

Seamless Transition to New IdM Platform With Improved GUI and Functionality

Orange Slovensko needed to improve the GUI and transition from its legacy IdM to midPoint while keeping their systems running and meeting the deadline and budget.

Overview



Challenge: Orange Slovensko was seeking an IdM platform to replace its legacy solution. There had been a major focus on seamless transition for the employees and improvement of IdM administrators' workflows.



Process: During the midPoint integration, it needed to run concurrently with the legacy IdM solution. Source and target systems had been switching to midPoint one by one, while all the data needed to be synchronized between two IdMs throughout the project, since the access request module was migrated at the very end.



Outcome: midPoint replaced legacy solutions entirely and gave employees a better experience in the access request process. The transition took place without any significant impact on employees or connected systems.

About Orange Slovensko



Orange Slovensko, a.s. is a leader in providing comprehensive telecommunications services and the largest mobile network operator in Slovakia. It has been operating on the Slovak market since 1997. Orange Slovensko, a.s. is a member of the international Orange Group, which is one of the world's leading telecommunications operators. The company provides mobile services through the 2G network covering 99,8% of the population, through the 3G network with a maximum speed at 42 Mbit/s, while the 4G network with a maximum speed of up to 300 Mbit/s is available to 99% of the Slovak population. Fixed Internet from Orange, whether via FTTH, DSL or fixed LTE, is the most accessible internet in Slovakia, with access for almost 1.8 million households.

The Objective

The Identity management environment in Orange Slovensko was built around the commercial product that was over its lifespan and no longer supported. There were multiple identity sources like SAP and several LDAPs. However, there was a need to migrate several online resources and two offline ticketing resources; one of them ARS Remedy covering over 250 offline systems.

Since that time, there has been a significant emphasis on all systems' continuous operation and the minimum impact on employees, who should also benefit from a new, fresher, innovative interface to request roles and permissions.

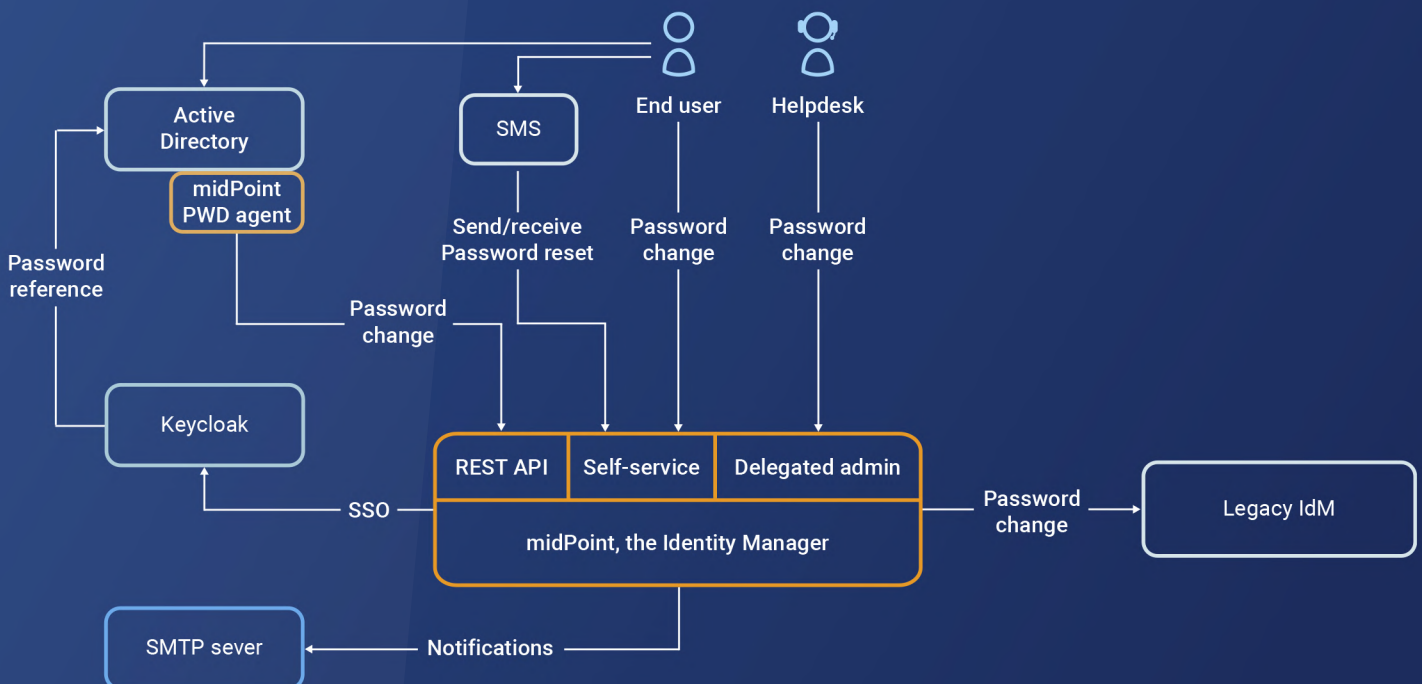
The Challenge

Due to the scale of the system, the transition had to be continuous and finish with decommissioning of the legacy IdM. The access request interface was part of the legacy solution, however, it could be migrated into midPoint only after all resources and target systems were provisioned by midPoint. During the project, data had to be bidirectionally synchronized between both IdMs, since each IdM was a source of partial data for the other IdM.

The Process

The project was divided into two phases. The scope of the first phase was to migrate the main HR source, and the main target source "Active Directory" and establish synchronization between the legacy IdM system and midPoint. Another part that was completely under the competencies of midPoint after phase 1 was password management. Active Directory, as the most complex resource, was also the most critical one, since it stores data of about 5000 entitlements. To ensure midPoint configuration is identical to the legacy system, Inalogy built pre-prod AD, which is identical to the production one, and provisioned it by midPoint for over two months. Inalogy monitored and compared both Active directories and fine-tuned midPoint until there were no discrepancies between both ADs, since this was a crucial precondition for the next year of parallel operation of both IdMs.

A key part of the first phase was a transition of password management to midPoint. Employees have several options to change or reset passwords like self-service in midPoint, helpdesk, via SMS, and the most used Active Directory. For this reason, we needed to develop a reliable AD Password agent to provision passwords from AD to midPoint. This agent is published to the community as a contribution by Orange Slovensko.



Since phase one was more like a big bang deployment, phase two was more incremental. There were 16 targets and two other source systems to migrate. To accomplish this, Inalogy needed to migrate one to two resources per month, and several of the resources required a connector to be developed. The final step was to switch the user interface for requests and approvals of accesses. Delivery and migration of individual resources went according to plan. Still, things became interesting, when Inalogy, together with Orange Slovensko, decided to go with midPoint version 4.6, which had not been released at that time, to provide employees with the latest UI experience of requesting an access flow.

Since Orange Slovensko had active product support, we contacted Evolveum with the plan to go live with midPoint version 4.6 just a month after the official release. Inalogy did immersive testing on a 4.6 release candidate, and Evolveum incorporated all their findings and improvement proposals. Our joint effort resulted in an almost bug-free release version of midPoint 4.6, which was successfully deployed into production within the project plan.

The Outcome

The project of Identity management swap in Orange Slovensko has been a major success for all parties involved. The management appreciates that it was delivered within the agreed time and budget. IdM administrators thus received a modern Identity management tool, while employees can now benefit from the latest UI experience provided by midPoint, and Inalogy has gained valuable experience as well as a solid reference. Finally, the community gained a verified and capable version of midPoint 4.6, together with the new AD password agent.



About Inalogy

Inalogy specializes in integrating a range of customizable solutions based on either open source or commercial products to meet the unique needs of their customers. Inalogy integrates innovative solutions focusing on identity management, access management, privileged access management, and perimeter protection, which all help organizations safeguard their valuable digital assets.

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.

Evolveum



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