



Pennsylvania's Office of the Attorney General Brings World Class IT Services to More than 1,000 Accounts by Using Imanami's Software Suite and Becomes a Model for Other State Government Agencies

"We would be lost without Imanami's solutions. There just is nothing like it that has the functionality and ease of implementation. They have met every one of our technology challenges."

*Paul Lubold,
Manager,
Infrastructure & Operations*

Quick Facts

When Tom Corbett took office as Attorney General for the Commonwealth of Pennsylvania in January 2005, he made information technology a key priority for his administration. In the two years that have followed, the Office of Attorney General has become one of the most innovative technology organizations in Pennsylvania state government and a leader among other statelevel Attorney General offices in the strategic application of information technology. It has achieved exceptional efficiencies by using Imanami's software suite to automate and share the responsibilities of managing directory objects.

Today the organization can provision/de-provision accounts, manage groups, create directories and manage contact information accurately and with ease and exceptional control.

Customer Profile

The heritage of the Pennsylvania (PA) Office of Attorney General is one of the oldest and most diverse offices of public trust in the United States spanning over three centuries of life in the Commonwealth.

Pennsylvania is unique in its breadth of services provided by The Office of the Attorney General. It addresses crimes and crime prevention in the areas of drugs, environmental law, fraud, organized crime, crimes against seniors and children, domestic abuse, financial, civil and more.

Due to the busy nature and variety of topics that need to be managed by this Office, it set out years ago to provide a world class IT infrastructure to support the volume, complexity and security necessary to serve the public as an outstanding service organization. Today, The PA Office of the Attorney General is a model for many of the other State agencies. It has built a sophisticated technology organization that is looked to for best practices and innovation.

Business Situation

Given the nature of the work at Pennsylvania's Attorney General's Office, automation and other efficiencies are paramount to a smooth operation. In the past, all changes to the more than the 1,000 managed accounts and hundreds of groups at the Office were done manually. According to Paul Lubold, Manager for Infrastructure & Operations in the Office of Attorney General's Information Technology Section, "Updates to our systems were frequent given the volume of accounts and it was painstakingly slow to implement even the simplest changes. Quite frankly, contact updates, office changes and new employee set-up were dreaded tasks from a systems administration standpoint. You can only imagine the number of updates that occur in an organization of this size. It was a daily, if not hourly event." Paul added, "We just had to find a better way to optimize our IT talent and serve our internal customers better. Microsoft (MS) Exchange tools didn't give us the advanced management capabilities and flexibility that we needed."

The PA Attorney Generals' Office has a special technology challenge as well. It utilizes MS Exchange 2003 for approximately 90% of its systems, but also is also running MS Exchange 2007 for the remainder, as part of Microsoft's Rapid Deployment Program (RDP).

Solution

The PA Office of Attorney General discovered Imanami's Directory Management software years ago via an Internet search. It seemed too good to be true, but when the I.T. managers conducted the trial, it was an easy decision to make. The Office utilizes every product in the Imanami software suite, including GroupID Synchronize, GroupID Automate & GroupID Self-Service.

