



Quest® Solutions Make User Access and Provisioning Child's Play for Children's Memorial Hospital

Children's Memorial Hospital is Illinois' only freestanding hospital exclusively for children. The hospital is highly-rated in almost every major pediatric specialty, and provides superior pediatric healthcare in a compassionate, family-centered environment. When the hospital needed help with system access control and password management, as well as account provisioning and deprovisioning, it turned to Quest Software.

The Challenge

The hospital has an extensive IT environment that includes approximately 600 servers, most of them running Windows. The IT staff must manage access by 6,000 users to more than 70 core applications and hundreds of departmental applications.

Access control was especially complex for Children's Memorial. Resident physicians continually rotate in and out, requiring the addition, modification or deletion of approximately 350 accounts each month. In addition, the hospital is subject to regulations, including HIPPA, that require strict control over access to patient information and proper reporting to prove compliance.

The hospital was using a NetIQ tool for password management, but end users found it cumbersome. To ensure the best possible patient care, the hospital wanted to enable the staff to quickly access patient information without help desk involvement. Moreover, manual account provisioning and deprovisioning was becoming a burden on the IT staff and was subject to human error. Finally, auditing and reporting were insufficient for regulatory compliance.

The hospital began looking for flexible solutions to securely automate the entire provisioning process and enable self-service password resets, as well as provide the necessary auditing and reporting to show adherence to regulations.

The Quest Solution

Children's Memorial found only two vendors with appropriate solutions on the market: NetIQ and Quest Software. The IT technicians performed a careful feature-by-feature comparison of the solutions, and they found the Quest products to be superior. In addition, the IT staff was already using several other Quest products, including Archive Manager and Spotlight on Exchange, and liked the prospect of consolidating to fewer vendors. Therefore, the hospital chose two Quest solutions.

The hospital selected ActiveRoles Server for secure and automated provisioning and deprovisioning, strictly enforced role-based management, automated group management, change approval along with easy-to-use administrative and end-user self-service interfaces.

The hospital also invested in Quest Password Manager, which provides a simple, secure, self-service solution for end users to reset forgotten passwords and unlock their accounts. Having user self-service enables administrators to implement stricter password policies while reducing the help desk workload.

Children's Memorial also engaged Quest Professional Services to facilitate the conversion from its previous solution and help IT to quickly come up to speed on the new Quest tools.

The Bottom Line

Quest's provisioning and password solutions are helping Children's Memorial deliver better health care services. ActiveRoles Server now provisions every user account, ensuring that the staff has access to exactly the systems and information that it needs. And Password Manager ensures that access is no

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– R. Patrick Mulville
Director of IT Services
Children's Memorial Hospital

Overview



Headquarters

Chicago, IL

Services

Medical education, research, and clinical services

Critical Needs

To improve account provisioning to enhance patient care and improve compliance

Solution

Quest® ActiveRoles™ Server and Password Manager

Results

- Improved patient care by ensuring quick and proper system access by healthcare providers
- Reduced IT workload through automated account provisioning and deprovisioning, including temporary group memberships
- Reduced help desk workload through self-service password resets
- Improved compliance and security through automation and reporting
- Completed the solution deployment **in just four days**
- Reduced costs and simplified the IT environment



longer delayed because of forgotten passwords. "In a clinical care environment, the worst thing that can happen is for healthcare providers to have to get on the phone and call for log-on help," explained R. Patrick Mulville, Director of IT Services. "With Password Manager, users who lock themselves out or forget a password can help themselves quickly instead of calling the help desk. I can't tell you how important that is to ensuring quality patient care."

The Quest solutions have also reduced IT staff workload. ActiveRoles Server has automated the huge task of provisioning and deprovisioning accounts, saving the IT staff considerable time. And the self-service password reset functionality of Password Manager has reduced calls to the help desk.

Automating provisioning and deprovisioning with ActiveRoles Server has also improved the hospital's HIPPA compliance, and its detailed reporting provides proof of compliance, when necessary. IT staffers are also pleased that the temporal group membership feature of ActiveRoles Server automates the tasks of adding and removing group members who need group membership for a specific time period. "With ActiveRoles Server, we can automatically deactivate and then delete user accounts for any length of time," explained Mulville. "We used to have to do this manually, leaving room for error. Our auditors look at that activity on an annual basis and ActiveRoles Server enables us to comply with their regulations."

ActiveRoles Server's least privilege model also enhances security and improves compliance. "With ActiveRoles Server, we can create policies that ensure that people, such as help desk staff, can access only what is necessary—nothing more, nothing less," explained Mulville.

Quest tools also helped the hospital reduce costs by enabling it to eliminate both its previous account management tool as well as a second one used to control policies on password complexity. "The Quest tool overlapped with our current solution, so we were able to remove another piece of software," said Mulville. "That simplified our environment and reduced some of our costs."

Lastly, Quest Professional Services was able to complete implementation of the tools **in just four days**, meeting an internal deadline established by the hospital. "No one was sure it could be done that quickly, but it was a smooth implementation," noted Mulville. "I didn't hear any complaints from users."

About Children's Memorial Hospital

Children's Memorial Hospital, Chicago, is recognized as one of the top pediatric hospitals in the country and is rated number one in Illinois in rankings published in U.S. News & World Report. Its physicians are faculty members at the Feinberg School of Medicine, Northwestern University.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure, and virtual environments. Quest also provides customers with client management through its ScriptLogic subsidiary and server virtualization management through its Vizioncore subsidiary. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.

Quest Software Incorporated. • To learn more about our solutions, contact your local sales representative or visit www.quest.com • Headquarters: 5 Polaris Way, Aliso Viejo, CA 92656, USA

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