WhitePaper:

Machinery of Government

Identity Management and XML Directory Services Solution

Credentials

ViewDS Identity Solutions is the developer and owner of the ViewDS Directory solution ("Directory") that is deployed in Government, Defense, and private sector companies throughout the world. This technology has some unique features that deliver superior accessibility, performance, reliability and operability in enterprise deployments. This document describes the Directory's capability to deliver substantial benefits to enterprises with complex organizational structures.

Introduction

The design of the Directory incorporates many capabilities that provide significant operational benefits to users. Two of these are the ability to represent data in real-world hierarchies that match the enterprise's organization, and the very powerful but simple quick drag-and-drop process of making changes to that organization (also known in the government sphere as "Machinery-of-Government" changes).

Real-world Representation of Data

The entries in a directory are arranged in a hierarchy called the Directory Information Tree (DIT). A directory is of most use when this DIT mirrors a real-world hierarchy, such as the structure of a company, hospital, region, or government department.

However, real world hierarchies tend to change very frequently – for example, departments can be formed, dissolved, moved, merged or split. This can lead designers of "standard" directories to flatten and simplify the DIT to avoid the complexity of maintaining it. Unfortunately, the result can be little more than a list of entries, rather than a resource that helps people understand the structure of their organization.

Machinery of Government

Governments and private sector organizations are continually making changes to the roles of their personnel and the way their business units or departments are organized and named. It is typical for such changes to occur both in low volumes on a day-by-day basis and in high

volumes over a short period of time. High volume changes are often observed with a change of leadership, change of government, merger or acquisition, as this will generally trigger a large-scale reorganization.

Access to the new information is often critical to operations and public access but reflecting such changes in repositories like databases and directories can be very time consuming, onerous and slow. Even an apparently minor change such as updating a department name can be a major nightmare for organizations from an administrative perspective.

Even seemingly simple things like changing email addresses to reflect a new Government Agency name, or moving departments within a portfolio or across departments, can be major headaches and incur substantial amounts of human effort and administrative cost.

Directory Technology

Implementations using the ViewDS Directory address these issues better and more simply than any other repository. The DIT can reflect real organization structures, and Machinery of Government changes can be made quickly and simply.
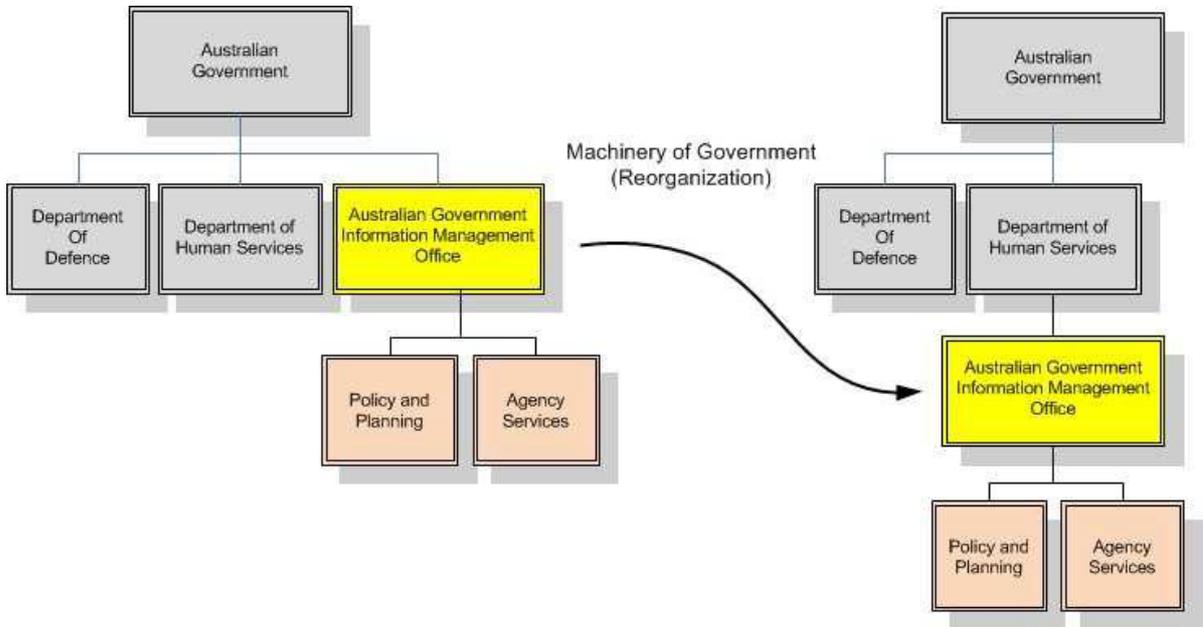
Directory enables an authorized person to perform these changes instantly using drag-and-drop tools.

Furthermore, if deployed with the ViewDS Identity Bridge, such changes can be replicated and synchronized to other corporate applications such as email, the telephone directory, and other databases very simply.
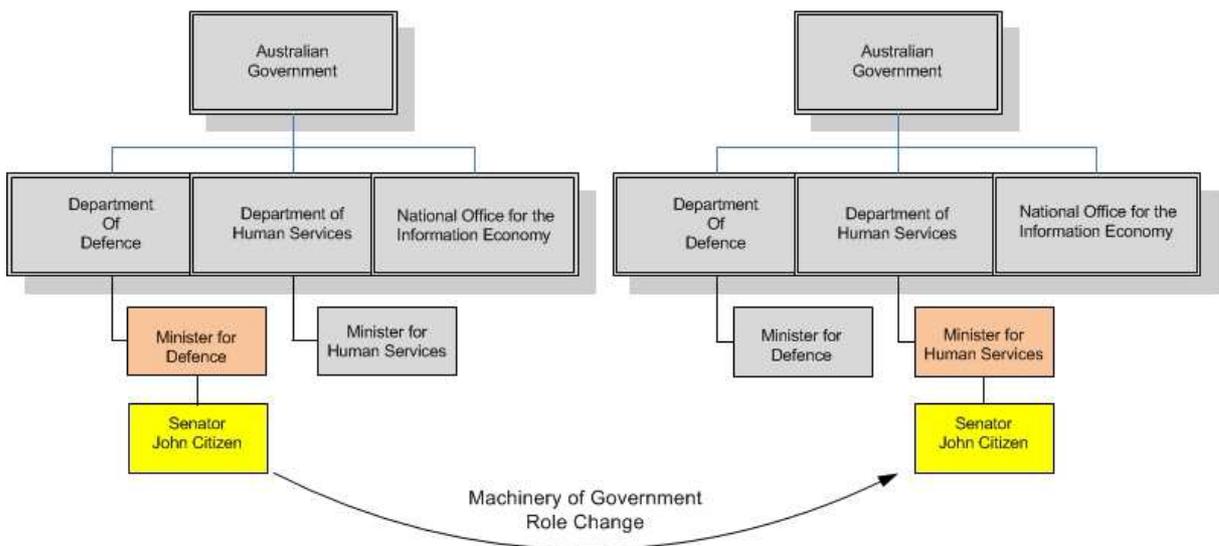
Name changes
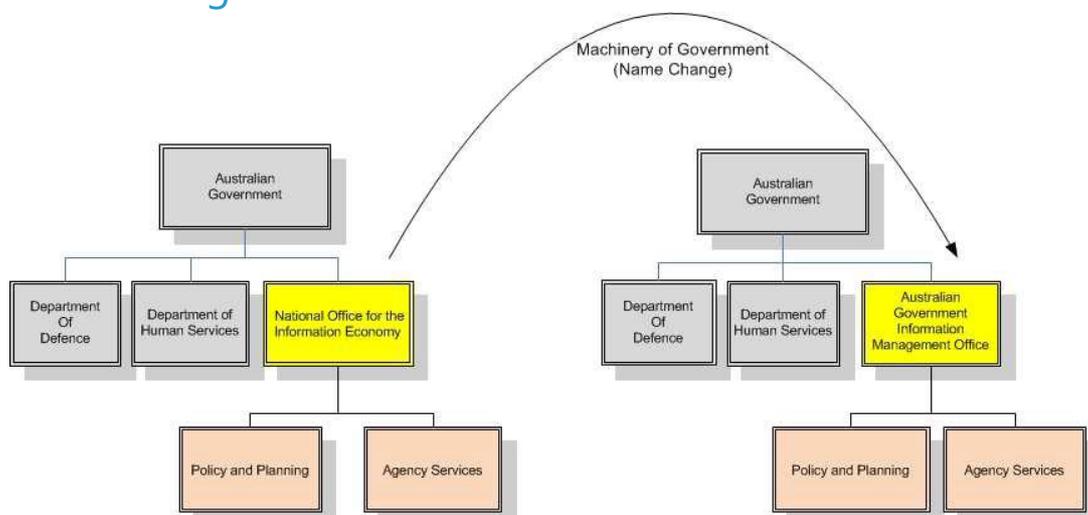
Reorganizations

Role Changes

How it Works

Directory will allow any agency, department, role or function within the organization's hierarchy to be renamed, moved or dissolved. Delegates for each agency may be given the capability to make such changes, or alternatively the ability can be reserved for specific administrative users. Directory provides web-based and a simple drag-and-drop administrative interface to manage Machinery of Government changes

Directory is specifically designed to seamlessly support volatile government environments and enables simple and rapid Machinery of Government changes. For this reason, Directory is an excellent choice for complex hierarchical organizations such as Governments, Defense, Health, and so on. Without "Moves & Renames" functionality, large-scale changes in the DIT take more time, more planning and more resources to implement. Many directories only allow leaf entries to be moved or renamed, whereas Directory supports instantaneous moves and renames of non-leaf entries. Links such as "managed by", "manager of" relationships are automatically maintained. Directory can also be configured to enforce various referential integrity constraints.

The following screenshots illustrate the simplicity:

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Select the entry that needs to be moved

The "Sport" entry contains thousands of subordinates identifying different sporting organizations within Victoria.

Drag and drop the entry to its desired location

The "Sport" entry is dropped within the "Community" container. Confirming the action will move over a thousand entries in a single atomic operation.
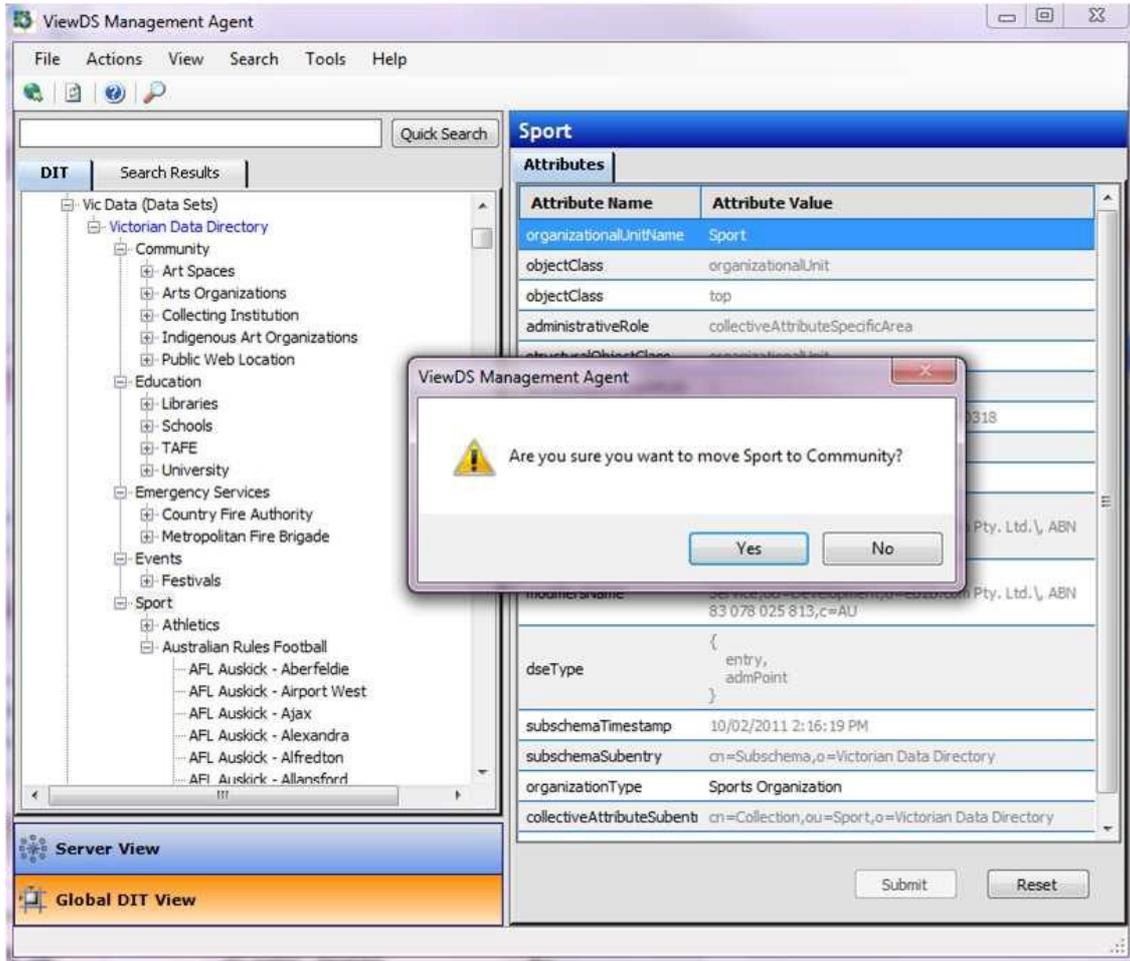
Sport and all subordinates are moved into Community

Within a fraction of a second, "Sport" and all of its subordinates are moved to their new location. All data remains intact, the names of all entries are updated and all referential links are updated.