

Network Computing Questionnaire on Employee Provisioning

RFI Response from Novell Novell Identity Provisioning for Employees

Introduction: Novell defines employee provisioning as the ability to grant or deny users access to applications, services and data based upon identity, at an enterprise level (as opposed to an application/service level).

For most companies, provisioning is a time-consuming manual process, where users are granted access to a variety of systems individually: network access, email accounts, HR profiles and others, all set up independently. The process can take weeks, lowering employee productivity and weakening relationships with customers and partners. Similarly, the process of revoking access to confidential data and systems is equally convoluted and time consuming, posing a significant security risk as well as a financial burden when, for example, cell phones, pagers or other devices are left active. Novell Identity Provisioning for Employees automates these processes by integrating key applications and IT services using XML and XSLT, so that data and events associated with new hire, job change and termination are synchronized “on the fly.” The net result for customers is lower administration costs, stronger security and more productive employees.

Business Model Overview

Please provide an indication of the size of your company in terms of revenues, numbers of employees, regions of country in which you have support contracts, etc.

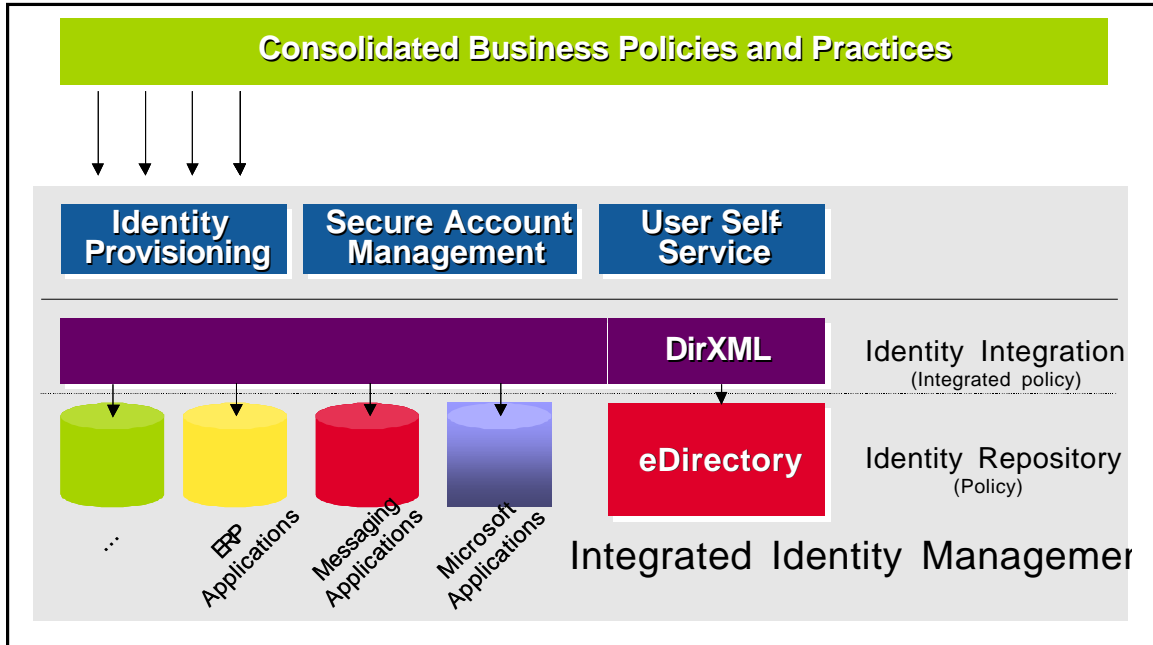
Novell Response: Novell, Inc. employs 6,000 people worldwide and posted revenues of \$1.04 billion in 2001. The company’s corporate headquarters is in Provo, Utah, with regional headquarters and development centers in Cambridge, Mass.; Bangalore, India; Bracknell, UK; San Jose, Calif.; Sydney, Australia; and Tokyo, Japan. Novell maintains an international network of sales and consulting offices as well as distributor, reseller, education, and services partners throughout the United States and the world. These industry-wide alliances include the support of more than 27,000 channel partners, 40,000 ISVs and alliance partners. Some of Novell’s key strategic partners include AOL, Compaq, Computer Sciences Corporation, EMC, Dell, Deloitte & Touche, IBM, Intel, Lockheed Martin Global Telecommunications, Lucent, Network Associates, Nortel, PeopleSoft, PricewaterhouseCoopers, SAP and Sun.

In July 2001, Novell completed the acquisition of Massachusetts-based Cambridge Technology Partners – adding a powerful new services and consulting capability to complement Novell’s industry-leading Net services software.

PRODUCT INFORMATION

What is the current version(s) of your product?

Novell Response: Novell Identity Provisioning for Employees is based on Novell eDirectory 8.6 and Novell DirXML 1.1. In the model below Novell eDirectory serves as a data repository for application specific data, as well as a data store for the unique system-wide user identification, which makes this solution possible.



We are very concerned about security, both physical and logical, and have recently implemented electronic access requirements to the various physically disparate departments within our headquarters building. Logically, we need to provide provisioning, employee life-cycle tracking and de-provisioning across multiple disparate systems for all employees from a single solution.

We operate 80 retail stores across the United States. Each store is connected to the home office via a T1. All data and applications are located at headquarters.

Our systems are as follows:

- HR (PeopleSoft) on Win2k
- Financial (Walker Financials) on IBM ES9000 (OS/390)
- Legacy on IBM ES9000 (OS/390)
 - Inventory
 - Supplier feeds
- Firewall (CheckPoint) on WinNT 4.0
- Novell 5.0 NDS (File sharing and printing services)
- Windows NT Directory Services
- Sun Solaris 8.0
- Intranet (Netscape Directory Server)
- Help Desk

Extranet (Netscape Servers)
Corporate Desktop: Win98 SE
Lotus Domino
Remote Access. Dial-up via ATT WorldNet, Nokia VPN.
Facilities Management
Physical Security (electronic badge based)

Our internal headquarters network is a 10/100 Mbps LAN, with separate segments for each department.

Our total employee count is over 5000, with 1000 located at the home office and the remaining employees distributed throughout our remote locations.

General System Capabilities Questions

When an employee is hired, we require certain tangible assets to be provisioned, such as a desktop, phone, office space, etc. How does your system provide support for this process?

Novell Response: Novell has taken a unique approach to accomplish employee provisioning and integration with existing systems. Rather than require application developers to retrofit applications, to provide an LDAP stack, or to write proprietary scripts, Novell has taken eDirectory to the application with DirXML. The application needs no modification to integrate with Novell Identity Provisioning for Employees. Further, DirXML is a bi-directional data-sharing service that not only distributes new and updated information across directories, databases and applications, but it does so without requiring a single administrator to own all the new and updated information. Rather, because of its bi-directional nature, ownership of data remains with the department in which that data resides – the HR staff controls and updates personnel information, NOS administrators maintain control of their servers, and so forth. This manner of data sharing – where data ownership remains where it belongs – eliminates the political hurdles that generally block the deployment of provisioning solutions.

In the case of provisioning a tangible asset, such as a phone, the solution works in this manner: When a new employee is hired, generally the first step is for the HR department to enter that employee's information in a human resources application – in this case, PeopleSoft. Once that entry is made, DirXML creates that employee's account in a number of integrated systems, including the corporate PBX system, which sets up a phone number and voice mailbox. With the PBX account created, an email is then sent to the facilities department notifying a technician to set up a phone in the new employee's office.

Can it be automated to send an e-mail to the appropriate contact?

Novell Response: Yes. Based on role assignments, email messages can be sent to the individual's manager, personnel involved in asset delivery, or any other designee as part of the employee provisioning solution.

Will that e-mail contain information on the assets needing to be allocated?

Novell Response: Yes. An email message sent relating to asset allocation can contain information specific to the action that needs to be performed.

When an employee is de-provisioned, will this process occur again? (ie. An email notification to the appropriate personnel) Describe in detail.

Novell Response: Yes. The core functionality of the process is implemented based on the user's unique identity in Novell eDirectory. DirXML defines the flow of data to other systems and is triggered by an event engine. For example, with DirXML, you can automatically revoke or modify an employee's access rights to your network systems and physical facilities (access control) as soon as you enter termination or transfer orders into your HR database. Along with reducing administrative costs, this helps protect your company's proprietary information and physical assets.

Does your system support multiple directories (simultaneously)? We currently utilize NDS, NT and Netscape based directory services.

Novell Response: Yes. DirXML can synchronize data between multiple disparate directories and systems including:

- eDirectory
- Active Directory
- iPlanet Directory Server
- IBM SecureWay Directory
- Innosoft Directory
- Critical Path InJoin Directory
- Other LDAP-enabled directories
- NT Domains
- Delimited text files

Drivers are also available for connecting with PeopleSoft, SAP, Oracle, IBM DB2, Sybase and many other systems. Through Novell Consulting and third-party developers, DirXML drivers can be created to integrate any system in your environment.

Can your product update both directories in a single process?

Novell Response: Yes. A single process (data change) detected by the event engine can perform multiple tasks including updating multiple directories by chaining DirXML processes.

Please describe how policies and roles are used within your product.

Novell Response: Roles are a way of grouping people. Individuals may be grouped by function, by geographical location, by skill set, or by any other criteria relevant to your organization. A user can have any number of roles, and a role can be assigned to just one user, or many users.

Roles are extremely powerful and are used to direct work to the appropriate people and control access to resources.

Please discuss in detail the policy management portion of your product. Who defines policies?

Novell Response: Policy is defined and managed within three functions: data flow, authority and style sheets:

- **Data flow** – These policies determine how data is shared among integrated systems. For example, a typical user profile might include a name, phone number and email address. Whereas an email system may simply consume the attributes of name and phone number, that system is the authoritative source for defining an email address. In similar fashion, an HR system may create the attributes of name and phone number and then consume the email address created by the email administrator. Data flow policies define all of these relationships.
- **Authority** – These policies determine who has ownership of each individual attribute. As in the scenario above, attributes such as name and phone number will often be under the authority of an HR manager, while email address will most likely be under the authority of an email administrator. This distributed authority eliminates the political hurdles that often hamper the deployment of a provisioning solution by keeping data ownership among respective departments and managers.
- **Style sheets** – These policies establish the actual application of business processes and rules through the creation of automated workflow processes.

While an IT administrator will create and execute these policies, the policies are actually defined according to existing business processes: how an employee is hired or terminated, which applications are relevant to which groups, and so forth. Defining these policies will likely draw upon expertise and information from HR, finance, facilities, IS and many others.

Must we detail every role and appropriate policies before implementation?

Novell Response: No. The list of roles you develop may not reflect all possible roles in your company. You may define new roles as you design procedures that require them.

Because role-based work management is built on the concept that responsibilities are assigned based on an individual's job function—or *role*—within the organization, the simplest way to begin identifying those roles is to study your company's organizational chart. While you will seldom use all available roles in any single procedure, developing a master list of the static roles within your organization will minimize redundancy within the solution. It will also save you the effort of having to define a new set of role assignments each time you create a new process.

Is policy management distributed?

Novell Response: Policy management can be distributed.

Can business managers define policies or does it require IT involvement?

Novell Response: Absolutely. In fact, business managers should define the policies. Once those policies are defined the IT staff can identify the data sources and the methods to connect and communicate with the required data sources.

Please describe how policy management would be utilized in our scenario. For example, how would it insure that access rights are correctly provisioned based on an employees roles.

Novell Response: Policy can be applied to the creation of new users through a template utilized specifically for creation of users in specific roles. When a new user is created, the user object is placed in an eDirectory container which governs the user's access control privileges.

Will your system detect manual changes made in systems and automatically update itself to include those changes? For example, if I give access to employee X on a our Sun Solaris machine, will your solution automatically detect this or will it need to be manually entered into your system?

Novell Response: Novell Identity Provisioning for Employees will detect changes made in connected systems and automatically update itself. eDirectory provides an event system used by DirXML to proliferate changes made to eDirectory objects and to applications connected via DirXML. The change detection mechanism may involve polling the application, examining a change log, or receiving notification via an application's native event system.

If your system automatically detects such manual changes, is there a notification process for such an event to provide the opportunity for staff to determine whether the addition was legitimate?

Novell Response: The accuracy and legitimacy of a change is controlled at several layers. First, eDirectory controls access to network resources to prevent changes by unauthorized personnel. DirXML uses eDirectory access control technology to control access to directory objects by an application driver. For data to flow from an application to eDirectory, the application driver object must be granted write access to the directory object that is to receive the application data.

Second, rules and style sheets are part of the DirXML processing of data. These processes confirm the validity of the data entered and ensure that the business rules for addition and deletion are met before a transaction is completed.

Third, the implementation of a workflow process can provide notification and approval processes for changes to any data source connected to DirXML.

Does your solution provide workflow management and/or task tracking? For example, if authorization is required to allow access to a resource, is that authorization process automated and tracked through your solution?

Novell Response: Yes. Workflow management is handled through integration with Metastorm eWork.

Does this piece of the product support multiple points of entry? For example, we would like the ability to receive an e-mail notification from the product when it necessary to approve provisioning of a particular resource, and we would like to either be provided a Web based

interface to indicate approval or reply to the e-mail with a simple “APPROVED” or “DENIED”. Can your product provide this functionality?

Novell Response: Yes. As part of the workflow processes, an email notification can even contain a “live” url link to the approval site so all the approving authority receiving the email message must do is click on the link to go to the approval Web site.

Does your solution provide an interface to third party workflow management applications?

Novell Response: Yes.

Does your solution provide an audit trail and/or centralized logging of modifications to the system?

Novell Response: Yes. Novell eDirectory logs all transactions and can also provide advanced auditing services to track specific actions.

Does your system provide reporting on events? (changes to existing employees, new hires, employee turnover, etc.).

Novell Response: Yes. eDirectory provides logs in a standardized XML format, which can be accessed by third-party reporting tools such as Crystal Reports and Bluelance LT Auditor.

Please describe the types of reports available.

Novell Response: Reports can be customized as desired. Some examples include:

- **Process exception report** – After a new employee is hired, this report can identify any processes that didn’t work or weren’t completed.
- **Conflict report** – This report can analyze two data stores and determine what is different
- **Account access and termination** – This report can identify what accounts haven’t been accessed in x time and shut them off.

Does your system offer password management capabilities for general users? Include details such as synchronization across multiple directory services, Windows based domains, UNIX accounts, etc.

Novell Response: Yes. Integration with Novell Account Management provides password management capabilities across more platforms than any other offering. The solution handles user account creation, deletion and modification, as well as password synchronization and redirection among enterprise platforms, including NetWare, Windows NT/2000, HP-UX, Solaris Sparc, Solaris Intel, AIX, Linux, FreeBSD and OS/390 (RACF and ACF2). Rather than remembering a password for each system they need to access, users can gain access to all the platforms they need using a single password. This simplified access significantly improves the experience of users, reduces calls to the helpdesk and enhances security by reducing the number of passwords users must remember and allowing the use of more intelligent passwords. For administrators,

this ends cross-platform and domain management headaches by managing access to any network host or resource, across platforms, through single-user accounts.

Can your solution provide password management for some or all of our systems? Please detail.

Novell Response: Yes. In Stuff For You's environment Novell can provide password management for NetWare 5 NDS, OS/390, Windows NT 4, Windows NT Directory Services, Sun Solaris 8, Netscape Directory Server, Netscape Servers, Windows 98 and Lotus Domino.

Does the product offer a Web based method for users to manage passwords which does not require a network login so that users who have forgotten their passwords can reset/change them without the assistance of the help desk?

Novell Response: This capability will be available in the next release of Novell Identity Provisioning for Employees.

If you provide an automated process for users managing passwords, does the solution include a challenge/response?

Novell Response: N/A

If you provide an automated process for users managing passwords, does it include a success/failure notification?

Novell Response: N/A

Can your solution provide provisioning management for our Firewall and VPN services?

Novell Response: Yes, providing the Firewall and VPN expose the data necessary for management.

If not, can we develop a solution to integrate our CheckPoint firewall and Nokia VPN services?

Novell Response: Yes, providing the Firewall and VPN expose the data necessary for management.

Implementation Questions

Please describe the implementation of your solution for our scenario. Be as detailed as possible. Include any extraneous requirements, such as discovery and definition of policies, roles, etc.

Novell Response: Provisioning solutions are unique among IT solutions because they require the integration of data that exists in many different systems and many different departments throughout an organization. The technological requirements of an employee provisioning solution are secondary to the political and functional

requirements. Whereas an IT organization can simply deploy a new email package, an effective employee provisioning solution is dependent upon drawing a company-wide consensus around business processes. An employee provisioning solution should generally start small, integrating a few very key systems. Then, once core business processes are understood and a quick ROI has been demonstrated, the solution can be expanded (sold) to other parts of the organization. The deployment at Stuff For You would likely follow a three-phase approach:

- **Phase 1** – First, you need to identify your authoritative source for employee information; typically, this is the HR system. Then, the HR system should be integrated with two or three key systems that will offer the highest ROI. Since most employee provisioning solutions will be driven by the IT department (in collaboration with HR), these should be applications over which the IT department has the greatest influence, typically email and network operating systems. Focusing on these core systems will allow you to understand business processes in a manageable setting and will provide a quick return on the initial solution. That quick, identifiable return makes the process of expanding the solution to other systems and other departments a much more compelling notion. Stuff For You's Phase 1 systems would likely include PeopleSoft, NetWare 5 NDS, Windows NT Directory Services and Lotus Domino. As these systems are integrated, policies are established according to existing business processes using a simple graphical management interface. Because Novell Identity Provisioning for Employees supports bi-directional data sharing, the creation of these policies is a very intuitive process. For example, you will not be required to establish a new paradigm for hiring employees; Novell's solution will simply automate Stuff For You's existing processes.
- **Phase 2** – This phase extends the deployment to those systems that would offer the "next-best" return on integration. Stuff For You's Phase 2 systems would likely include the Checkpoint firewall, Sun Solaris 8, the Intranet and remote access applications.
- **Phase 3** – Systems in Phase 3 tend to take more time to integrate – not necessarily because of technological challenges, but because these systems often fall outside the ownership of "traditional IT." However, once you've established the ROI in Phases 1 and 2, you've created a compelling case for the integration of these systems. Stuff For You's Phase 3 systems would likely include facilities management and physical security, Walker Financials, legacy applications, the help desk, extranet and corporate desktops.

How flexible is your system in terms of maintaining our business processes?

Novell Response: This is, in fact, the most significant competitive advantage of Novell Identity Provisioning for Employees. Whereas other solutions will require Stuff For You to alter business processes, change data ownership and retrofit applications, Novell Identity Provisioning for Employees simply and cleanly automates existing business processes. Provisioning solutions need to empower managers and HR people to do what they're already doing – changing those processes will almost always result in failure of the solution.

Will your solution require changes to the way in which we currently provision employees?

Novell Response: No. Again, for a provisioning solution to be accepted and successful, it must automate processes that are already in place, not create new ones. This is the advantage of Novell Identity Provisioning for Employees.

Please describe the methods utilized to interconnect with our systems. For example, do you require agents to be installed on every system which we would wish to manage?

Novell Response: DirXML allows an application to share selected data with eDirectory and to synchronize that data between eDirectory and the application. DirXML has four main components:

- The DirXML engine, which provides the framework.
- The DirXML rules, which control the mapping of attributes and classes and the matching and creation of entries.
- Event filters, which control the direction of data synchronization.
- The DirXML driver, which serves as the interface between the application the DirXML engine

In the DirXML framework, eDirectory is the hub. Other applications and directories publish their changes to eDirectory, and eDirectory sends changes to the applications and directories that have subscribed for them. Thus there are two main flows of data:

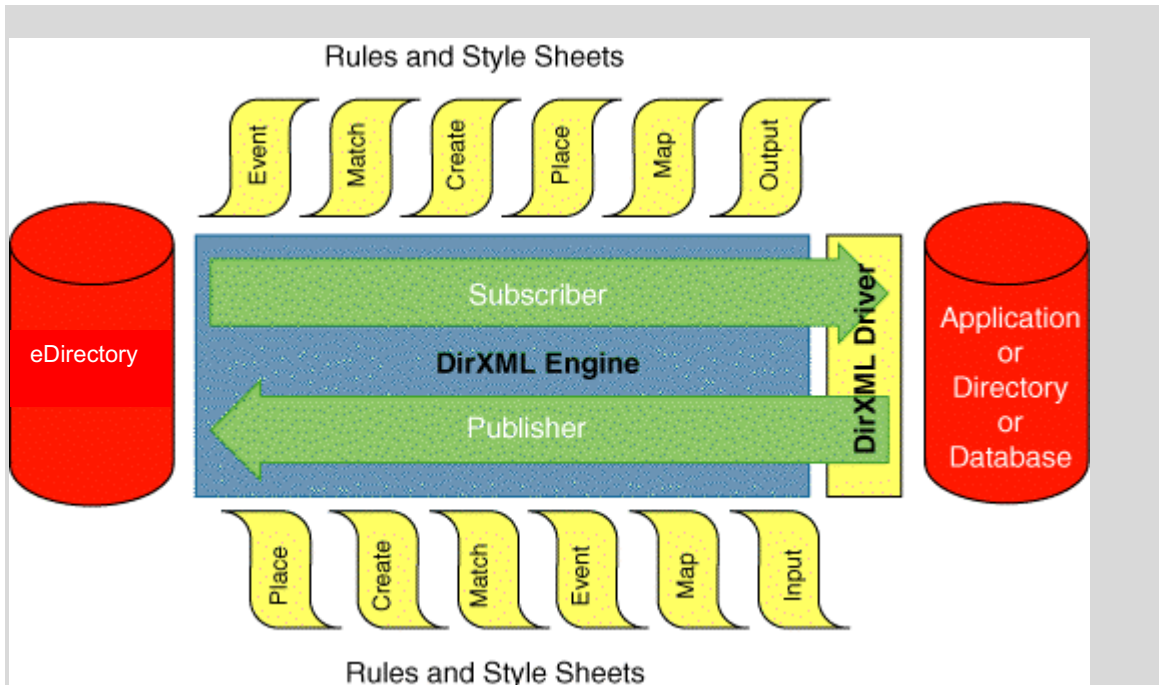
- Publisher channel. This is the flow of data to eDirectory. This flow is called the publisher channel because other applications are publishing their changes to eDirectory.
- Subscriber channel. This is the flow of data from eDirectory. This flow is called the subscriber channel because eDirectory sends changes only to the applications that have subscribed to receive them.

The DirXML engine and the DirXML drivers are the key components that implement the publisher and subscriber channels and thus connect eDirectory with the other application.

All data is exchanged in XML (eXtensible Mark-up Language) documents. The DirXML engine translates an eDirectory event into an XML document and uses rules to determine how the modification is sent to the application. The engine uses the following types of rules and style sheets:

- Mapping rules, which map eDirectory object class names and attribute names with an application's schema names.
- Matching rules, which match an eDirectory entry with an entry in the application.
- Create rules, which place conditions on creating new entries in eDirectory or the application.
- Placement rules, which determine where in the eDirectory or application hierarchy the new entry is created.
- Style sheets, which transform input or output commands into a different command, change an event from one type to another, or perform other arbitrary XML transformations.

The figure below illustrates this architecture and shows that the DirXML engine does most of the work.



The DirXML driver is designed to be a data pipe. It has the following responsibilities for the subscriber channel:

- Receiving the XML document and transforming the modifications into application commands.
- Interfacing with the application and sending the commands to the application.

The DirXML driver has the following responsibilities for the publisher channel:

- Interfacing with the application and obtaining its modifications.
- Transforming the modifications into an XML document and sending it to the DirXML engine.

A DirXML driver does not need to understand rules and style sheets because the driver has no responsibility for rule processing. The DirXML engine is responsible for all rule and style sheet processing.

Is communication between your system and managed systems encrypted? Describe the encryption utilized.

Novell Response: Yes. Data across the publisher and subscriber channels is encrypted with the existing systems encryption routines.

Is communication between your system and managed systems authenticated? Describe the method(s) used to authenticate the communications between systems.

Novell Response: The communication between systems leverages the eDirectory authentication methods and requires the DirXML routines to authenticate to the network and the interfaced data sources prior to transfer of any data.

Please provide a complete list of systems your solution can interoperate with. If any system requires installation of software on the target platform/host or other intermediate agent (proxied), please indicate and provide platform requirements.

Novell Response: Using XML, Novell Identity Provisioning for Employees can integrate virtually any set of applications. The drivers (agents running on the integrated systems) support any Win32 or Java platform. Here's a list of common drivers:

- **HR Systems** – SAP HR and PeopleSoft HR
- **Email** – Lotus Notes, Microsoft Exchange and Novell GroupWise
- **Databases** – A JDBC driver provides integration with any database that supports Java Database Connectivity, including Oracle, Microsoft SQL and IBM DB2.
- **Directories** – Novell eDirectory, Active Directory (and NT Domains), SunONE Directory Server, IBM SecureWay Directory, Innosoft Directory, Critical Path InJoin Directory and other LDAP-enabled directories
- **Network operating systems** – NetWare, Windows NT/2000, Linux, Solaris and others
- **Text files** - Because drivers don't exist for every application you may have, the delimited text driver is commonly used to bridge the gap between legacy apps and eDirectory. Therefore, the delimited text driver has almost unlimited application.

Do you provide developer tools for your solution so that we may develop necessary connections with our proprietary inventory system or any other unsupported systems?

Novell Response: Yes. Novell offers a Software Developer Kit (SDK), which provides all of the tools and methodologies to develop the necessary connectors to interface with proprietary systems.

Do you provide development services to implement support for custom / unsupported systems?

Novell Response: Yes – Novell has an extensive services organization. Novell Consulting has created a provisioning methodology and has developed many custom drivers for legacy/proprietary/unsupported systems.

If so, what is the pricing model?

Novell Response: Consulting services engagements are typically performed based on the specific customer requirements and not on a fixed price model.

Is your product capable of integrating with any asset management systems? If so, please detail.

Novell Response: Yes, as long as the external application provides a programming interface that allows the driver to read and write data to the application. The driver also needs to receive notification of changes from the application. If the external application does not have an event notification system, your driver needs to develop one for the application by logging all modifications to a file, polling the application for modifications, or some other method.

Is your product capable of integrating with any facilities management systems? If so, please detail.

Novell Response: Yes. See previous response.

Can you support our need to integrate physical access (security systems, logging and auditing) into your system?

Novell Response: Yes, as long as the external application provides a programming interface that allows the driver to read and write data to the application. The driver also needs to receive notification of changes from the application. If the external application does not have an event notification system, your driver needs to develop one for the application by logging all modifications to a file, polling the application for modifications, or some other method.

Does your solution provide a method for employees to request access to resources?

Novell Response: Access to resources is automatically assigned to a user based on their identity and role. Access to additional resources would typically be handled by a help desk request, which could be automated through this process.

If so, is that solution Web-based?

Novell Response: Additional Web-based resource access requests could be provided.

Does your solution provide a method of defining prerequisite services? For example, if one of our employees is be granted dial-up access, they must also be provided with a VPN account. Can your system handle such dependencies?

Novell Response: Yes.

How does your solution handle an employee changing roles within the organization? For example, does the solution insure that only necessary access rights are in place after the change?

Novell Response: When an employee is transferred, for example, from Accounting to Human Resources, you can move the user object from one organizational unit (OU) in the eDirectory tree to another in one quick, drag-and-drop operation. No need to delete the object from one OU and recreate it in another, and no worry that information will become lost in the transfer—the e-mail account and password will remain intact and the user will still be able to access their personal network folder. The user object will also automatically acquire all the rights assigned to the new OU: whereas in the Accounting OU the user had rights to the Funds database, upon moving the object to the Human Resources OU the user will immediately acquire rights to the Employees database.

In our scenario, if a Web developer became an IS developer, would their access to Sun Solaris be revoked as it is not defined as necessary access for an IS developer?

Novell Response: Yes.

Please detail how your system handles such changes.

Novell Response: Rights are system flags that you can set on individual network resources to control access to those resources. When you assign rights, you always link them with a specific user, group, or other Novell eDirectory object that is the trustee (possessor) of the rights. When a user tries to access a resource, the system (eDirectory) calculates the user's effective rights to that resource. In doing so, the system checks not only the user's explicit rights assignments but also any security equivalences held by the user and any filters that block the inheritance of explicit rights assignments. When the Web developer's user object is moved to the IS developer container in the eDirectory tree, the rights associated with the new location would automatically be applied.

When an employee leaves are all access rights revoked across the enterprise immediately?

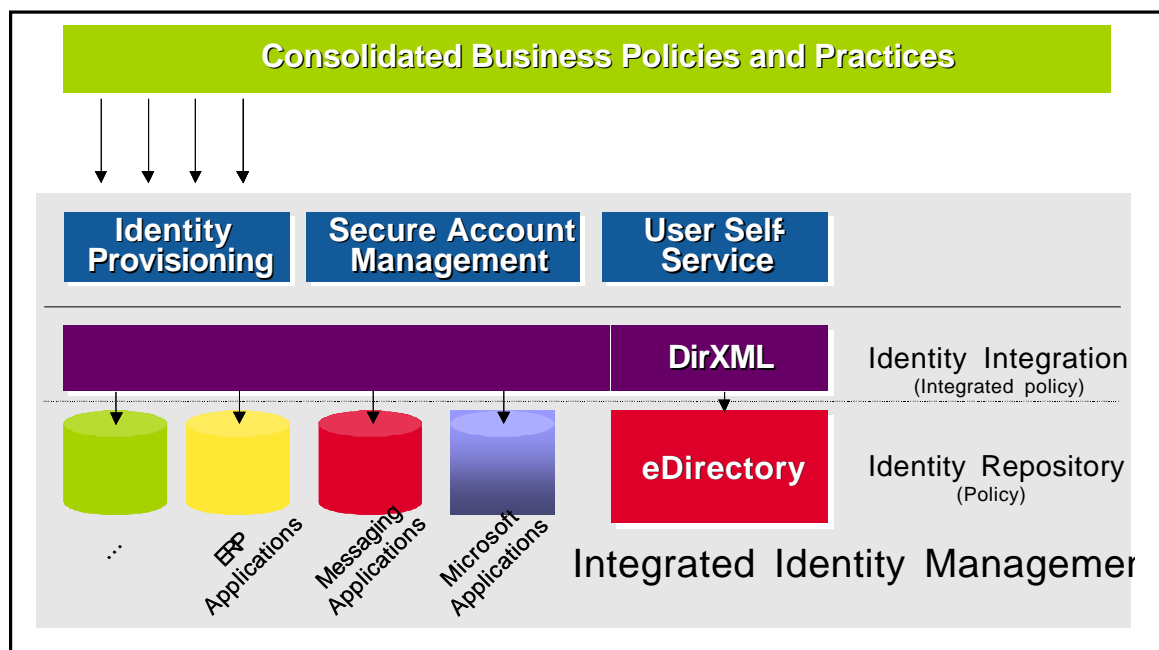
Novell Response: When access rights are changed in eDirectory, the change is propagated to all eDirectory replicas and partitions immediately. Depending on the configuration and connectivity of all the network eDirectory replicas and partitions, the change to access rights is typically made (rights revoked) within 5 minutes.

We are considering integrating supply chain management via B2B with our suppliers. How could your solution assist in provisioning partners for access to our Inventory and financial systems?

Novell Response: User access to resources, whether inside or outside the corporate firewall, is controlled by eDirectory rights assignment. A supplier's user can be granted rights to system resources that will restrict them to specific inventory and financial systems, or to any other network resource in eDirectory.

General Product Questions

What is the architectural model of your system? (Client/server, Web-based, etc.)



Novell Response: The target market for Novell Identity Provisioning for Employees is generally mid-sized companies to large enterprises (roughly 500 users or more). However, size is arbitrary; the rule of thumb for provisioning solutions is whether a company has an HR system in house. Any organization with an HR system in place will benefit from such a solution.

CONCLUSION

Thank you for taking time to respond to this RFI. Please feel free to add information that you feel would be of use in developing a more complete perspective on your service offering.

Novell Response: Novell Identity Provisioning for Employees can benefit Stuff For You in three key ways:

1. By automating business processes and eliminating the need to update systems individually, the solution can significantly reduce administration costs – providing a quick ROI.
2. New employees will be much more productive because they will have access to the network resources they need from day one of their employment.
3. When employees leave the company, access to network resources will immediately be revoked, protecting corporate security and ensuring cell phones and pagers are not inadvertently left active.

Most important, Novell Identity Provisioning for Employees will not require Stuff For You to alter business processes, change data ownership and retrofit applications. Rather, it simply and cleanly automates **existing** business processes. The most common mistake companies make in deploying provisioning solutions is a political one; that is, trying to change existing processes and data ownership. Novell Identity Provisioning for Employees will enable Stuff For You to eliminate this pitfall and deploy a powerful solution that meets the company's business goals.