

# Visual Click

Sydney  
**WATER**

**“Combining the capabilities of Tivoli and DSRAZOR was a tactical solution to our efficiency problem, now, the provisioning process takes less than five minutes per user, freeing up our staff to focus on more business-critical tasks.”**

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**DSRAZOR**  
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## DSRAZOR and Zero Privilege Help Desk Delegation Complement IBM's Tivoli to Help Sydney Water Maximize Efficiency for AD/NTFS Management and Reporting

### Background:

Sydney Water is Australia's largest water utility with more than 3,000 staff and an area of operations covering 12,700 km<sup>2</sup>. It provides drinking water, recycled water, wastewater services and some stormwater services to more than four million people in Sydney, the Illawarra and the Blue Mountains in Australia.

Sydney Water's information technology network supports approximately 3,600 internal users and provides web services to more than one million people. In 2009-2010, the organization spent nearly \$62 million on IT renewals and business efficiency projects, including moving from the Novell NetWare, eDirectory and GroupWise environment to Microsoft Windows Active Directory, NTFS and Outlook environment. Sydney Water selected Visual Click Software's DSRAZOR for Windows AD/NTFS and IBM's Tivoli Provisioning Manager to help with post-migration management of the new Windows environment.

### Challenge: Combine Capabilities to Support Microsoft Active Directory

When Sydney Water completed its migration from Novell to Windows, it wanted tools that would help manage Active Directory on its Windows servers. Tivoli was selected to integrate with the HR process for Identity Management. When a user is added into the HR system, it triggers the provisioning process in Tivoli to obtain authorization from management to create an Active Directory and email account for the user.

“We wanted to extend the capabilities of Tivoli to help us not only create user accounts, but to manage those accounts on an ongoing basis,” says Greg Farrar, Server Support manager at Sydney Water. “The manual provisioning process could take up to 40 minutes to properly provision a user. We needed a tool that would complement Tivoli and reduce this effort so we could run provisions more quickly and efficiently.”

### Action: Leveraging the Capabilities of Tivoli and DSRAZOR for Windows

Sydney Water had used Visual Click's DSRAZOR software to provision users in Novell's eDirectory with great success. It was therefore natural for the organization to consider it, along with IBM's Tivoli, for the new Windows environment. DSRAZOR is an administrative tool that provides users with an easy-to-use interface that can



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be used daily to assist with security management responsibilities. It helps users get the most out of Active Directory without requiring scripting or advanced programming skills.

Phase 1 of the Identity Management project involved integrating the Sydney Water HR system into a more comprehensive identity management process utilizing Tivoli. Tivoli creates the Active Directory and mailbox accounts and then DSRAZOR is used to continue the process of creating home directories, organizing user groups, delegating downstream tasks such as resetting passwords, disabling accounts and moving users.

Sydney Water also utilizes Visual Click’s Zero Privilege Helpdesk Delegation Agent, a quick and easy way for managers to delegate specific tasks to an individual without requiring the user to have change privileges to Active Directory or the Windows File System. “If I identify a function that is best performed by another group, I can use Zero Privilege to allow them to do it without compromising security,” explains Farrar. “It gives us another level of control over Active Directory.”

Because time and location were a factor, Sydney Water chose Summerville Group, a local company with experience with DSRAZOR, to help with the implementation of DSRAZOR. With multiple major projects running at the same time, it was important to Greg and his team to have DSRAZOR functioning as soon as the Tivoli operating system was live.

## **Results: Greater Efficiency**

Tivoli and DSRAZOR complement each other well at Sydney Water. DSRAZOR picks up where Tivoli leaves off in the support areas of Sydney Water, allowing them to manage Active Directory, the users and groups, and report on the directory, computer and file system objects. Further, it integrates well with other areas of Sydney Water, initiating the requests such as setting up an IP phone for a user.

“Combining the capabilities of Tivoli and DSRAZOR was a tactical solution to our efficiency problem,” says Farrar. “Now, the provisioning process takes less than five minutes per user, freeing up our staff to focus on more business-critical tasks.”

Once the initial user accounts were provisioned, Sydney Water IT staff was able to use the DSRAZOR capabilities for day-to-day management and reporting of AD/NTFS. The DSRAZOR Zero Privilege Delegation module allows the IT staff to delegate low impact tasks to lower cost resources.

Farrar says Phase 3 of the Identity Management project will be role-based provisioning versus provisioning only an account. If a person is hired to perform a role, they will have certain applications and authorizations assigned to them by default. If they move to another position, the previous provisions are removed and new ones are assigned based on the new role requirements. Although the Zero Privilege Helpdesk Delegation Agent serves this function for Windows and can remove explicitly granted permissions in Active Directory or File System, Farrar and his team will need to determine how to provision in other platforms.”



## About Visual Click Software

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Envisioned in 1996 and incorporated in 1999, Visual Click is the leader and pioneer in visually customizable computer network security access management and reporting applications.

Network Security Access Management: Our [patented](#) Visual Designer Technology allows for customer-specific applications to be developed in minutes rather than days, weeks or months. This powerful technology creates a new paradigm in network security access management. Previous technology either required use of overly large and complex 'consoles' that performed slowly and required product-specific training or required customized programming.

Our technology allows customers to create exactly what they need to control their network security access management without burdening the Administrator or requiring custom computer programming costs.

Network Security Reporting: Our [patented](#) Visual Designer Technology allows for customer-defined reports to be developed in minutes with very little training. This powerful technology allows the Network Administrator to focus on the important matters of securing a network. With minor customizations, each Network Security Report can simultaneously be used for Network Security Access Management. Each Network Security Report can also be used to change the Network Security issues it uncovers. This important technology solves two problems at the same time, namely, reporting about Network Security non-compliance and enforcing corporate Network Security policy.

Customer Benefits: Exceeding customer expectations is our number one goal. We know time is a resource that most IT professionals have in short supply. For this reason, our software is designed to reduce errors and minimize training costs, thereby freeing up valuable time to focus on more mission-critical tasks.

Also, so our customers can get the exact product functionality they need, we offer our Create My Solution™ service for expert custom reports and management applets.

From simplifying user management and maintaining regulatory compliance, to preparing for migration and delegating helpdesk duties, our software empowers our customers by saving them time and money associated with managing their networked environments.

## Contact Information

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