

# Self-Service Online HR to Save MOD Millions of Pounds Over 10 Years

**Capgemini helps put in place “one of the most complex and secure systems” to deliver huge cost savings**

## The Situation

As one of the UK's largest government departments with 320,000 personnel including 40,000 reservists, the Ministry of Defence (MOD) is the guardian of national defence security and international peace. In line with an obligation to the Treasury by all government departments, MOD has to seek efficiency savings and secure best value for the taxpayer in any major procurement.

## The Solution

Since 2000 Capgemini has worked with the MOD on DECS (Defence Electronic Commerce Service) under a long-term contract. This has resulted in a range of communication models to facilitate operational benefits by secure use of the Internet.

With DECS as the backbone, MOD launched project IASS (Internet Access to Shared Service) to eventually extend to all employees needing access to MOD corporate systems. IASS needed to offer users a high level of security without a costly

re-write of back office services. It would give users unsecured device access to services usually only available from a secure location inside the MOD's electronic boundary.

IASS provides identity and access management solutions, assuring secure authentication of employees who access internal applications, from anywhere and at any time. It offers “Defence in Depth” to protect MOD networks while at the same time facilitating access to essential information.

## The Result

The MOD, Capgemini and Microsoft brought together a number of other partners and suppliers to deliver an operational IASS solution. This allows secure access to HR systems from any Internet-connected PC. User authentication is achieved via banking style “Chip & PIN” smartcards and the Government Gateway.

**“We have been modernising our internal administrative processes by changing from paper-based systems to an electronic service. While this has worked well internally, we were left with around 10,000 staff unable to access our internal systems online from their place of work. We wanted to give all of them secure access to the appropriate MOD systems from any Internet-connected PC.”**

**David Longhurst,**  
Adviser to the Chief Information Officer,  
Ministry of Defence



The self-service HR system will save taxpayers millions of pounds over the next decade.

### How the MOD and Capgemini Worked Together

In 2005, Capgemini and the MOD collaborated on a reusable high-level design for a set of services providing access to an Employee Portal via DECS. With an eye on benefits of Service-Oriented Architecture (SOA), the MOD instructed Capgemini and Microsoft to develop a Portal / SOA design.

The goal was secure and safe access to MOD HR services and information from any location on the Internet, using only a browser. The MOD's HRMS and JPA applications were proposed in the first wave to be made available through the Employee Portal.

In early 2006, a Proof of Concept was undertaken at the Microsoft Technology Center. The objective was to prove that a technical approach was feasible and proposed technologies could work together as designed.

Following the demonstration, the MOD and Capgemini evaluated technical options, and in early 2007, Capgemini was asked to undertake a study using the core proxy design proposed for IASS. The solution would be based on Microsoft's ISA server technology.

During that period, the MOD considered using banking style "Chip & PIN" smartcards to deliver 2-Factor Authentication for IASS, with the Government Gateway adopted as the authentication service. Microsoft proposed using its Intelligent Application Gateway devices to secure data from back-end applications in a cost-effective way. The concept was successfully demonstrated in a trial.

Following discussions between MOD, Capgemini and Microsoft, MOD concluded that a viable end-to-end solution could be developed. As a result, in mid-2007, Capgemini was commissioned to develop a view of the proposed end-to-end solution and conduct an implementation readiness assessment. The result was a high-level design of IASS. In late 2007, solution

elements along with a draft set of business processes were brought together in the Microsoft Technology Center to prove an end-to-end IASS solution.

This led to approval by the MOD to commission an operational IASS service with Capgemini providing design coordination and systems integration of core IASS services with DECS.

In its design coordination role, Capgemini supported MOD's project leadership with end-to-end design assurance, project management and accreditation support. Capgemini ensured that all parties involved in the integrated project team—including the Government Gateway, EDS, Microsoft, Avaleris, Gemalto and a number of MOD departments and agencies—worked together effectively to deliver an end-to-end solution.

As systems integrator, Capgemini embedded a bi-directional, reusable and scalable proxy service, together with identity management, in DECS so that the latter was the core policy enforcement point in the overall IASS solution.

In a message to project team members at launch, David Longhurst, IASS project sponsor and Adviser to the MOD Chief Information Officer, said:

***"I would like to give my appreciation to all staff in MOD (DCBA IPT, SPVA and PPPA), in DWP (the Gateway team), Capgemini, EDS and Microsoft who have worked together and in many cases long hours to put in place one of the most complex, and secure systems yet built to give staff the ability to access HRMS and JPA from any location, world-wide".***



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In collaboration with



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