City of Burnaby

FINANCE AND CIVIC DEVELOPMENT COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

SUBJECT: IDENTITY MANAGEMENT AND ENTERPRISE SINGLE SIGNON

RECOMMENDATION:

1.   THAT Council authorize preparation of a Capital Reserves bylaw in the amount of $179,000 (inclusive of GST) to purchase computer software and services.

REPORT

The Finance and Civic Development Committee, at its meeting held on 2009 November 26, received and adopted the *attached* report seeking Council funding approval for the purchase of software and services to implement the next phase of identity management and single signon application.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor N. Volkow
Vice Chair

Councillor C. Jordan
Member

Copied to:	City Manager
	Chief Information Officer
	Director Finance
	Assistant Director IS, Applications Support

City of
Burnaby

Item...
Meeting... 2009 Nov 26

COMMITTEE REPORT

TO:	FINANCE AND CIVIC DEVELOPMENT COMMITTTEE	DATE:	2009 October 28
FROM:	CHIEF INFORMATION OFFICER	FILE:	IS-RTC
		Reference:	Identity Management

SUBJECT: IDENTITY MANAGEMENT AND ENTERPRISE SINGLE SIGNON

PURPOSE: To request funding for the purchase of software and services to implement the next phase of identity management and single sign on application.

RECOMMENDATION:

1. **THAT a bylaw for $179,000 (inclusive of GST) be drawn to appropriate funds from the Capital Reserves to purchase computer software and services.**

REPORT

At its meeting of April 21, 2008 Council approved the purchase of an Identity Management and Enterprise Single Signon (IM/ESSO) system.

Identity management is a computer system for managing user identity data and access rights over the course of the user's employment at the City. The goal of identity management is that staff have a single User Id and Password, registered centrally and securely, shared across all City systems.   Staff would only need to remember one password, that would get them access to all of the systems they require.

Identity Management Benefits:

- Better security (not writing down multiple passwords)
- Lower help desk costs by reducing the number of calls for user access changes and password resets.
- Improved end-user service by providing a simple manner to connect to the appropriate systems with the appropriate access. (Reduction in time to provide the ID and Password would allow staff to be productive quicker)
- Enhanced security (in compliance with audit recommendations, only one password that is more complex, automatic disabling account after staff leave employ of City).
- Lower overall administration costs (automated user setup, tied to HR system, single entry for multiple uses, fewer manual tasks).
- No increased cost for additional staff obtaining User ID and Password (in preparation for online time recording by all staff).

The building blocks of identity management are:

- **Automated, rule based Identity provision and removal** - Allows users to be automatically provided access to appropriate systems without manual intervention. Currently this is a process involving many staff in Human Resources and Information Services who manually rekey information into a number of systems. Delays mean that employees don't have access to systems for days. When employees leave the city, automated, HR based actions would also automatically remove system access ensuring security of City systems and data.
- **Self-Service Password Reset** - Allows users to reset their own passwords. This would reduce help desk intervention by 25%
- **Password Synchronization** – users need only one password to access multiple business application systems.
- **Single Sign-On** - One logon allows users to gain access to all backend systems.
- **Workflow Provisioning** – By using online forms and workflow, managers can grant access to systems using automated procedures that update business applications and maintain a central access data store. This "no touch" approach results in a consistent method of granting, changing, removing and updating access.
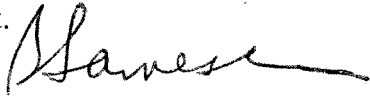
The City of Burnaby currently has in excess of 70 business applications each with its own specific identification and password requirement for each and every staff member requiring access to a particular system. The availability of an Identity Management solution is a precursor to the automation of access to these additional application systems.

Staff have developed a pilot implementation and confirmed the capability and benefits of an Enterprise Single signon system. So that all staff with access to computer systems can use the IM/ESSO, additional licenses and consulting services to complete the implementation of the production system are required.

This report requests the funding for the purchase of software and implementation services to provide a production Identity Management and single sign on system for the City.

FINANCING

Sufficient Capital Reserves are available and this project is included in the 2009-2013 Capital Budget.

Brian Sameshima
CHIEF INFORMATION OFFICER

BMS:tkjd

cc. Director of Finance
     Assistant Director, Applications Support

23