Evolveum

CASE STUDY | TELCO & IT

Vodafone Czech Republic: From Waveset to MidPoint

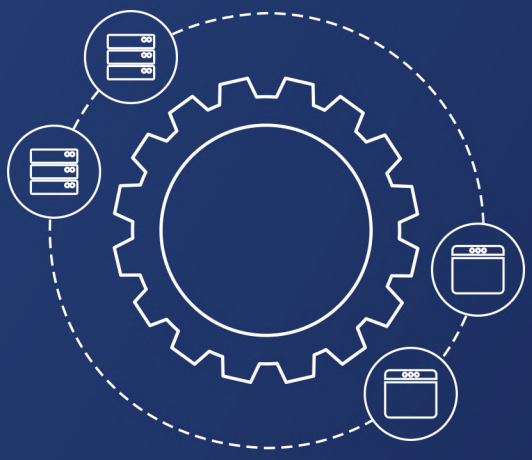
Moving from Oracle Waveset identity management to midPoint in less than 6 months with AMI Praha

Overview

Challenge: Vodafone Czech Republic used the no longer supported Oracle Waveset that needed to be replaced with a new identity mangement (IdM) system in a short time.

Process: AMI Praha divided the process into two stages of essential and additional functionalities. Particular activities happened parallelly to meet the deadline.

Outcome: AMI Praha replaced the old IdM with midPoint in time while maintaining the existing functionalities and connected systems.



About Vodafone Czech Republic

Vodafone Czech Republic a.s. is one of the largest Czech telecommunications companies. It currently has over 3 million customers. Vodafone is environmentally friendly. It is the first operator to launch a so-called Green Network. More than two-thirds of its telecommunications network is supplied from renewable resources. According to a number of various parameters, Vodafone was granted the Eco-class environmental assessment.

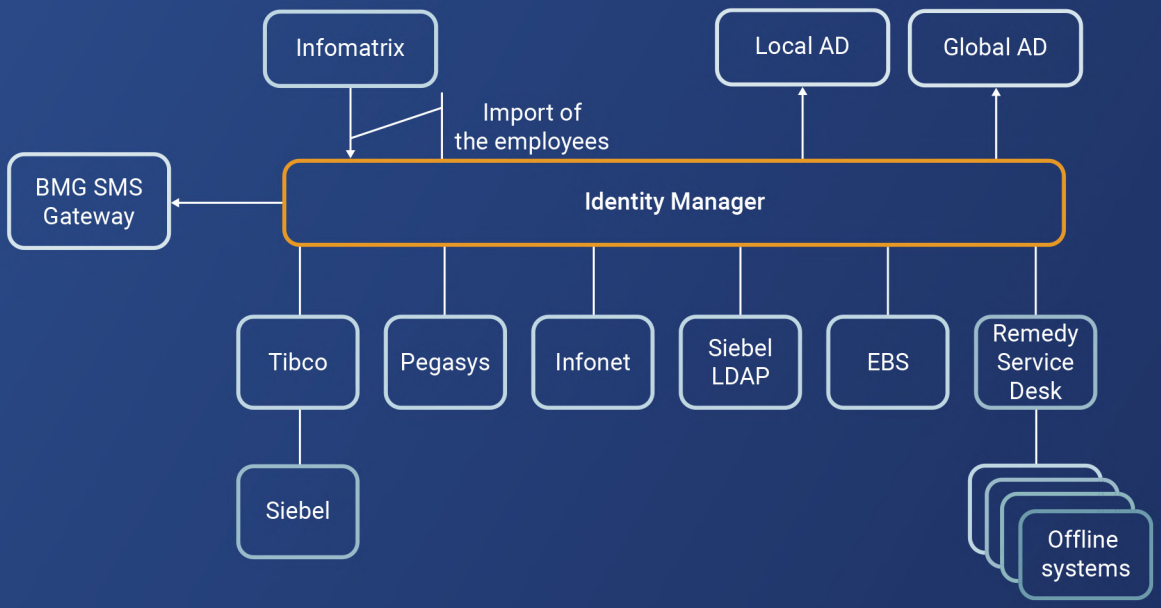
The Objective

The aim of the project was to replace Oracle Waveset (formerly Sun Identity Management), an Identity Management tool, as Vodafone Czech Republic's IdM Oracle Waveset was no longer supported by the manufacturer. Therefore, it became necessary to replace it with the new IdM: the open-source platform midPoint by Evolveum.

The Challenge

The customer was using an already unsupported IdM tool that had to be replaced based on audit findings. Because of this, a very ambitious deadline of 6 months from the signing of the contract for the re-implementation of functionalities was set.

Due to the large number of requirements (almost 300 requirements clearly divided into categories: functional, non-functional, safety, technical, architectural, and testing), AMI proposed dividing the scope into two stages. The first would include the essential functionalities for running the IdM and for meeting audit findings. The second stage would include "nice-to-have" functionalities.



The Process

The first project stage began with an analysis and the writing of a technical proposal, the incremental outputs of which were continuously approved and immediately submitted for implementation. Thanks to these activities running parallelly, it was possible to shorten the delivery time and manage the deployment in a critically short time.

For the verification of larger completed units, the first stage was divided into three separate deliveries, which were tested and accepted by the customer. Before the actual deployment in production, the transition was planned in such detail and in a way so that during less than a week-long outage of the former IdM, AMI managed to successfully switch to the new IdM. After the go-live, increased joint supervision was carried out together with the customer for some time. During this period, data inconsistencies in end systems and minor deviations from the expected behavior were the main problems that were addressed.

After stabilizing the production, an analysis and the preparation of the technical design for the second project stage took place. This stage was smaller, and no technical complications occurred. Development, testing, and deployment in the production environment happened without any problems.

The Outcome

The aim of the project was to replace the old IdM with the new one while maintaining the existing functionalities and connected systems. A secondary goal was to make the most of the existing interface of the end systems and processes so the exchange was as cost-effective as possible and brought the expected benefits.

However, for some systems, AMI greatly appreciated that the customer took their advice and upgraded unsuitable technical interfaces that were designed for the old IdM (e.g., the ticketing tool).

The main deliverables of the project's first phase were:

- Replacing and disconnecting the old IdM tool
- Connecting to the source systems of identities and organizational structures
- Connecting to existing online end systems
- Ensuring business functionalities (reconciliation, approval workflow, certification campaigns, SoD, management of external staff, etc.)
- Provisioning the so-called offline connector for the ticketing tool

In the project's second phase, the deliverables were:

- Online connectors for other systems
- Role management (life cycle of role definitions, approvals, authorization, etc.)
- Expanding workflow options
- A password policy

During active use, the customer required assistance with the following activities:

- A midPoint upgrade to a newer version
- Management of technical accounts
- Minor extensions

It was necessary to upgrade to a new version of midPoint in which the required functionalities were implemented by the customer.

The biggest innovation was the management of technical accounts. Thanks to this, it was no longer necessary to whitelist technical accounts in the connector code, but there was support in the GUI, including the lifecycle, the technical account owner, technical account validity settings, etc. Other implemented IdM extensions included business role certification for pending cases and improvements in ownership continuity.

About AMI Praha

AMI Praha is a software company that provides comprehensive services in the field of enterprise IT solutions and the Internet. AMI has been on the market since 1996. At present, the company consists of an experienced team comprising over forty experts.

AMI provides professional services with an individual approach to the clients. The company cooperates with them to find highly utilizable, effective, and functional solutions that facilitate their work, reduce costs, and enhance profit. AMI's work has resulted in dozens of satisfied clients and a number of prestigious awards. The company's vision is to create applications and systems that are a joy to work with.

Evolveum is a globally recognized EU-based organization that was established in 2011. With its dedicated team of professionals, Evolveum is the creator and maintainer of the leading open source identity platform midPoint. The feature set covering identity governance and administration makes midPoint an ideal choice for organizations seeking digital transformation to enhance security and efficiency.

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