

# Case Study

## Victorian Government Department

### Tivoli Security Solutions

#### The Customer

The Customer is a Victorian Government department responsible for services in the health and community areas, and with a presence in all Victorian cities and regional centres.



#### The Challenge

The Customer had put in place a separate Tivoli Access Manager for e-Business and WebSphere Application/Portal server infrastructure for each of their internal and external application portfolios. Each of these environments had different models for access and availability with no uniformity. However, a significant outage had resulted in the identification of a number of single points of failure in both infrastructures. The high visibility and impact of the outage was such that the Customer embarked upon a project to identify and eliminate shortcomings in the infrastructure so as to avoid future outages of this type.

#### The Solution

The Customer conducted a review of their Tivoli Access Manager for e-Business and WebSphere Application/Portal server infrastructure and developed a plan to eliminate identified single points of failure. Due to the high visibility of the outage, Management had requested a very challenging timeframe be adopted for the completion of this project.

The key components of the solution included:

- Audit of all components and relationships in the TAM and WebSphere environments;
- Redesign of the infrastructure to provide a model with no single points of failure in any infrastructure components.
- As a result of the design process, the following work requirements were identified;
- Replication of existing standalone WebSEAL instances into operational clusters using shared object spaces;
- Configuration of a fully functional Disaster Recovery site which also provided HA for internet connectivity;
- Creation of a standby Policy Server for one of the Tivoli Access Manager environments, and developing a cutover model in the event of a failure;
- Creation of new LDAP servers to provide High Availability within the Production site and DR capabilities;
- Implementation of a WebSEAL junction management system to simplify the operational processes associated with moving into a disaster recovery state;
- Minimizing the impact on the existing system whilst the changes were being implemented.



#### Services Delivered

During the systems implementation, the Customer recognised that they required assistance in the design, development and implementation of the Tivoli Access Manager for e-Business high availability configurations. The Customer approached Senetas to provide high-level technical resources to assist with the implementation of the changes to the Tivoli Access Manager for e-Business environments.

Senetas provided the following services during the project:

- Technical Consultancy – working with the Customer's technical staff to design high availability configurations for the Tivoli Access Manager for e-Business environments;
- Design – in conjunction with the Customer's staff detailed



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designs for the changes to the Tivoli Access Manager for e-Business system were produced and validated; This included consultation with other technical teams, the Business and IT Operations to minimise risk and scheduled outages;

- Implementation – in conjunction with the Customer’s staff, the changes to the Customer’s Tivoli Access Manager for e-Business environments were implemented during after-hours change windows, including validation of the changes by the Business and other Customer staff.

### The Benefits

The Customer has achieved the following benefits by implementing these changes to the Tivoli Access Manager for e-Business environments:

- Increased operational availability of the Tivoli Access Manager for e-Business environments;
- Provided functional disaster recovery for the Tivoli Access Manager for e-Business environments;

### The Future

Senetas has continued to provide on-site Customer support as staff turnover and responsibilities change and to supplement the technical and design resources of the Customer as required.



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