

# Case Study

## Major Energy Supplier

### Tivoli Security Solutions

#### The Customer

The Customer is a large Australian energy company who has a presence in all Australian states and capital cities as well as most regional centres. The customer is one of the largest energy suppliers in Australia with over 100 years experience. They are a leader in providing broad-based energy solutions ranging from electricity and gas supply, to energy management and renewable energy alternatives.

The customer operates an electricity network of around 22,275 square kilometres – distributing electricity to the Sydney, Central Coast and Hunter regions. They also sell electricity to customers in NSW, ACT, SA, Victoria, and Queensland.

In addition, the customer's operations also include purchasing and supplying energy, electrical contracting, customer connections, emergency restoration and local repairs and major capital works.



#### The Challenge

The rapidly expanding number of web-based applications deployed in the customer's environment had created a number of challenges from a security infrastructure perspective. These applications each introduce their own individual user ID and password repository, thereby necessitating operational staff to manage each set of application credentials, using multiple separate toolsets.

Additionally, from the user's perspective, the challenge of maintaining and remembering a different user ID and password combination for each application had led to an unwieldy and impractical situation, resulting in reduced productivity.

#### The Solution

The Customer's technical problems were viewed in three parts:

1. Management and administration of the disparate applications, user accounts repository;
2. Implementing a strong application security framework that will provide a suitable authentication and authorisation layer across the organisation's web based applications;
3. Enabling a single sign on mechanism to the organisation's protected applications.

Working in conjunction with IBM, Senetas Consultants proposed the deployment of IBM Tivoli Access Manager for e-Business platform.

IBM Tivoli Access Manager for e-Business provides a centralised and highly scalable platform to authenticate users' identity. In addition, the organisation's authorisation policy can also be implemented and enforced. This will ensure that only the authenticated personnel will be able to access the protected applications and only at the authorised level of access.

The IBM Tivoli Access Manager for e-Business together with the customisation and configuration services provided by Senetas completely addressed the Customer's needs.



# Case Study

## Major Energy Supplier

### Tivoli Security Solutions

#### Services Delivered:

During the systems implementation, one of the Customer's key requirements was to ensure the transfer of skills to their own technical staff so that they could support the Tivoli infrastructure after the project was completed. Senetas was uniquely positioned as the sole provider of certified Tivoli training in Australia and New Zealand to meet this requirement. We custom developed and conducted a training program that was fully integrated into the project.

The services provided during the project were:

- **Project Management** – working with the Customer's PM to develop project plans and monitor and report on progress;
- **Requirements Definition** – to create an agreed definition of the business and technical requirements to feed into the solution design;
- **Solution Design** – define, size and document the components of the solution;
- **Training Program** – identify support and operations staff and custom develop a training program that incorporated training throughout the project so that staff were trained and then had the opportunity to put the training into practice. The program catered for deep technical training for support technical staff, operations training for operators and general overview training for other parts of the business;
- **Oversee Solution Build** – In conjunction with the Customer's staff, oversee the construction of the Tivoli infrastructure. This also involved supplying specialist technical resources for some components especially automation and business process;
- **Oversee Testing of Solution** – again, in conjunction with Customer's staff, test the solution against the test plan to ensure requirements are met; and
- **Assist Rollout** – Assist the Customer's staff to roll the solution into production.

#### The Benefits:

The Customer has achieved a robust and scalable security infrastructure which provides an authentication and authorisation framework capable of protecting their growing number of web based applications. In addition, the implementation of the single sign-on mechanism provides a highly productive and a very easy to use application security system for the organisation.

#### The Future:

Senetas has continued to provide customised training as staff turnover and responsibilities change and to supplement the technical resources of the Customer as required.

