

Computer Sciences Corporation

As one of the largest outsourcing companies in the world, (CSC) is a multinational enterprise with operations in 90 countries. It offers a range of innovative business solutions to help solve complex industry challenges across 25 vertical markets.

BUSINESS CHALLENGE:

CSC was responsible for a major portal implementation supporting the U.S. Department of Labor (DOL). Once fully deployed, this portal would allow electronic access to highly confidential healthcare and financial information for a wide range of registered users, including medical providers, claimants, agencies and operational staff both within the DOL and at CSC. Due to the sensitive nature of this data, CSC was required to prove the solution met FISMA II standards that included specific requirements for user authentication and access.

To achieve this level of secure functionality, the key CSC and the DOL requirements included:

- Single Sign On functionality to:
 - Liferay Portal
 - ActiveVoss workflow engine
 - BIRT reporting tools
- Build of a functional SSO test environment for project and long-term use.
- FISMA-II compliant user authentication processes
- Self-service password resets
- Self-service user profile management
- Customized login page

SOLUTION:

To support the stringent regulatory requirements, high security standards, numerous system integrations and competing usability needs for this project Syntegrity was engaged to design, test, install, configure and customize OpenAM (Identity and Access Management) and OpenDJ (Directory Services) solutions.

Performing a strong security advisor role throughout the project, particularly collaborated closely with the Department of Labor executive team. Syntegrity completed hands-on installation, configuration and troubleshooting to support multiple system integrations with current applications. In many cases, these efforts required extensive research and rapidly scaled knowledge bases of both of the CSC and DOL systems. On ongoing roll-out of testing, training, and documentation efforts were completed throughout the project to ensure a smooth transition to operational functionality.



CSC Case Study continued

Facing extremely tight timelines, the Syntegrity team was able to complete a comprehensive set of deliverables as defined by the customer. Final deliverables included:

- Thorough current state architecture analysis and environment assessment; requirements elicitation, documentation and feasibility review.
- A formal 'Definitions and Requirements' Document delivered according to CSC guidelines.
- Design and presentation of solution architecture recommendations and alternatives, including significant support for ongoing management decision-making processes and demonstrations..
- Architecture workshops, detailed systems research and executive review sessions culminating in an extensive 'Solution Architecture' Document as defined by CSC's requirements.
- Ensure execution through building, delivering and tracking all elements of the project roadmap and implementation plan, including:
 - Weekly status reports
 - Project schedule and resource plan updates
 - Budget and financial monitoring
 - Issue/risk documentation, tracking and mitigation; and
 - Change management documentation and approvals as necessary
- Installation of multiple OpenAM and OpenDJ instances on development servers..
- Base configuration of the policy store, definition and customization of user roles, build of test user data, configuration for user store integration and OpenAM administration / console access and monitoring.
- Developing and testing custom configuration for SSO to ActiveVoss and the Liferay portal to work around legacy technical constraints.
- BIRT integration, requirements validation and documentation of installation and configuration steps.
- Customization of the portal login page
- Enabling and testing user administration features allowing self management of profile data including custom password reset functionality.
- Build and validate the Test Plan for solution acceptance.
- One-on-one training for operations staff as needed.
- Development of simple how-to and knowledge sharing documentation as requested, generally as a component of above documentation.
- Smooth transition of system support items to the ongoing management team.

