

# Active Directory for Health Care Organization

## Background

Industry: Health Care  
Account Location: Calgary

## The Organization

This health care organization is the largest fully integrated, publicly-funded health care system in Canada. Serving a population of over one million people, the Region is home to some of the fastest growing communities in the country. More than 23,000 staff and 2,000 physicians provide services in over 100 locations, including 12 hospitals, two comprehensive health centres, 38 care centres and a variety of community and continuing care sites. Other services provided by the Region include public health, mental health, home care and palliative care services.

Information Technology Services has been partially outsourced to several different service providers as well as being managed by various in-house support groups.

## The Business Challenge

The majority of employees, vendors and service providers gained access to IT Services through a single centralized NT Domain. The NT Domain had grown over time as part of the initiative to consolidate healthcare facilities in Calgary. The NT Domain consisted of more than 12,000 workstation accounts and 17,000 user accounts. Stability issues were apparent due to legacy hardware and a SAM size larger than the Microsoft recommendation of a 40MB upper limit.

The implementation needed to take into consideration the significance of impact to Domain Services. All of the Region's applications (approximate \$500,000,000 in assets) are dependent on Domain Services in some way. Impact to critical healthcare applications could lead to serious consequences for patient care.

The governance for the new Active Directory environment needed to align with an ITIL management framework that was still being developed. Additionally, different groups and service providers manage various components and applications dependant on Domain Services.

The mandate was to maintain centralized Domain Services, leverage existing outsourced DNS technology, limit workstation configuration and cause no interruption to Domain Services during migration. Due to other large footprint projects within the Region and expedited timeline was also dictated.

## The Burntsand Solution

Burntsand was engaged very early in this project. Our history with the client, particularly in the area of Directory Services, made Burntsand a logical choice to partner with on this project. The initial project included the overall design and approach to introduce Active Directory into the Region. The next phase included a pilot implementation at recently acquired rural healthcare facilities, and the current phase has AD being rolled out to the Region at large.

- Successful pilot implementation of the rural healthcare facilities' NT Domain used to develop the implementation plan for the remaining centralized NT Domain.
- Identifying applications at risk from the implementation.
- Application testing in an isolated test environment that accurately reflected production.
- Contingency planning and communication.
- Comprehensive auditing of data and services.
- Processes developed for ownership, management and administration of the Active Directory components.



- Active Directory component design and implementation processes developed from this project to also align with the organization's new change management process.
- Procedures for the "AD Change Group" to manage changes to Active Directory components.
- Centralized Domain Services distributed at 4 sites for improved redundancy.
- A solution was developed to make use of the benefits of an Active Directory integrated DNS by delegating specific domains and using split-horizon for the Domain Controllers.
- An implementation plan that did not cause any interruption to Domain Services.
- Implementation on time and did not impact the schedule to other significant projects.