



ID Connect: Middelfart Municipality

In four weeks, Middelfart Municipality implemented a professional and secure IAM solution

After discussions with three suppliers, Middelfart Municipality chose to collaborate with ID Connect on a solution that would support and ensure the municipality's handling of users and access control. Danish ID Connect is behind a solution developed for medium-sized companies and organizations.

With a tailor-made integration to the Danish municipal framework architecture, KOMBIT, and a continued development focus on integration with future public services such as Nemlogin-3 and the new MitID, which will be launched in 2021, ID Connect was the strongest choice.

Market research

On the Western part of Danish island, Funen, IT manager in Middelfart Municipality, Lars Bruun Jelle, was already in the process of researching the market within Identity Management solutions when he came across ID Connect.

The market is large with many international suppliers, so we were very aware that we wanted to find a solution that suited Danish conditions.

With ID Connect's solution, we got exactly that, and at the same time, ID Connect was extremely agile, so it was obvious that we could save in consulting hours. In general, the financial model was both advantageous and predictable, explains Lars Bruun Jelle.

A good match

In Middelfart, the crucial point became ID Connect's way of looking at Identity Management;

- *to provide insight into the quality of data about the organization and then utilize that knowledge in relation to access control and security.*

Achieving a high level of quality of data by assuming that an employee, so to speak, is 'born' in our payroll system, and only then is the employee granted access to systems and information, makes perfect sense in our organization, says Lars Bruun Jelle.

Business case approved

Up until today, Middelfart Municipality has worked with a manual solution when it comes to users, access and security. The decision to invest in a new software had to be made in the 'business-department' in Middelfart Municipality, where Identity Management can be a complex issue to understand and deal with.

We had to document the value of ID Connect's solution, and luckily, we had a strong case. Previously, the task around users and access occupied 1-2 full-time employees in the organization, and when I held those resources up along with the risk of human error, the business case passed through the finance committee and the Director of the Municipality, explains Lars Bruun Jelle.

Lars Bruun Jelle emphasizes that one of the most important arguments was that it was a solution that was not just a 'nice-to-have solution'.

It is quite simply a requirement to have solutions that ensure compliance with all GDPR rules in relation to personal data. We have been working with GDPR for many years, so our organization, our work and our processes are well documented - and in great detail, but there were still manual processes left that needed to be handled. At the same time, it was crucial that the new solution could support our journey towards the upcoming Nemlogin-3 including the NSIS standard, which is the basis upon Danish municipalities will be audited in the future.

That's why we chose ID Connect

We chose the solution from ID Connect in order to get control of who has access to which systems and which information in a professional manner. The fact that we can run both audit and GDPR reports as part of our ongoing documentation is a huge benefit for us, says Lars Bruun Jelle.

In one area, however, the IT manager was sceptical at first: I was sceptical about it being a SaaS and cloud solution. That has previously given us negative experiences such as longer response times, instability and compact processes even with just small system changes, but I have to say that this is by no means the case with ID Connect's solution, says Lars Bruun Jelle.

Process and implementation in just four weeks

The IT manager in Middelfart is extremely satisfied with the collaboration with ID Connect.

It was great to start with a POC agreement. That way we got to know the system and we tested real data in our own environment - at the same time the process was streamlined. From the time we started the Proof of Concept, through testing and into operation, only four weeks passed. Internally we only spend a half to a full day a week during this period. Everything was done through online Microsoft Teams meetings without a single visit from a consultant.

I am impressed – both by my own department and by ID Connect, says Lars Bruun Jelle.

INSPIRATION FROM MIDDELFART

With a small IT organization of just 10, time for networking is often limited, but this area is important, and we are of course willing to share our experiences with other municipalities, says Lars Bruun Jelle.

Middelfart Municipality emphasizes the following in relation to the collaboration with ID Connect:

1. Proximity and high level of service
2. Agile approach - all complexity is taken out of the project
3. Quick start with low involvement of internal resources
4. Future support of Nemlogin3 and MitID
5. Influence on future functionality
6. Predictable and beneficial economy

An important learning

From the very beginning Middelfart Municipality was challenged to think differently by ID Connect.

It was important to understand and see the possibilities in new concepts such as job function and job profile roles and to get them well implemented into the start-up process. A good start, combined with a long-term strategy for how we apply them to both employees and organizational units, will have major impact on how effectively we can automate generally in the municipality in the future, says Lars Bruun Jelle.

The future in Middelfart, Denmark

As the municipality takes more solutions into use, the organization will become further involved. The plan is to select solution owners who can create roles and job profiles for specific systems or organizational units. This will automate the allocation of the most basic rights, and thus ensure a faster and better user experience for all new employees in the municipality.

A secondary effect will be a reduction in resources spend on administration and allocation of access to various systems, but just as important is that the municipality gets a central and updated overview of user rights and system access.

This way, we expect to be able to remove certain projects from the IT department. Once the foundation is in place, the individual employee will be able to request access with subsequent approval directly by the manager, explains Lars Bruun Jelle.

ID CONNECT A/S

At ID Connect, we specialize in building Identity & Access Management solutions. Our service is based on many years of experience in the field.

The service includes operation, security, support, and integration to your Microsoft Active Directory.

Our cloud delivery model allows you to establish the service in just a few hours.

The solution includes a Hosted IdP (Identity Provider), and is prepared for both existing and new Cloud services from Microsoft, Google, etc.

Our Data Processing Agreement includes an annual ISAE3000 report, which ensures that personal data are properly handled according to the European GDPR regulation.

ID Connect A/S, Engager 8, 2605 Brøndby, Denmark

Visit us online at: <https://idconnect.dk>