Hainan Province Information Centre

Hainan Province Information Centre used Novell® Identity Manager and Novell Access Manager™ to centralise and simplify user management. Users now have a single sign-on across all integrated applications and the ability to easily manage their own passwords. Novell technology makes adding new users and defining appropriate permissions easy and secure.

Overview
Hainan is the smallest province in China, encompassing approximately two hundred islands in the South China Sea. The Hainan Province Information Centre is part of the Hainan Office of Industry and Information Technology. Employing 23 people, the information centre provides information services to 30 provincial-level organisations.

Challenge
To meet the complex needs of the provincial government, Hainan Province Information Centre continually developed and expanded its IT systems. However, each of these different systems came with its own set of identity management requirements, forcing the information centre to co-ordinate a number of authentication processes. It would usually take a few days to add a new user, which was costing the information centre in terms of time and resources.

“Creating a new user profile was no easy task,” said Quanmin Jiang, Senior Engineer at Hainan Province Information Centre. “It was a multi-step process—we would distribute the new user’s information to each of the different system administrators, and they would set up separate accounts. This took time, delaying new users from accessing their accounts and making it difficult for them to settle into their new roles.”

When people left the organisation, the difficulty in removing the users from a variety of IT systems represented a significant security issue.

“We wanted to resolve the security issues associated with manually managing accounts,” said Jiang. “Due to human error, there was a risk that people who were no longer employees could continue to have access to government applications or systems.”

Solution
Hainan Province Information Centre selected Novell Identity Manager and Novell Access Manager to form its new identity management solution.

“Novell is the leading solution provider in the identity management space, and we felt they had the experience and track-record to better meet our needs,” said Jiang.

Results:
- Implemented unified identity management and authentication processes for users of the provincial government’s external network users
- Provided single sign-on capabilities for users, simplifying password management
- Improved security by automating and centralising authentication

“Novell software has integrated and centralised our identity management processes, optimising our use of internal resources and ultimately saving us time.”

Miss Qu
Hainan Province Information Centre
Over a period of just five months, working with Novell Technical Support, Hainan Province Information Centre completed the data migration, implementation, training and customisation for all provincial-level users. The solution is proving so successful that it is being gradually expanded, so that eventually it will serve the entire province of Hainan—covering tens of thousands of users.

The Novell solution automates many of the operations that the IT staff at Hainan Province Information were previously forced to complete manually. For example, provisioning new users is now a fast and simple process.

“Adding new users is now a 100 percent automated process,” said Jiang. “Rather than distributing new users’ information to relevant administrators, we enter the data once into Novell eDirectory™ and Novell Identity Manager automatically distributes user information and synchronises it across all connected systems.”

Hainan Province Information Centre can use Novell Identity Manager to classify users and their associated access rights based on their job title. When employees leave, it is a one-step process to remove all access rights, alleviating concerns over security.

**Results**

The single sign-on capabilities provided by Novell Identity Manager have significantly improved the end user experience and reduced the IT staff’s workload. Using password self-service makes it easy for employees to set up passwords for themselves, giving them greater independence.

“Our IT staff are no longer kept busy helping people with forgotten passwords, or responding to password change requests,” said Jiang. “Now they have greater control over their own accounts, and they have only a single password to remember, reducing interruptions to operations and maximising employee efficiency.”

The Novell solution has significantly decreased the administrative burden associated with identity management, releasing IT staff to spend more time on more valuable and rewarding tasks.

Novell Identity Manager provides a highly scalable platform for managing large sets of users across multiple platforms and domains. This scalability is a key element in the information centre’s plan to extend services across Hainan Province.

“The scalability and flexibility of the Novell solution makes us very confident in using it,” said Miss Qu. “We have already reaped numerous benefits from the introduction of Novell offerings in terms of security and efficiency, and anticipate more to come.”

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