

# Faaborg-Midtfyn Kommune

With its employees frequently changing roles and responsibilities, Faaborg-Midtfyn Kommune wanted to control access to restricted systems without limiting organisational productivity. Using NetIQ® Identity Manager, Faaborg-Midtfyn Kommune can now centrally assign and manage role-based access rights, which automatically evolve as employee responsibilities change.



## Overview

Faaborg-Midtfyn Kommune is one of the largest municipalities in Denmark. Its 4,000 employees provide public services to more than 50,000 people across 246 square miles.

## Challenge

Faaborg-Midtfyn Kommune is a quickly-evolving organisation with employees frequently changing roles and adopting additional responsibilities. This made it challenging for the IT department to keep track of the personnel authorised to access restricted systems.

Ellen Marie Bjørnfort Svenning, IT manager at Faaborg-Midtfyn Kommune, said, "When employees left or changed roles, we were not notified automatically, meaning they could retain access rights that no longer applied—a significant security risk."

**"Identity Manager connects Faaborg-Midtfyn as an organisation, enabling us to achieve new efficiencies without ever compromising on security."**

### ELLEN MARIE BJØRNFORT SVENNING

IT Manager  
Faaborg-Midtfyn Kommune

Moreover, the IT department was often under pressure and tight deadlines to provision access rights.

"We often only learned that a new person was starting on their first day!" said Svenning. "Generally, there was significant to-ing and fro-ing with department managers to understand precisely which access rights they were entitled to. We wanted a more efficient and integrated approach, that would help us achieve greater control over employee access to sensitive data."

## Solution

Faaborg-Midtfyn Kommune joined forces with PartnerNet platinum partner PwC Denmark to deploy Identity Manager and integrate it with systems such as its human resources databases, email and file servers, telephony and the public Danish civil registration system.

"Faaborg-Midtfyn was formed from the merger of smaller regional municipalities, we decided that Identity Manager was the best solution to serve the new organisation," Svenning said. "PwC Denmark proved to be a highly effective partner and is continually helping us to extend and improve our IT infrastructure."

Now, when new employees join Faaborg-Midtfyn Kommune, their access rights are set up by their department, rather than the central



## FAABORG-MIDTFYN KOMMUNE

### At a Glance

#### ■ Industry

Government—STLG

#### ■ Location

Denmark

#### ■ Challenge

Keeping track of personnel changes and provisioning access rights was difficult for this quickly evolving organisation.

#### ■ Solution

Use Identity Manager's event-based capabilities to automatically provision or de-provision access rights.

#### ■ Results

- + Helped redefine the role of its IT department and shift to a more efficient way of working
- + Granted the ability to gain unprecedented control over employee access rights, without affecting productivity

**“We used Identity Manager to create a workflow that collected information from every employee on the mobile, landlines and devices they use by email.”**

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IT team. New employees automatically receive the access rights that are associated with their role and they can apply for additional privileges if needed.

“A new user is set up by entering their CPR [social security] number. The solution then pulls data from their official records, meaning we do not have to worry about errors such as misspellings,” Svenning said. “Requests for additional access rights go directly to the relevant manager for approval, so this process is faster and more streamlined than before.”

The solution is event-driven, so any changes immediately synchronise across all of Faaborg-Midtfyn Kommune's systems. For example, removing an employee from payroll automatically deprovisions their access rights, helping ensure that the organisation's systems remain secure.

The solution also recently helped Faaborg-Midtfyn Kommune navigate the move to a new telephone system.

“We used Identity Manager to create a workflow that collected information from every employee on the mobile, landlines and devices they use by email,” Svenning said. “Once we had this data, it was easy to submit this to the telephone company to facilitate the move.”

## Results

Identity Manager helped Faaborg-Midtfyn Kommune redefine the role of its IT department and shift to a more efficient way of working.

“Identity Manager has enabled us to introduce self-service for a whole range of tasks, cutting calls to our IT helpdesk,” Svenning said. “For example, employees can use the self-service portal to request software, which department managers then approve or reject. If they approve a request, the cost of the licence is automatically pulled from their department's budget rather than us billing them in retrospect. As a result, the organisation has greater control and visibility of costs such as these, which may be used to make better budgeting decisions.”

With Identity Manager in place, Faaborg-Midtfyn Kommune gained unprecedented control over employee access rights, without affecting productivity.

“With Identity Manager, we always know exactly who is accessing which systems. This allows us to eliminate rogue accounts to minimise licensing costs and lock down sensitive data,” Svenning concluded. “Identity Manager connects Faaborg-Midtfyn as an organisation, enabling us to achieve new efficiencies without ever compromising on security.”



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