



HYBRID IDENTITY + ENTERPRISE MOBILITY + CLOUD SECURITY

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## CASE STUDY

# Niagara Regional Police Service Enhances Security in Identity & Access

Police Service Implements Two-Factor Authentication  
While Increasing Efficiencies in a Unique IT Environment



## PROJECT SUMMARY

Avaleris worked with Niagara Regional Police Service to implement Microsoft's Active Directory Certificate Services and Forefront Identity Manager (FIM) Certificate Manager to enable two-factor authentication mandated by the RCMP.

## CHALLENGES

- Strict security guidelines
- Mobility of workforce
- Centralized helpdesk supporting 24/7 workplace

## SOLUTION BENEFITS

- Security
- Efficiency and Automation
- Scalability

## SECURITY FIRST

When Niagara Regional Police Service hired Avaleris to help with identity and access management, their immediate requirement was to implement two-factor authentication. This was to achieve compliance with the Royal Canadian Mounted Police (RCMP) requirements for accessing the Canadian Police Information Centre (CPIC).

The CPIC database allows access to a wealth of data on crimes and offenders to police services across the country, an initiative that greatly helps with investigations.

The RCMP maintains a high level of security around this information and requires police organizations to comply with a security mandate in order to query the CPIC database.

**Data security and the safety of the public and officers is the top priority for Niagara Regional Police. Given the impact and visibility of this project, security, continuity, and risk management were important to their IT team when embarking on this identity and access project.**

Avaleris consultants worked with Akram Askoul, the Director of Information and Communication Technology and Chris Bell, who held the Network & Infrastructure Specialist position at the time (now Senior Database Administrator) at Niagara Regional Police Service.

Avaleris was engaged to deliver a scalable solution that ensured the organization's compliance with RCMP mandates in an automated and efficient manner while minimizing administrative overhead.

## A UNIQUE IT ENVIRONMENT

To say that a police service is an atypical IT environment is surely an understatement.

Out of the 1,100 users in the Niagara Regional Police Services, most do not interact with a computer at their desk as in typical office implementations.

All users are highly mobile by definition and need to perform quick lookups in a highly secure, highly available 24/7 environment.

To add to these identity and access requirements, there is a minimum of 30% user turnover every year as officers are assigned to different units. This puts a higher burden on the helpdesk, centrally responsible for access management.

**"The helpdesk is not 24/7, but the rest of the police force certainly is. How do we get a smart card into the hands of an officer after hours?", was just one of Chris' operational challenges.**



## MULTI-TASKING AND AUTOMATION TO GAIN EFFICIENCY

Niagara Regional Police Services opted to use smart cards for two-factor authentication. To achieve efficiency and simplicity for users, the smart cards were configured to provide physical access to the office as well as logical access into Windows.

The final solution designed by Avaleris ensured that Niagara Regional Police Service met all requirements presented by the RCMP.

Avaleris worked with Niagara Regional Police Service to implement Microsoft's Active Directory Certificate Services and Forefront Identity Manager (FIM) Certificate Manager for a solution that was scalable and secure.

**To gain efficiencies for the organization's centrally operated IT services, the solution also included automated workflows for issues outside of helpdesk hours, delegated administration, and encouraged self-service among users.**

## MOVING FORWARD

In addition to efficiencies gained from using smart cards for multiple access and authentication needs today, Niagara Regional Police Service will be able to use the same cards in future authentication requirements – a single sign-on approach.

This solution also allows the organization to enable strong authentication to cloud apps as they become available in the industry.

We had a very positive experience. We will do business again with Avaleris.

Akram Askoul

Director Information & Communication Technology  
Niagara Regional Police Service

I like working with Avaleris. They are excellent. Hugh and Travis [Avaleris consultants] had all the answers. We had the two of them working together to solve problems.

Chris Bell

Senior Database Administrator  
Niagara Regional Police Service

## ABOUT AVALERIS

As a niche consulting firm focused exclusively on hybrid identity, enterprise mobility, and identity-driven security, we are the trusted advisor to Microsoft's largest private and public sector clients.

Our services are delivered by a team of talented consultants with unmatched technical acumen, deep industry knowledge and a proven commitment to client success. Leveraging our extensive experience, Avaleris is sharply focused on the development of flexible and integrated business solutions that deliver tangible business value.

## ABOUT NIAGARA REGIONAL POLICE SERVICE

The Niagara Regional Police Service is dedicated to serving and protecting residents and visitors within the Regional Municipality of Niagara. In partnership with the community, they provide quality policing services with integrity, diligence and sensitivity.