

Specification

1 INTRODUCTION

1.1 Purpose

The Business Requirements Document (BRD) for the Enterprise Single Sign On solution ensures the essential details pertaining to this project are specified clearly and unambiguously.

1.2 Confidential Information and Copyright

This document contains information that is proprietary to the City of Port Philip Council (CoPP). All information within this document relating to the business of CoPP is the property of CoPP and deemed to be confidential information belonging to CoPP.

2 INITIATIVE DESCRIPTION

CoPP is looking to implement an Enterprise Single Sign On solution with some of the benefits including:

- Reducing password fatigue from different user name and password combinations
- Reducing time spent re-entering passwords for the same identity
- Can support conventional authentication such as Windows credentials (i.e., username/password)
- Reducing IT costs due to lower number of IT help desk calls about passwords
- Security on all levels of entry/exit/access to systems without the inconvenience of re-prompting users
- Centralized reporting for compliance adherence.

We are seeking to Implement Imprivata's OneSign product with licensing for 800 users. The panel will also be required to provide ongoing maintenance and license procurement ability for the life of the contract

2.1 Scope

List all the inclusions and exclusions (what is in and out of scope) for this initiative.

Inclusions
Implement Imprivata Single Sign On appliance in fail-over configuration (across WAN)
Configure automatic enrolment of users from Active Directory groups
Configure security options based on industry best practice including secure LDAP lookups, secure password creation, end user password recovery
Create scheduled reports to specified groups for Average logons per day per app, scheduled report of if 2 users are using the same account to access an application, report on non-strong passwords being used for applications

3 PROPOSED PROJECT TIMELINES

The total contract term is 3 years with an option to extend 1 year and 1 year

4 BUSINESS DRIVERS

The City of Port Phillip offers 65 different services to the community through three main divisions:

- Community Assets and Services
- Community Development & Planning
- Organisation Systems & Support

In conjunction with normal organisational reporting requirements the Council needs a solution which will support its planning activities. These planning activities drive the implementation of the Community Plan, which is made up of the following:

Plan	Cycle (Years)
Council Plan	Four
Strategic Resource Plan	Five
Business Plan	One
Annual Budget	One
Departmental Action Plans	One

Organisation foresees information management and access as its long term goal to advance in business continuity improvements.

The solution going forward will need to support the business by providing a solution that will deliver stable & secure systems to enable the business to rapidly open and utilise corporate applications, whether the user be online or offline

4.1 Key Business Objectives & Critical Success Factors

The key Business Objectives identified for the solution area are:

- Increased security & Stability for Desktop Operating Systems
- Reducing password fatigue from different user name and password combinations
- Reducing time spent re-entering passwords for the same identity
- Can support conventional authentication such as Windows credentials (i.e., username/password)
- Reducing IT costs due to lower number of IT help desk calls about passwords
- Security on all levels of entry/exit/access to systems without the inconvenience of re-prompting users
- Centralized reporting for compliance adherence based on corporate password policy

For the SSSOE solution to be successful the following success factors have been identified:

- Single Sign on to occur when the user is not connected to the network "Offline Authentication
- Automated deployment capabilities for client and client updates/patches
- High availability solution enabled across a WAN link (Can be same subnet)
- The solution needs to provide interfaces for automated backups, 24x7 monitoring and operations monitoring

- The solution needs to be able to scale to hundreds of users accessing enterprise software
- Support multiple directory sources for users: eDirectory, Active Directory
- Little/No scripting required for application profiling
- Ability for SSO solution to automatically generate new application passwords based on definable password policy
- Password recovery mechanism for all learnt applications
- Ability to store and enter correct credentials for multiple application instances i.e. Dev/Test/Production
- Deploy client/agent (if needed) with Zenworks for Desktop v7
- Support Biometric authentication
- Support proximity card authentication / integration with building security management system
- Support Citrix Metaframe server
- Must be able to integrate with Novell Gina (if required) or function independent of the Gina
- Must not Rely on the Novell Client to contain full functionality of the SSO solution as we may retire the Gina
- Usage – increase in the use of information and functionality within all business areas is critical to the success of the project
- Performance – a timely delivery of up to date information that provides the user with the real-time information as well as historical information is seen as a critical performance success factor
- Information – correct information delivered in the reports is seen as a critical information success factor
- Proactive Maintenance – regular maintenance of the solution and its profiles is seen as critical for the success of the project
- Scalable – a scalable solution for planned future enhancements
- Flexibility – a flexible solution allowing for future addition of applications