groups that are easy to manage
- Exchange data between HR systems and AD
- Provisioning and de-provisioning

## Solution:

- GroupID Self Service
- GroupID Synchronize
- GroupID Automate

## Results:

- Seamlessly provision new users and immediately deprovision parting users from Active Directory.
- Maintain up-to-date and accurate information in the directory by synchronizing the HR database with Active Directory.
- Automatically create, manage, and update distribution lists and security groups in Active Directory without any delays.
- Delegate administration tasks to end users and free up the workload of the IT department.

# About

The Attorney General is Pennsylvania's top law enforcement official, with a wide range of responsibilities to protect and serve the citizens and agencies of the Commonwealth. The Attorney General is served by a staff of several hundred prosecutors, attorneys, investigators, agents, and support staff in offices across the state, divided into four sections: the Criminal Law Division, the Public Protection Division, the Civil Division, and the Operations Division.

# Background

Enforcing Pennsylvania's laws requires the formation of groups both inside and outside the Attorney General's office. Cases can include agents from the FBI and State Police, as well as specialists required depending on the case. Yet, once a case is resolved, those groups and their access should not exist. Their primary pain point: Changes to groups and users that have been done manually happen too slowly and can lead to errors.

Before implementing Imanami's suite of solutions, the PA Office of the Attorney General's IT staff was inundated with manual account maintenance, and things were just getting worse as the organization grew. In the past, all changes to more than 1,000 managed accounts and hundreds of groups at the Office were done manually.

According to Paul Lubold, Manager for Infrastructure & Operations in the Office of Attorney General's Information Technology Section, "Updates to our systems were frequent given the volume of accounts and it was painstakingly slow to implement even the simplest changes. Quite frankly, contact updates, office changes, and new employee set-up were dreaded tasks from a systems administration standpoint. You can only imagine the number of updates that occur in an organization of this size. It was a daily, if not hourly event."

# Challenges

## > Creating and Maintaining Custom Security Groups:

Our cases can be complicated and involve a variety of people both internally and externally. We have over 1,200 user accounts, 1,000 for employees, and another 200 for consultants and outside specialists, so they need to be able to move people between security groups quickly and easily.

**Solution:** Automate allows us to set up rules, so security groups are updated almost immediately, which means there's no delay. When users' directory information changes, GroupID Automate automatically updates the appropriate distribution lists and security groups by using rule-defined LDAP queries.

## > Users need to be able to update their directory information:

The delays in keeping user information current are too much of a burden on IT and HR, but there needs to be control and security.

**Solution:** Self-Service is a powerful web-based directory management solution that provides self-service to users to update their directory information, search the global catalog, modify objects in different domains, and manage their groups.



*“With the power of the Imanami suite, the PA Office of the Attorney General has evolved into a world-class service organization. Not only does it save time, but it also frees up experienced IT staff to build new systems and optimize existing systems for even more efficient operation, which in turn, helps the office provide better public service. The organization can now provision/de-provision accounts, manage groups, create directories, and manage contact information accurately and with ease and exceptional control. Today, the IT department runs much faster, can help other groups run more efficiently and they have the bandwidth to think creatively and stay ahead of the technology curve and maintain its status as a technology leader in the Pennsylvania State Government.”*