

Alfred Health

Staff Directory and Identity Data

Overview

Version 1.1

Further Information
Call +613 9851 8600 or +65 6841 7374
Or visit www.view500.com

Background

Alfred Health is the main provider of health services to people residing in the inner southeast suburbs of Melbourne and a major provider of specialist state-wide services to the people of Victoria.

Like many similar organisations, Alfred Health was frustrated by their multiplicity of data repositories for employees (doctors, nurses, and administrative staff), contractors and volunteers etc, and the consequent lack of a single authoritative source of staff information for managing these “identities”.

This lack of a co-ordinated directory service was seen as a major impediment to implementing other Identity Management Systems, particularly for provisioning, single sign-on and security.

Alfred Health also had difficulty in contacting people from affiliated organizations (Baker and Monash) as well as duplication of effort in keeping staff databases and lists up to date. Organisation charts were frequently out of date and there was little or no integration of their staff directory with their telephone billing, call centre or corporate id badge systems.

Technology

eB2Bcom's View500 directory technology and data synchronisation expertise were selected to provide a system to address these requirements. View500 identity server technology was selected because of:

- its “out-of-the-box” functions that cut costs, and enabled faster implementation
- sophisticated search functions
- powerful and flexible access control
- synchronisation capability with other repositories

Summary

The View500 Staff Directory provides Alfred Health a centralised publishing point for identity information and a single point of update for all Allied Health contact information. It is the product of and focal point for an initiative to integrate, consolidate and automate Alfred Health Identity Management systems, processes and procedures.

The Staff Directory meets the requirements of multiple stakeholder groups within Alfred Health supporting them in the functions they perform as well as providing a single up to date source of contact information for staff, contractors, volunteers, management appointments and cost centres.

Automatic and on demand reports are easily produced and cost centre manager admin staff can update information directly into the staff directory. Other key personnel such as the Call Centre have authenticated access to other protected information such as out of hours numbers for medical staff.

The View500 Staff Directory leverages existing Alfred Health corporate systems and processes to produce an up to date view of Alfred Health Staff and their position within the organisation.

Key Features and Benefits

Delegated Access control

Directory access controls protect privacy and sensitive information from inappropriate disclosure and provide a delegated administration model allowing appropriate levels of update to be made by a number of different identified ‘Stakeholder’ groups.

For instance the cost centre managers are responsible for the accuracy and maintenance of information specific to the staff within their cost centre.

Single Sign On (SSO) and Self Service

The View500 Proxy Authorisation functionality is employed to provide ‘Single Sign On’ based on the user’s Windows account. This reduces the maintenance cost and removes the need for administrators to maintain user authentication credentials in the Staff Directory.

It also enables the provision of ‘User Self Service’ empowering staff to maintain key personal contact information within the Staff Directory.

Centralised Repository.

The Staff Directory provides a central point for the management of internal staff, external staff resources and other related data.

Currently the Staff Directory contains and publishes other locally managed data for which there is no other source. This currently includes:

- Non payroll staff - consultants, contractors, volunteers, research students, etc.
- Functions and Roles - Duty Nurse, emergency reception, on-call reception, etc.
- Resources (e.g. Meeting rooms) locations, booking details and contact
- Committee groups - linkages of resources into groups
- External contacts –information relating to external stakeholders e.g. Ambulance stations, other hospitals etc
- GP information (next stage under consideration)

Integration and automation

The View500 Staff Directory leverages existing Alfred Health corporate systems and processes to produce an up to date view of Alfred Health Staff contact information.

The regular automated synchronisation of staff and organisational information provides provisioning and de-provisioning of staff and automated maintenance of the core Directory information.

A number of Alfred Health corporate applications receive a ‘copy’ of View500 Staff Directory information through regular synchronisation pushed from the Staff Directory.

The Staff Directory has been integrated with a number of Alfred Health corporate systems as follows;

Finance, Payroll and Contract Management Call Accounting System Switchboard Interface	Windows Active Directory Junior and Senior Medical Staff Administration Systems
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The Alfred Health Staff Directory is implemented using the View500 Directory from eB2Bcom.

- The Directory is a publishing point for current information that needs to be shared.
- All Directory data is an accurate and a “Single Authoritative Source’
- Alfred Health’s organisational structure described by the ‘Cost Centre’ structure maintained by Finance is the basis for the structure.
- Automatically produces and displays Reporting Lines and Organisation Charts.
- Cost Centre Managers have update capability to update information on personnel in their cost centres

Architecture

The Staff Directory Service is divided into three discrete components:

- Core Directory Service provided by the View500 Directory
- Staff Directory User Interface provided by View500 Web DUA (note only available by registered users with appropriate access rights)
- Synchronisation and Workflow Engine provided by eB2Bcom

Solution capabilities include:

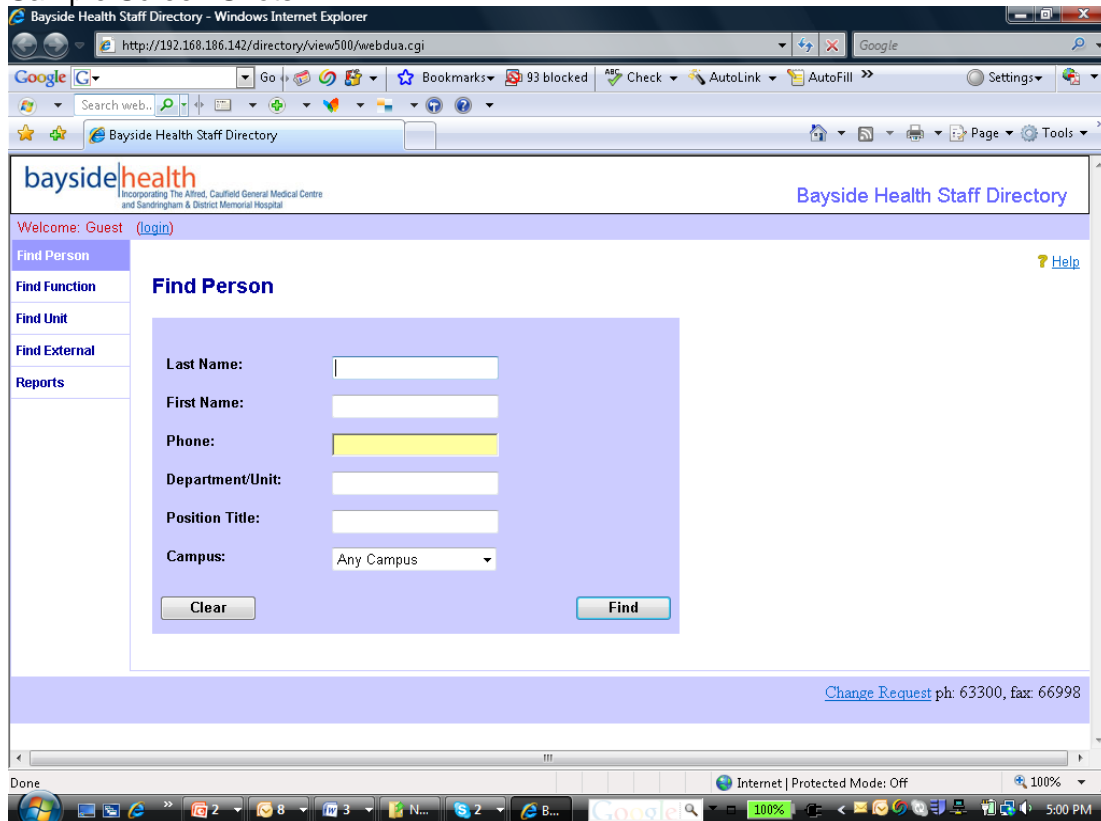
- Find Person
- Find Function
- Find Business Unit
- Find External
- Automatic Generation of Reports
- Automatic Generation of Org Charts
- Automatic Reporting Lines
- Integration with PABX Call Accounting & Billing
- Integration with Call Centre Consoles
- Synchronization with HR, Payroll, Microsoft AD and Finance Systems
- Integration with HMO systems
- Booking resources e.g. Meeting rooms
- Cost Centre Lists
- Click to email
- Click to dial

Benefits

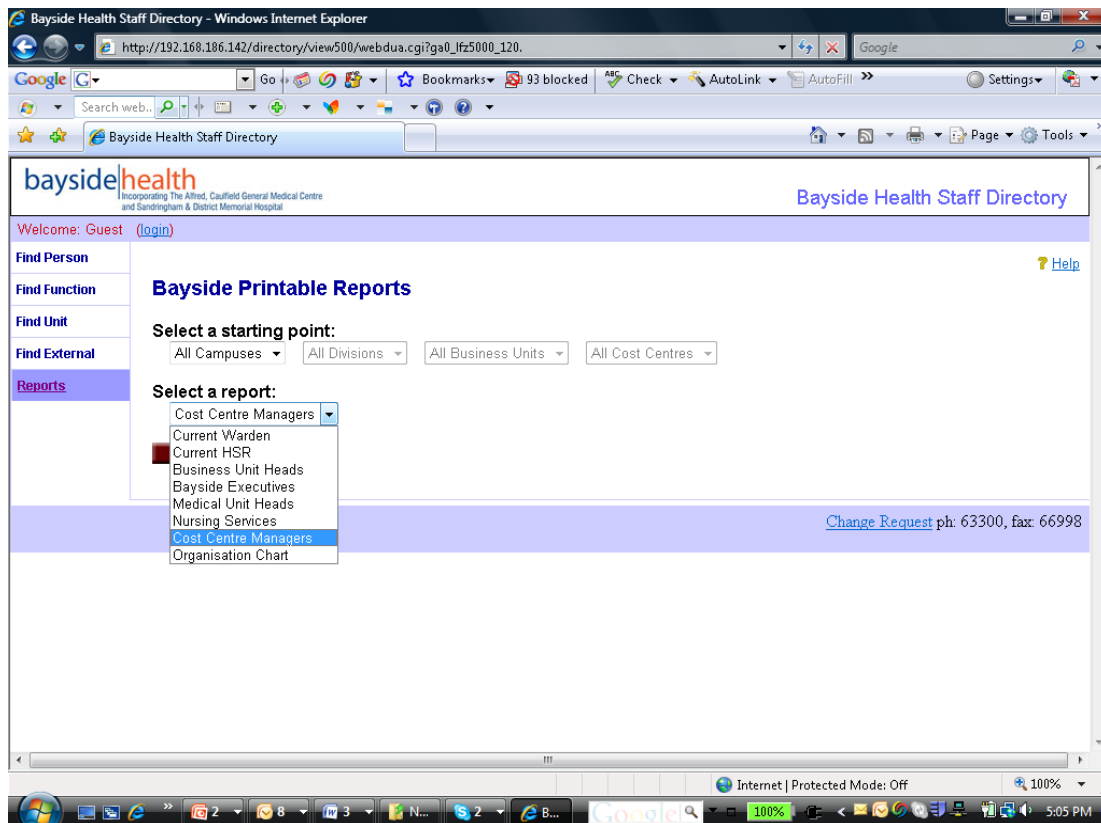
The implementation of the Staff Directory has

- Reduced the cost of provisioning especially for joiners, leavers and Movers
- Provided an integration source of resource information
- Enabled the management of appointments
- Enabled the management of shared resources such as meeting rooms
- Provides a single source of authentication throughout Alfred Health

Sample Screen Shots



This screenshot shows the 'Find Person' page of the Bayside Health Staff Directory. The browser window title is 'Bayside Health Staff Directory - Windows Internet Explorer' and the address bar shows 'http://192.168.186.142/directory/view500/webdua.cgi'. The page header includes the 'baysidehealth' logo and the text 'Incorporating The Alfred, Caulfield General Medical Centre and Sandringham & District Memorial Hospital'. A navigation menu on the left lists 'Find Person', 'Find Function', 'Find Unit', 'Find External', and 'Reports'. The main content area is titled 'Find Person' and contains a search form with the following fields: 'Last Name', 'First Name', 'Phone', 'Department/Unit', 'Position Title', and 'Campus' (a dropdown menu set to 'Any Campus'). There are 'Clear' and 'Find' buttons at the bottom of the form. A footer link reads 'Change Request ph: 63300, fax: 66998'. The Windows taskbar at the bottom shows the system clock at 5:00 PM.



This screenshot shows the 'Bayside Printable Reports' page of the Bayside Health Staff Directory. The browser window title is 'Bayside Health Staff Directory - Windows Internet Explorer' and the address bar shows 'http://192.168.186.142/directory/view500/webdua.cgi?ga0_lfz5000_120'. The page header is identical to the first screenshot. The navigation menu on the left has 'Reports' selected. The main content area is titled 'Bayside Printable Reports' and features two sections: 'Select a starting point:' with four dropdown menus (All Campuses, All Divisions, All Business Units, All Cost Centres) and 'Select a report:' with a dropdown menu. The dropdown menu is open, showing a list of report types: 'Cost Centre Managers', 'Current Warden', 'Current HSR', 'Business Unit Heads', 'Bayside Executives', 'Medical Unit Heads', 'Nursing Services', 'Cost Centre Managers' (highlighted), and 'Organisation Chart'. A footer link reads 'Change Request ph: 63300, fax: 66998'. The Windows taskbar at the bottom shows the system clock at 5:05 PM.



About eB2Bcom:

eB2Bcom is a Victorian based (Kew) Software company specialising in Identity Management, Access Management , Single Sign on solutions and Directory Services. eB2Bcom distributes Identity & Access Management software solutions from a variety of overseas suppliers but also sells its own award winning **View500 Directory & Discovery Server**. Customers of View500 include the Victorian Government Rosetta White Pages Intranet Directory, the Commonwealth Government GOLD Government Directory, Alfred Health, Australian Department of Defence Gold unlimited licence, Singapore Defence Knowledge portal directory, Qantas, Australia Post, ACT Government public & Intranet directory, Tasmania Government Directory, NSW State Government and Department of Education directories, Orica Australia, Brisbane City Council, AXA Insurance, AT&T and a range of other customers.

eB2Bcom is also a Victorian Government eServices panel member so able to supply software solutions to Public Health customers.