



The systems management specialists

RUMA

Rapid User Management Analysis

www.cosuser.com



RUMA is OSM's methodology for rapidly analyzing the user management processes and problems of large organizations.

As the first step in implementing large and complex user management projects, OSM ensures that specific user management requirements, existing processes and organizational dynamics are thoroughly analyzed before implementing any software. OSM has developed RUMA – Rapid User Management Analysis – as its methodology to both achieve this objective and ensure that COSuser is implemented quickly and effectively.

RUMA stages:

Stage 1 – initial interview

Stage 2 – business analysis

Stage 3 – technical analysis

Stage 4 – interim report to senior management

Stage 5 – project recommendations, objectives and plan

Stage 1 – initial interview

Problems with an organization's user management processes appear in three areas – security lapses, poor service levels and increasing operations costs. Your decision to initiate the RUMA process is usually made after a first meeting with one of our experienced sales consultants. At such a meeting we will aim to understand the scope, nature and depth of your organization's user management issues. We will want to know the size of the managed user population, whether it is highly dynamic or not, and also a rough picture of the UNIX, Windows NT and application systems the user population accesses. CIOs or IT Directors will be keen to resolve their department's existing user management issues, and after this initial meeting, if we believe we can help, our sales consultant will recommend a more detailed, chargeable analysis – RUMA.

Stage 2 – business analysis

Following the initial visit, our consultant will confirm with senior management what the business drivers are for initiating your analysis, e.g. requirements for improving efficiency, control, security or service levels. We will also confirm any limitation on scope, e.g. confinement to a subsidiary company, department or business unit.

Stage 3 – technical analysis

Through interviewing key staff members of the relevant IT and business departments involved in user management, our consultant will identify which technical problems fuel the business problems; which poor practices are being followed; which are the time consuming tasks and which security issues exist.

Stage 4 – interim report to senior management

At this stage our consultant will have identified the major problem areas and the technical or process issues that cause them. We will aim to break the problem down into small scalable chunks by identifying areas of 'real hurt' or areas for potential improvement that, if addressed, would provide quick wins.

Typically, there are two key decisions we will ask senior management to take. First is the choice between:

- ◆ keeping what you do now, but automating it and making it more efficient, or
- ◆ starting afresh and focusing on maximizing efficiency and productivity

Secondly, we will ask senior management, based on our findings, to prioritize which systems should be addressed first and in which order. If OSM does not currently provide a COSuser TKB for a particular application then we will also provide estimates for building one with the OSM Toolset and Wizard technologies.

Stage 5 – project recommendations, objectives and plan

The RUMA Report will then be delivered, with:

- ◆ recommendations for keeping existing processes or changing them
- ◆ recommendations for a 'best practice' user management policy including roles, systems, account templates, passwords, etc.
- ◆ recommendations for importing user accounts and correlating them with best practice policy

- ◆ the business objectives accompanying our recommendations
- ◆ the technical objectives accompanying our recommendations
- ◆ a clear statement of any assumptions or constraints about the project
- ◆ major milestones, including any pilot or trial project
- ◆ itemized software license, maintenance and consultancy costs
- ◆ projected break-even analysis of the project

Once this project initiation document is agreed, then the project is started.



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OPEN SYSTEMS MANAGEMENT INC.

1111 Third Avenue Suite 2500 Seattle WA 98101 USA
Tel: (206) 583 8373 Fax: (206) 583 8374
info@osminc.com

OPEN SYSTEMS MANAGEMENT LTD.

Kings Ride Court Kings Ride Ascot Berkshire SL5 7JR UK
Tel: +44 (0)1344 638000 Fax: +44 (0)1344 638011
info@osm.co.uk

<http://www.osmcorp.com>