

Chick-fil-A Enables Application Real-Time Access to Unified Identity With Oracle Virtual Directory

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EXECUTIVE OVERVIEW

Deploying Oracle Virtual Directory (OVD) at Chick-fil-A has enabled their IT department to accelerate time-to-market for new application deployments and reduce the number of identity stores and the amount of identity data synchronization.

Chick-fil-A is the second largest quick-service chicken restaurant based on sales in the United States. They have over 60,000 team members spread out over 1,400 locations. While they are known to have low employee turnover (in particular for their industry), it is still a constantly changing, distributed workforce.

Within their corporate IT infrastructure, employee identity information is split among several sources including LDAP, E-Business Suite HR, custom fine-grained permissions database and a custom restaurant location database. While they leverage Oracle Identity Manager (OIM) to provision employees into proper target repositories, there was no single source for applications to access identity and roles, until it was enabled by OVD.

THE CHALLENGE: SINGLE SOURCE FOR IDENTITY AND ROLES

There were two primary challenges facing Chick-fil-A:

- Provide a single unified LDAP view of identity
- Expose fine-grained entitlement data in a database in an LDAP compliant format

The identity information was in the following repositories:

- Microsoft Active Directory and ADAM (LDAP)
- Oracle E-Business Suite HR Database (OEBS)
- Custom Web Application Security Database (WAS)
- Custom Location Information Service Database (LIS)

Active Directory contains franchise operators and corporate staff user credentials and coarse-grained LDAP groups, and ADAM acts as the enterprise directory for all identities managed by the organization. The Oracle E-Business Suite contains core HR records and location assignments while the LIS database contains information about restaurant location(s). WAS contains employee fine-grained entitlement that is managed via a Web-based application by local restaurant franchise operators.

Without a single unified view of identities, new applications cannot leverage existing identity data, and most likely need to add more repositories and synchronize them with existing ones. More identity stores with more synchronization increases cost and delays application deployment.

IDENTITY VIRTUALIZATION TO THE RESCUE

Chick-fil-A had been intrigued by the concept of identity virtualization via virtual directories based on research within the identity and access management market. With Oracle Virtual Directory, they realized that they could provide a unified view of their combined identity data without needing to consolidate the data into a single system.

Additionally, with OVD native LDAP interface, it is easy to integrate their commercial off-the-shelf applications, such as Fast Search, Bluecoat Web Filter, Oracle Universal



Chick-fil-A, Inc.
Atlanta, GA
www.chick-fil-a.com

Industry:
Retail and Distribution

Annual Revenue:
\$2.64 Billion

Oracle Products and Services:

- Oracle Virtual Directory
- Oracle Identity manager
- Oracle Access Manager
- Oracle Enterprise Database
- Oracle E-Business Suite
- Oracle Universal Content Manager
- Oracle WebCenter Interaction

Key Benefits:

- Single Source of Identity Truth
- Accelerated Application Deployment
- Reduced need for new identity stores
- Improved ROI of Identity Sources

Content Manager (OUCM), Oracle WebCenter Interaction (OWI, formerly BEA AquaLogic User Interaction), Oracle Access Manager (OAM), and NetContinuum.

Finally, Oracle Virtual Directory can make SQL data look like LDAP on-demand. Thus, Chick-fil-A could expose their fine-grained entitlements in the database as LDAP groups, which unlocks its value to more applications and increases its ROI.

Chick-fil-A decided to deploy Oracle Virtual Directory to address their challenges. The deployment was live in production within three months with five identity data sources and six major applications integrated, even though it was part of a large identity management project.

When Chick-fil-A later deployed new applications like Business Objects, the OVD based single source of identity architecture eliminated the need for a new identity store, and as a result, simplified provisioning, reduced the need for synchronization, and accelerated application deployment.

“Chick-fil-A needed a single view of identity information, providing authorization, authentication, and general identity information across multiple target systems that ranged from true directories to Oracle Human Resources. Oracle Identity Management enabled us to render identity information for the 60,000 users we manage in a single, LDAP, standard view.”

– Josh Figaretti, Enterprise Architecture Manager, Chick-fil-A, Inc.

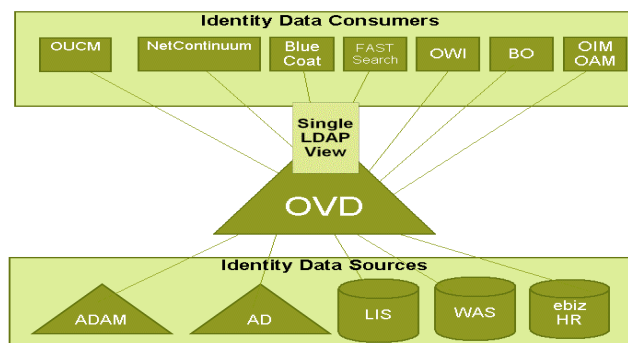
WHY ORACLE?

Chick-fil-A had been investigating virtual directories as a core component of their identity and access management strategy. They chose to go with Oracle Virtual Directory because of its ease of use, flexibility and integration with the rest of the Oracle Access and Identity Management Suite.

IMPLEMENTATION PROCESS

OVD implementation was handled by a combination of Chick-fil-A IT staff along with a consultant from Logic Trends. OVD was implemented as part of a larger project, including Oracle Identity Manager and Oracle Access Manager. OVD hardware consists of two production 2-CPU blade servers running Red Hat Enterprise Linux placed behind an existing hardware load-balancer for high-availability.

The following diagram shows the logical view of Chick-fil-A OVD deployment.



Future plans include deploying more LDAP-enabled applications, such as a portal, as well as more OVD servers within another datacenter for disaster recovery.



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