Holmesglen

Holmesglen implemented Novell₍ SecureLogin to create a single sign-on solution for its 2,500 employees, with password self-service capabilities. By eliminating the need to remember and use several different login credentials, the Novell solution has improved security, reduced user frustration and contributed to an enormous reduction in calls to the helpdesk.

Overview

Holmesglen is a leader in vocational and higher education, and the largest provider of TAFE in Victoria. Holmesglen delivers over 600 courses to more than 50,000 students, across 16 study areas. Holmesglen has in excess of 2,500 employees.

Challenge

The need to remember and use multiple sets of login credentials was frustrating for employees at Holmesglen. A typical user needs to access between six and ten applications on a daily basis, each with its own separate login process. These include various databases, Novell GroupWise₍ for e-mail and collaboration, a payroll application and an internet authorisation system.

To make their working lives easier, many employees were choosing overly simple passwords and using them across multiple applications. As the applications had different password expiry policies, these users were then forced to make multiple manual updates to keep their chosen password synchronised. Where applications enforced strong passwords, some users were writing them on sticky notes attached to their monitors.

Finally, users frequently forgot their passwords, creating a high volume of calls to the helpdesk.

The Institute wanted to simplify access for employees, reduce the helpdesk workload and ensure tighter security for sensitive data.

Solution

Holmesglen worked with its chosen Novell Partner, Directory Concepts, to introduce a single sign-on solution based on Novell SecureLogin. The organisation also rolled out Novell Access Manager™ to extend secure login capabilities to users outside the corporate network.

"The selection of Novell SecureLogin was easy. It integrated perfectly into our existing infrastructure, and enabled us to make the most of our existing internal skills," said Rosemary Burns, Manager—Technical Services Division, Holmesglen. "We have used Novell technology for a number of years, and have always been impressed by the stability and robustness of the solutions. Directory Concepts offered very effective support, providing highly skilled consultants who knew the Novell products extremely well."

Holmesglen at a glance:
Largest provider of vocational education and training in Victoria, Australia

- **Industry:**
  Education
- **Location:**
  Australia
- **Products and Services:**
  Novell SecureLogin
  Novell Access Manager
  Novell Identity Manager
  Novell GroupWise
- **Results:**
  – *Created a single sign-on solution for 2,500 employees*
  – *Saved significant time and effort for both users and helpdesk staff*
  – *Contributed to a 98 percent reduction in backlog of helpdesk calls*

"Novell SecureLogin made it easy for us to create a single strong password and single login process for selected applications. It also gave us much more granular security and full audit trails for system access without any impact on staff productivity."

Rosemary Burns
Manager—Technical Services Division
Holmesglen

www.novell.com

When a user logs in to a new application for the first time, Novell SecureLogin takes over the password request prompt, stores the information in Novell SecretStore®, then reissues it to the application. From then on, the user can unlock the new application—and all existing ones—by entering their master password a single time when they log in. The Institute was able to retain all existing password expiry policies and syntax requirements; the Novell solution automatically intercepts password refresh requests.

Novell SecureLogin enabled the Institute to introduce password self-service. Users who forget their master password can set a new one by correctly answering one of a series of secret questions. In combination with other initiatives to free up skilled IT staff, the move to single sign-on and introduction of password self-service have contributed to a significant fall in the number of calls to the helpdesk.

"Three years ago, we had a backlog of 685 jobs on the helpdesk; today, it reaches single figures," said Burns."The users benefit too, because they can reset their passwords even if they are working outside normal office hours and we are not there to assist."

Results
In addition to lightening the load on the helpdesk, the Novell single sign-on solution has improved security by ensuring that users need remember only one password.

This and the ability to reset passwords without needing to go through the helpdesk have helped employees become more comfortable using truly strong passwords.

"Previously, the hassle of remembering multiple sets of credentials was reducing the overall network security and tying up skilled helpdesk staff in low-value work," said Burns. "Novell SecureLogin made it easy for us to create a single strong password and single sign-on process for selected applications. It also gave us much more granular security and full audit trails for system access without any impact on staff productivity."

Growing demand for services at Holmesglen means that the IT department must use its limited resources as efficiently as possible. The recent introduction of Novell Identity Manager has accelerated and simplified the process of provisioning new users.

"At the beginning of each year, we had to manually process around 600 paper-based requests for network accounts," said Burns. "With Novell Identity Manager, we have an online request form linked to an automated workflow that sets up all the relevant access rights. This saves significant effort, moving our skilled IT personnel from talent-sapping work to focus on strategically important tasks. The efficiencies that we're gaining from the Novell solutions are helping us to achieve more with our existing resources."

DirectoryConcepts.

Novell.