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## City of Los Angeles, Department of Water and Power Implements Oracle Identity and Access Management 11gR2

**Naperville, IL January 16, 2015:** The City of Los Angeles Department of Water and Power (LADWP) successfully completed an enterprise-wide Oracle Identity and Access Management 11gR2 implementation in December 2014. LADWP, together with AST Corporation, undertook the project to solve major business problems surrounding identity management and access control.

The project involved integrating LADWP's major IT systems in order to synchronize user identities across the enterprise and provide each user with a single password for all systems. The complexity of LADWP's existing systems required a solution with capabilities to integrate with a wide array of technologies, while providing a stable and proven platform for future growth. LADWP selected Oracle's Identity and Access Management Suite and Oracle Unified Directory (OUD) to meet these needs. LADWP's OUD implementation is one of the largest in any public sector or utility enterprise, with more than 1.9 Million users, 2000 concurrent logins and greater than 50K transactions each day.

"Credit for the success of this implementation clearly goes to AST, Oracle and all DWP staff who participated through-out this project," said Rafik Alsawalhy, Project Manager for the Los Angeles Department of Water and Power, "AST has demonstrated thorough leadership and deep expertise in the Identity Management space and worked as a valued partner to the Department."

### About the Los Angeles Department of Water and Power

The Los Angeles Department of Water and Power was established more than 100 years ago to deliver reliable, safe water and electricity to 3.8 million residents and businesses in Los Angeles. LADWP provides its 666,000 water customers and 1.4 million electric customers with quality service at competitive prices. As a revenue-producing proprietary department, LADWP transfers a portion of its annual estimated electric revenues to the City of Los Angeles' general fund. LADWP's operations are financed solely by the sale of water and electric services.

With this project, LADWP sought to achieve the following goals:

- Build a complete user repository with synchronization across multiple sites to be used as single source of identity for all the citizens of Los Angeles.
- Consolidate user data spread across multiple directory systems into a single user repository under Oracle Unified Directory.
- Complete automation of identity provisioning, de-provisioning and access control based on business rules and policy control using Oracle Identity Manager for PeopleSoft HR, Siebel CRM, Enterprise Active Directory, IBM mainframe, Microsoft Exchange and Oracle Unified Directory.
- Provide robust, standards-based integration of authentication and Single Sign -On for cloud applications such as Google Vault and BMC Remedy.

- Improve the customer experience and security by implementing Single Sign-On for all major systems including LADWP's external customer website ([www.ladwp.com](http://www.ladwp.com)), Oracle WebCenter (internal collaboration portal), Unified Content Management System, Siebel CRM, Oracle Business Intelligence and Reporting (OBIEE), BMC Remedy (SAS-model ticketing system) and Google Applications including Google Vault (email archiving system).
- Ensure 99.99% availability of the systems by building a Disaster Recovery IDM environment based on Oracle's Maximum Availability Architecture to support continuity of services and seamless session failover.
- Build a platform which can support LADWP's large customer base of 1.9 million users with a peak load of 10K active sessions.

## About AST Corporation

Established in 1995, AST Corporation is a Platinum level member of Oracle PartnerNetwork (OPN), Specialized Oracle Applications and Technologies systems integrator, an Oracle University training and delivery partner, and a certified Oracle Cloud Services implementation provider. AST's services encompass all aspects of Oracle E-Business Suite, Business Intelligence, Enterprise Performance Management, Middleware, and CRM implementations, as well as flexible, on-shore Managed Services and comprehensive Oracle University courses. AST serves industry-leading public sector and commercial organizations: municipal, state and federal government; public transportation; airport and seaport; K-12 and secondary education; utilities/energy; manufacturing; insurance; retailing; telecommunications. Clients look to AST Corporation for leadership and assistance in systems integration, business process redesign, project management, systems administration and training.

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