



Nottinghamshire Police Adopt OneSign

Nottinghamshire's Police Force looks after an area of more than 800 square miles. It serves a diverse population of more than one million people living in the county's towns and villages as well as the cosmopolitan city and conurbation of Nottinghamshire itself – the regional capital of the East Midlands. The force comprises of approximately 2,500 police officers and 1,500 police staff who work to provide services to their citizens within the area.

The nature of operations in the police service dictates that a wide range of IT applications are deployed including Crime Recording, Intelligence and Offender Management. These applications are delivered either from within the force or nationally. Security is obviously the highest priority within the police service and invariably each system possesses its own set of security rules.

The problem Nottinghamshire Police faces in operating so many high security applications is the requirement for employees to remember a large number of often complex passwords which need updating on a regular basis. This typically results in either security being compromised as employees write them down or the likeliness of forgetting passwords increases.

The hidden costs of password resets

Research carried out by The Giga group revealed that each time a user calls a help desk it costs an average of £25. According to IDC 70% of users have password reset problems monthly, this means that

the hidden costs to organisations of forgotten passwords can soon mount up.

Forgotten passwords proved a considerable strain on the Force's helpdesk resources and a drain on employee time. In the case of Police Forces additional security checks are usually required before employees are provided with a replacement password. This prolonged the procedure even further taking between 20 minutes to an hour per employee.

Nottinghamshire Police Force decided to take action. They identified the implementation of Single Sign-On as a key ICT component in the drive for improved efficiency within the police force, and therefore approached Enline regarding their OneSign SSO solution.

A solution for all applications

After a comprehensive review of Nottinghamshire's requirements Enline recommended a proof of concept take place using a number of selected applications. Officers responded positively to this trial and subsequently a full rollout of OneSign was conducted. Compatibility with the diverse range of system interfaces was ensured throughout the rollout. These interfaces ranged from "green screen", Windows client and Web. Once testing had been completed OneSign was fully deployed to nearly 4,000 users across the force.

Benefits across the Force

Organisational operations at all levels have benefited from

OneSign. End users now have a competent and robust Single Sign-On solution in place which considerably reduces time spent signing-on to different systems throughout the day.

Time spent resolving password issues has considerably reduced. A reduction in password management issues for the IT Service Desk has released time allowing the option to reinvest this into other duties. Having eliminated the password problems that Nottinghamshire Police Force experienced, OneSign has enabled the introduction of strong password policies to be enforced providing a significant increase in security.

Nottinghamshire Police have also realised additional benefits through the introduction of OneSign. The Force can now access reports which provide improved accountability of all application access events via OneSign.

Martin Hansen, Director of Information at Nottinghamshire Police states of OneSign "The introduction of OneSign Single Sign-On has been of great value to our officers who had to remember many different passwords in order to access the systems they need to do their jobs. Now this has all changed and they can move from application to application with ease. This has eliminated a major frustration for them".

By introducing the use of one of the many exceptional features with OneSign, Nottinghamshire Police ensured that users were

able to lock or log off client machines with one key stroke. [Ian Adams, Project Manager at Nottinghamshire Police](#) explained “the ‘hit the brakes key to take a break’ initiative ensured that the users soon became accustomed to effectively locking their machines when they left their work stations, adding to the security of the systems”.

Providing a viewpoint from Enline plc, [Mike Nelsey, Managing Director](#) states “we are delighted with the work carried out at Nottinghamshire Police. Like many of Enline’s customers Nottinghamshire Police issues were driven by efficiency, security and accountability requirements. OneSign has proven itself to be the cornerstone of a broader approach to Identity and Access Management as a part of our Identity Connects model”.

Integrating Smart Cards and biometrics

The latest version of OneSign, version 3.5 introduces the convergence of physical and logical access. This is an issue organisations similar to Nottinghamshire Police will need to address in the not so distant future. Enline are consequently continuing their work at Nottinghamshire with the deployment of smart card and biometric technology.