

Munich Airport operates comfortably with Single Sign-On and Identity Management

The entire user administration can be optimized with a well designed and easy to use identity and access management (IAM) solution. At the same time a high data quality can be achieved and security risks can be minimized. This has been recognized by the Munich Airport. The airport operator counts on a Single Sign-On (SSO) and identity management for secure authentication and centralized management of all user data.



As a major hub, Munich Airport is a powerful distribution node for international air traffic. Travellers from all over the world appreciate the high quality of service and hosting services as well as the fast and comfortable transfer management. Among its passengers, it's therefore chosen regularly to the world's top five airports. About 5,000 employees of Flughafen München GmbH (FMG) ensure that this high level of quality is always assured. About 3,000 of them use a variety of software programs. Due to the heterogeneous IT environment, the administration and authorisation of accounts became in the course of time more complex. Changes had to be carried out separately in each of the systems. The employees had to manage up to twelve different passwords to log on to the various programs. This fact complicated the password-handling for both the users and the IT department, which was in terms of data security and integrity no longer acceptable for FMG.

Central and easy user management needed

Hence, the Munich Airport decided to launch a centralized solution for identity management completed by a user-friendly yet secure Enterprise-Single-Sign-On solution. „We have investigated for a solution that delivers us a central user administration in the IT department on the one hand. And on the other, we wanted to allow in future our users to work with various programs on the basis of a single sign on”, said Franz Spirk, Corporate Information Manager of FMG. After a multi-stage selection process the Sun Identity Manager was chosen as IAM solution and the Enterprise

Single Sign-On by Evidian was chosen as SSO solution. The implementation and system integration as well as the user training of the two systems were undertaken by the IT consultants of Devoteam. In addition, Devoteam supplies the second-line support for the new solutions. „The decision to appoint Devoteam was absolutely right,” said Franz Spirk. „Our implementation partner has extensive expertise in the implementation and configuration of our chosen software and has always competently supported us.“ The project took a total of only nine months. „The short duration of the project results from the parallel introduction of the two solutions. Jürgen Goegelein, Senior Solution Architect at Devoteam feels confident that the early introduction of a Single Sign-On also improves the design workflow and data quality within the Identity Management.

A Powerful solution for secure authentication

The Enterprise Single Sign-On runs smoothly and effectively since its release: Each user is authenticated now only once with its domain identifier. For this application, employees need to remember only their Windows password. All other login processes are monitored and controlled by the Single Sign-On in the background. The Evidian solution recognises first-time login processes and stores the corresponding access data encrypted into the Active Directory. The solution runs automatically every further application as long as the employee is authorised by its profile. The software also carries out the regular necessary password changes. At the same time each generated password complies with the password policy of the airport. The effort to manually reset the passwords decreased markedly. Florian Kalb, System Engineer of the FMG, describes the benefits: „Thus, we discharge effectively our service desk and at the same time improve significantly our security.”

Identity Manager as backbone

While the Enterprise Single Sign-On is based on the front-end, the Sun Identity Manager works on the back end of the IT and consequently for the user „in hiding“. However, it's not less important: It dumps reliable information about the data distribution, individual user profiles and roles. In addition the Sun Identity manager can synchronise data from different sources via the connection to Active Directory. The system triggers a workflow that updates automatically the accounts of the connected applications in a fast and efficient way. Accordingly the Identity Manager provides the latest information about the access rights to use the applications including the details about what employees or what contractors and / or departments have access to the application world. „The Identity Manager is our backbone. It allows operating a highly available and independent system that provides not only a consistent directory infrastructure, but also a secure, scalable and easy access to all identity

One person – one central access

data,” explains Florian Kalb. Even so-called function codes can be administered efficiently and without bureaucracy. „Such identifiers are created in applications if they can’t be customized for technical and organizational reasons,” continues Florian Kalb.

Interface into the SAP system provides clear view

In order to supply consistently the central directory service with current personal information, the project team has deployed an interface from the SAP HR (Human Resources) to the Sun Identity Manager. Thus, the user profiles and user accounts of employees changing departments or even leave the company can be updated or disabled immediately. The required information is provided by the HR system several times a day. Even newly recruited staff is served conveniently and efficiently by the Sun Identity Manager. The IT department receives simultaneously to a signed employment contract - that is usually already weeks before start of work - all applicable information to allocate correctly the requirements for IT resources from scratch. Before the first working day, the new employee’s digital identity is created and the PC or the laptop is completely installed. „In this way we avoid that personnel data are reported tardily or incompletely to the IT,” explains Franz Spirk. “The error rate is reduced to a minimum, a manual and distributed processing is avoided completely and the data quality is significantly improved”, continues Spirk.

IT facilitates the organization

The IAM implementation project at Munich Airport shows that a powerful identity and access management process can do more than simply manage permissions. It simplifies recognisable the organizational aspects across the company. The prerequisite is that all departments - from the IT to the HR up to the corporate management – cooperate. „This is exactly what we have learned in the course of our implementation project. With regard to the users, we haven’t yet accomplished this unified view of our system landscape,” sums up Franz Spirk. Only if one exploits these optimization potential consistently cross-departmental, administrative activities and directory services can be controlled centrally, digital identities can be reviewed and the misuse of data can be avoided. To work on this optimization potential is a constant challenge and goes far beyond an implementation project.

Flughafen München GmbH

Flughafen München GmbH (FMG) operates the Munich Airport opened in 1992. Due to its above-average traffic growth, the airport could advance within a few years among the most frequented airports in Europe. The shareholders of the FMG founded in 1949 are the Free State of Bavaria with 51 percent of the shares, the Federal Republic of Germany with 26 percent and the capital city of Munich with 23 percent. With a passenger volume of 32.7 million passengers in 2009, the Munich Airport ranks seventh among Europe’s „Top Ten“. The number of flights was about 400,000. In the past year the FMG Group including its 14 affiliates achieved total revenue of around one billion Euros.

About Devoteam

Devoteam is an award winning EMEA leader in Connecting Business & Technology, specializing in information system infrastructures and telecommunications. Headquartered in France with 5,000 employees in 25 countries across EMEA, it achieved a 2010 turnover of €0.5 billion. Combining consulting and technology solutions enables Devoteam to provide its customers with independent advice and effective solutions that meet their strategic objectives. Our Consulting services range from idea and high level business advice through choice of technology solutions to organisational IT centric transformation implementations and change in large & complex IT projects. Our Solutions teams have the skills, experience and methodologies to deliver large and complex IT implementations across a range of technologies. Our Expertise of IT specialists are available for hire on-demand, accessible through a consulting service, providing our clients with highly specialised subject matter experts both locally and across EMEA.

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