



Gesellschaft für Technische Zusammenarbeit (GTZ)

Identity management around the globe

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Whether it is a matter of developing financial systems in Southern Africa or building roads in Bangladesh, when it comes to sustainable international aid, the German Agency for Technical Cooperation (GTZ) is practically everywhere. An important factor in ensuring the success of worldwide project work is the ability to obtain rapid access to the right information. For the more than 10,000 employees of the GTZ, who have to deal with a high degree of fluctuation and frequent changes of location, a uniform, cross-platform and worldwide Identity Management system has now been implemented. It allows the GTZ to access its information resources much more quickly, securely and cost-effectively.

About GTZ

When as many as 10,000 employees throughout the world are working on 2,200 projects – and in 120 different countries – the exchange of information has an important role to play. In the case of the GTZ, that applies not just to the exchange of information between the headquarters in Eschborn and the employees on site, but also between project partners as well. These partners include the Credit Institute for Reconstruction Bank and the Federal Ministry for Economic Cooperation and Development, the BMZ, for instance.

If the GTZ in Kenya wishes to support the local public authorities in setting up a water-supply and wastewater-disposal system, for example, it needs a large amount of planning figures and technical information during its preparations.

In addition, all internal and external contacts have to be identified so that they can be incorporated into the planning. Conducting all discussions face-to-face or by telephone would be too time-consuming. That is why the GTZ relies primarily on electronic information systems.

The challenge

A central information system across all systems

A central system of information management had to be set up to provide GTZ employees worldwide with all the relevant project and personal data. This system had to work across the organization's entire heterogeneous IT landscape, including various SAP systems and other mixed-vendor systems.

As not all items of information were intended for all employees, there had to be clear rules determining who could access what data and resources, when, and in what country. For this purpose, a system of user and rights management covering all organizations had to be set up, and it had to be possible to manage this system centrally. At the same time, any changes had to be transmitted quickly – and, of course, automatically – to all connected systems.

The task was made more difficult by the fact that there is naturally a high degree of fluctuation and rotation in organizations like the GTZ. New employees arrive, old ones leave, and others change over to a new area of work, or move to headquarters. It is therefore essential to be able to grant and withdraw rights quickly, with immediate and centralized effect.



The solution

Smooth integration of heterogeneous worlds

After intensive consultations, the GTZ chose an integrated identity-management solution from Siemens and SAP – DirX Identity. It carries out user and authorization management irrespective of the platforms and applications being used.

Every user of the GTZ systems is represented by one identity, and receives the access rights that are relevant to his or her role in the organization. The SAP R3 HR human-resources system is the main source of data for authorization management. This system supplies the data of all domestic and foreign employees with the valid contractual conditions. The identity management solution based on DirX Identity passes the authorizations that have been determined to all target systems. These authorizations will depend on the assigned role and on parameters such as employee type, country and department.

If a user's role changes, or if he or she leaves the organization, the new status will be automatically transmitted to all connected systems, or the access authorization withdrawn immediately, as appropriate. This is done for all systems.

The GTZ's new identity management system integrates the following and more:

- SAP R3 user management
- SAP PBS, for project data
- SAP Enterprise Portal for the online application procedure, for example
- Microsoft Windows ADS/Exchange
- LiveLink
- GTZ address book
- RedDot
- The GTZ intranet

Access rights are granted in a single, automated step. This increases process transparency and thus also information security.

The benefit

Administrative effort minimized, and total IT costs cut

The new DirX identity management solution turns a large number of administrative procedures into just one single step. It automates both user administration and the process of issuing user rights. All profiles are maintained from a central location and are linked to the related rights. This makes user management not only much easier, but much more economical as well.

Elke Luitjens, Management of IT Office Infrastruktur,
Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ) GmbH:

“From the beginning of the contractual relationship, each employee is automatically given the necessary access rights to the IT systems of the GTZ. These rights are adjusted whenever the employee's sphere of activity changes. We have only been able to work as securely and efficiently as this, since identity management was automated with DirX Identity.”

The logo for GTZ, consisting of the lowercase letters 'gtz' in a bold, red, sans-serif font, centered within a white rectangular box. The box is set against a blue background.

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The business unit Identity Management and Biometrics provides products and services for identity and access management (IAM) and biometrics.

The Siemens DirX IAM suite helps customers grant and control the right access to the right people at the right time and to withdraw the authorization for this access when necessary – dynamically and across a multitude of IT systems and heterogeneous platforms.

Siemens has more than 15 years of experience in developing Identity and Access Management products and deploying them in customer projects around the world.

Customers in all sectors use the powerful products of the DirX family to automate their identity management processes and to meet the steadily growing demands related to governance and compliance.

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