



CASE STUDY

View500 in an Australian Federal Government Department.

A large Australian Federal Government Department had a challenge: how to keep track of its people. Historically, internal division had 'gone their own way', and developed a wide variety of corporate directories. The directories were constantly in need of update, wouldn't 'talk to each other', and offered poor performance.

Head Office took steps to overcome the problem by acquiring a single, easy to maintain corporate directory, capable of integrating with a diverse collection of legacy and new systems, able to be accessed via the Web as well as from Microsoft platforms and offering significant performance improvement in a cost-effective manner.

View500 was selected since it was a highly compliant implementation of the ISO OSI Directory Standard, and offering both DAP and LDAP interfaces, View500 easily interfaced to the Department's wide variety of disparate legacy systems, which included mail, a proprietary HR system and a telephone database.

Existing legacy systems remain and are dynamically linked to View500, allowing either for periodic update or live linkage (i.e. when a change is made in View500, it is reflected in the legacy system, or visa versa depending upon the specified relationship).

The new Departmental Directory is accessed through a specially configured View500 Web Directory User Agent (DUA), offering simple but powerful search capabilities, including phonetic and intelligent sub-string matching. Users can search for a particular person, or browse through the entire directory. The system administrator, using either a Web based or Windows DUA, performs administration. This allows full maintenance of all data records, the ability to move entire branches by a simple drag and drop operation, system backup and report generation (including production of a paper based directory when required). An SNMP interface links View500 to the Department's on-line systems monitor, providing real-time systems performance monitoring.

High Availability eB2Bcom View500 in an Australian State Education Government Department

This state education Department needed to keep track of all staff and services provided by departments and agencies.

View500 Directory was selected as the core product for servicing and maintaining this information and eB2Bcom was engaged to help implement the data model. The Department had built a web-based blue page and white pages search interface, and is now leveraging the directory for other application development. With the increasing reliance on the directory solution by both staff and applications, the central directory has become critical to achieving its mission.

The Department has also embarked on a directories infrastructure upgrade, and the move to redundant Directory servicing. This is implemented using the Master-Shadow replication as



defined by X.500 and implemented using View500. In the event of a system failure, the shadow directory can be enabled as a master directory providing fail-over functionality.

View500 in an Australian State Health Government Department

As is common, this large state health Department and its associated agencies, had many disparate data systems and data lists. A new directory was required to consolidate many of these lists into a centrally maintained service-oriented directory.

The directory was implemented using View500, an X.500 compliant directory. The directory presentation at both user and administrator levels is web based. A number of levels of security access restrict what information within the directory is available to a particular user group. The Department uses Hypertext Markup Language (HTML) as the application presentation method: providing a World Wide Web browser interface to users and administrators. Other systems can query the directory using the Lightweight Directory Access Protocol. (LDAP)

About eB2Bcom

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eB2Bcom has head offices in Melbourne and Singapore with sales and support staff located in offices in Sydney, Melbourne, Canberra, Brisbane and Singapore.

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