

# Energinet Secures Its Workforce with Ivanti

**Profile:**

An independent public enterprise owned by the Danish Ministry of Climate and Energy whose mission is to provide a secure, reliable, and stable energy supply to Denmark.

**Location:**

Erritsø, Denmark

**Industry:**

Power generation and distribution

**Website:**

<https://en.energinet.dk>

**Solutions:**

Ivanti® Identity Director

**Benefits:**

- Access management capabilities automate employee onboarding and offboarding based on roles, while also controlling privileged access to systems.
- Reduced risk of internal threats by reducing the number of privileged users within Microsoft Active Directory.
- Easy configuration and expansion for more use cases as needed.
- IT team gained the knowledge needed to make system changes without relying on consultants.

Energinet, recognized as a world leader in integrating green energy with world-renowned wind energy, owns and operates the nation's natural gas and electricity transmission systems, and co-owns Denmark's electrical interconnections to Norway, Sweden, and Germany, as well as gas connections to Germany and Sweden. The connections to the Nordic and European energy market ensures that electricity can be exported, imported, and integrated efficiently.

Energinet CIO, Morten Gade Christensen, and his team are responsible for developing and maintaining one of the most critical infrastructures in Denmark. If parts of Energinet's infrastructure fail, some or all of the country can be plunged into blackout.

Energinet uses the Ivanti access management and automated onboarding and offboarding capabilities.

**At the Root: Security**

IT technology supports the management and delivery of energy, making IT systems mission-critical to the Transmission System Operator. However, the tide of technology innovation that has swept the industry has also created vulnerabilities. Consider the risks that stem from weak cybersecurity to an organization responsible for 100% of a nation's energy. Today's cyber threats come from hackers and other malicious agents, but they also derive from insider threats – often from simple mistakes by employees with elevated administrator privileges.

Energinet's journey was driven by the knowledge that it must control and manage access at a granular level, while providing enough access to empower its employees to fulfill their jobs. But access was managed through manual processes that were time consuming and prone to manual errors.

With a catalog of 400+ services from IT – each of which required dynamic access management – Energinet needed to address the challenge with new technology. The enterprise wanted a solution to standardize access management that could be implemented rapidly without adding significant complexity.

**The Ivanti Identity Director Solution**

Energinet quickly scoped its desired solution: implement fully automated access management that would automate onboarding and offboarding of employees based on their roles, while also controlling privileged access to systems. The

enterprise immediately began a fast-moving, phased approach to implementing Ivanti Identity Director.

The solution was easy to configure and customize for Energinet's environment and systems. Once it was up and running, Phase 1 of the project was launched with the objective of reducing the number of privileged users within Microsoft Active Directory.

Here's how it was done. A self-service portal was provided where employees could request:

- Access to applications, which is granted after completion of an approval workflow facilitated by Ivanti
- Limited access for external consultants and automatic deletion of the same access
- Elevated admin rights for management and system-owner approval

These steps drastically reduced the risk of internal threats from over-privileged users and inappropriate or unused user access to systems, reducing vulnerabilities.

## New and Future Phases

### Onboarding and Offboarding

Energinet has launched new phases to automate employee onboarding and offboarding – the users of the organization's 1,000 systems. Because several of its systems are specialized applications – some of them developed in-house – Ivanti integration capabilities were critical to the success of this phase, which defined policy rules for system access based on employee role. Access was then implemented through automation.

### Future Plans

Energinet will continue efforts to reduce worker downtime through access and automation. The plan is to measure the success of this initiative through surveys, asking employees to judge the quality and speed at which IT services are delivered.

### Reporting

Energy companies have high levels of IT security, and as such they must follow significant internal and external audit procedures to track when workers are granted system access, who approved their access, and when access is removed. Energinet will leverage Ivanti reporting capabilities to qualify this compliance task.

***“My team often tells me ‘Ivanti can fix that,’ because of its easy approach to configuration, and expansion for more use cases as needed.”***

*Morten Gade Christensen, CIO, Energinet*

## Winning with Ivanti

Typical identity and access management (IAM) systems are large, costly, and tedious to implement. As Energinet CIO Morten Christensen observed, implementations – fraught with customization and teams of consultants – can be never ending. However, Energinet's experience was starkly different. Ivanti technology is easy to use and delivers rapid time to value. As a result, the Energinet internal team readily gained the knowledge needed to make changes to the system, without relying on a team of consultants.

Note: Energinet's noted results are specific to its total customer environment and experience, of which Ivanti is one part. Individual results may vary based on each customer's unique environment.



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