



ABOUT THE LEEDS TEACHING HOSPITALS NHS TRUST

The Leeds Teaching Hospitals NHS Trust is one of the UK's largest NHS Trusts in terms of staff, hospital resources and IT infrastructure. With headquarters in Leeds, West Yorkshire, the Trust has based its network backbone on Novell's NDS / eDirectory technology for some years.

THE REQUIREMENT

Currently the Trust's Novell Network comprises a single NDS Tree including over 70 NetWare servers, servicing 4000 users. With an expanding end user population and wider deployment of applications, the task of managing the network and the users has become increasingly difficult - a typical scenario facing most large organisations. Security is one issue which has become a higher priority and IT managers are generally facing greater pressures from auditors and security officers to implement systems that ensure network security is being addressed in a vigilant manner.

Chris Archer is the Trust Computer Services Manager and his responsibilities include servicing the network user population whilst still addressing the requirements of their internal auditors. The Trust's Internal Auditors became concerned about a potential risk relating to IT Security. With a large turnover of staff user accounts in their NDS tree it was determined that it

Case Study

The Leeds Teaching Hospitals NHS Trust

Directory Services Management

should be possible to identify all old user accounts and disable them from use with a facility to delete the account after a further specified period of time.

This was a simple enough policy to agree but far from easy to implement. Chris Archer spent some time investigating how to meet this requirement, but short of deploying a significant amount of man hours on a daily basis to carry it out, there was no obvious solution.

THE SOLUTION

Chris heard about a product called DSRAZOR developed by Visual Click Software Inc, based in Austin, Texas, USA, and distributed locally in the UK by IT solutions specialists, Altman Technologies Ltd.

Within a couple of days of starting an evaluation of DSRAZOR it became evident that the product not only matched the pressing requirements of their auditors but also provided a number of additional features that could ease their entire NDS administration and management.

It was a simple cost-justification exercise. The one-off low cost per server for the software was a fraction of the anticipated ongoing manpower costs that would be incurred in the delivery of the required audit reports and other management of the Trust's NDS. DSRAZOR was

subsequently ordered with on-site training. The training covered an overview of the product architecture and how to use the various features and built-in reports. Altman Technologies provide customised training, so a proportion of the time was also spent creating live examples that could be immediately deployed and used within the Leeds Trust network environment.

IMPLEMENTATION AND USE

The subsequent wider implementation and ongoing use of DSRAZOR has been simple and problem-free. Chris Archer uses the product personally as well as six of his Network Administration team. Each team member has their own DSRAZOR menu customised with their own reports, queries or maintenance applets as needed.

Amongst the 100+ standard reports, queries and maintenance functions included in the product, Leeds Trust use the following on a routine basis for security assessment and cleaning up of their NDS:

- Accounts unused for 90 days
- Accounts never logged in
- Find & delete unused/disabled accounts
- Move users' home directories
- Check server volume space

Chris Archer
Trust Computer Services Manager
Leeds Teaching Hospitals

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Chris plans to expand the use of DSRAZOR to Help Desk users by utilising the Zero-Privilege administration capabilities of the product. This enables typical System Administrator level functions, such as resetting users' passwords or locked accounts, to be delegated to non-administrator staff without assigning Admin/Supervisor rights to them.

THE BENEFITS

“DSRAZOR simplifies the task of managing large numbers of users. We had tried using standard Novell admin tools and, whilst not impossible, it was impractical to use on any scale for what we needed. Also, our server reporting of disk space usage now makes it easy to see where there are potential problems requiring further investigation. We can highly recommend the product as well as the support and service we have received from Altman Technologies.”

Chris Archer
Trust Computer Services Manager
Leeds Teaching Hospital