ScriptRunner®

Healthy automation and delegation at **Ingolstadt Hospital** thanks to ScriptRunner®

ABOUT SCRIPTRUNNER

ScriptRunner is a platform solution for automation and delegation with PowerShell. Centralizing, standardizing as well as monitoring and controlling multiple workflows effectively relieves IT operations. Administrators and DevOps can use the supplied script libraries, customize them or develop their own scripts. A steadily growing number of well-known companies of all sizes and industries worldwide use ScriptRunner as their leading all-in-one solution for PowerShell. Since 2019, ScriptRunner Software GmbH is an independent subsidiary of AppSphere AG.

tration tasks. It is supported by ScriptRunner®, the automation & delegation platform for PowerShell from AppSphere AG to automate daily tasks.

3,000 employees, more than 100,000 ambulatory and stationary patients every year: As a central hospital, Ingolstadt Hospital not only provides excellent medical care to its patients in the various specialist units, but with a 30-strong IT team is also very well equipped for management and adminis-

Picture: Ingolstadt Hospital

KLINIKUM INGOLSTADT

Medical competence, first-class care and individual care – every patient at Ingolstadt Hospital receives the best possible treatment and therapy 24 hours a day, seven days a week from nationally and internationally recognised physicians in the (affiliated) clinics, institutes and centres. The interdisciplinary cooperation of the individual specialists enables comprehensive medical care and advice. Even in unforeseeable emergencies there is always a specialist on site and short transfer distances increase comfort and quality.

INITIAL SITUATION.

What the view from the outside often misses is that no hospital can do without innovative IT technologies. The access to digital patient files, e-mail or messenger communication with colleagues, authorities or patients, calendar management for the organisation of surgery or treatment appointments as well as the use of diverse specialist and standard applications are just a few examples of IT in health care. Unfortunately, the many different healthcare programs often offer little to no interfaces to automate the user administration processes.

ScriptRunner® – Automation & Delegation for PowerShell

Do you need a live test or a free 30 days trial license? Would you like to become even more experienced in scripting of the future with our PowerShell training courses? Talk to us!

ScriptRunner Software GmbH
Ludwig-Erhard-Straße 2
76275 Ettlingen
Germany

Tel: +49 (0) 7243 20715-0
Fax: +49 (0) 7243 20715-99
E-Mail: info@scriptrunner.com
Web: www.scriptrunner.com

Many applications either have their own roles and rights concept or use other systems such as the central hospital information system (HIS) or the Active Directory.

Due to data protection regulations, however, it is imperative to have a perfectly orchestrated role and authorisation concept for each system. This ensures that each employee only has access to the systems and data they need to perform their daily work. With 3,000 employees, these requirements inevitable lead to a multitude of roles in the company and daily adjustments.

CHALLENGE.

The challenge is to manage the large number of roles and authorizations, to make the approval and authorization process audit-proof, and above all to minimize the time and effort involved. In order to master these requirements, it was necessary to create a central component that is able to communicate with and control a wide variety of subsystems. A further goal was to standardize the processes in such a way that they can be served by the other colleagues in the same time and quality even if individual specialists are absent due to holidays or illness.

During the evaluation of various options, it was quickly determined that the introduction of an Identity and Access Management product (IAM), including a workflow engine, far exceeds the requirements and is also far too complex and cost-intensive.

SOLUTION.

During the evaluation process, AppSphere's ScriptRunner® caught the attention of decision-makers. With its flexible framework for the execution and delegation of PowerShell scripts, it exactly meets the needs of Ingolstadt Hospital.

After interest was aroused and the first contacts were made, things moved fast. As part of a two-hour web session, a proof of concept was jointly developed in the customer environment on the following working day. In the course of this, users were introduced to the intuitive user interface and handling of ScriptRunner®. In addition, two very frequently used PowerShell scripts were reworked as an example so that they could be executed smoothly with ScriptRunner®. The result convinced everyone involved: „We never expected that it would be possible to carry out the installation, configuration and instructions as well as direct implementation of two use cases for such a complex topic within two hours. This impressed us quite a lot

KEY FACTS

- CRUD (Create, Read, Update, Delete) process from the first step to the IAM process
- Few connectors of existing IAM tools
- IAM projects often cost- and time-intensive
- Few standardized interfaces of products of the health care industry
- Web connectors of manufacturers, often Build-In
- Often only rudimentary interfaces (SQL, user administration via Active Directory, integrated user administration, which maps the rights in own roles)
- Little know-how about connectors or web interfaces
- Automation of Microsoft products very easy possible

and made the decision easy for us, as we had already realized the first benefits directly."

Once the first step had been taken, the IT staff at Ingolstadt Hospital were able to quickly implement further use cases on their own. These include, for example, scripts for the automatic creation of users and service accounts, the assignment of user groups and roles as well as rights management for administration and the helpdesk.

ScriptRunner® provides another great advantage in terms of traceability, as all script executions are documented to ensure they are audit-proof. This allows conclusions to be easily drawn about the reasons for changes made. The supervisors of the subsystems are thus free to deal with other tasks, as they can define a task very clearly and delegate it easily with ScriptRunner®. In this way, reworking of user rights is completely eliminated.

A great synergy effect is achieved by the centralized script library with ISESteroids, since manufacturers and administrators can benefit from each other here and quickly take over tasks in their individual systems. The collaborative development of scripts also boosts knowledge of PowerShell among administrators, since isolated problems can often be quickly resolved by searching through the scripts.

RESULTS.

Since the introduction of ScriptRunner®, Ingolstadt Hospital has profited from the simple and accelerated processing of daily routine activities or simple administration tasks. The central script library also eliminates the need for „special solutions"; instead, anyone can easily participate in the development of a script and also use it centrally, according to defined standards.

Picture: Ingolstadt Hospital
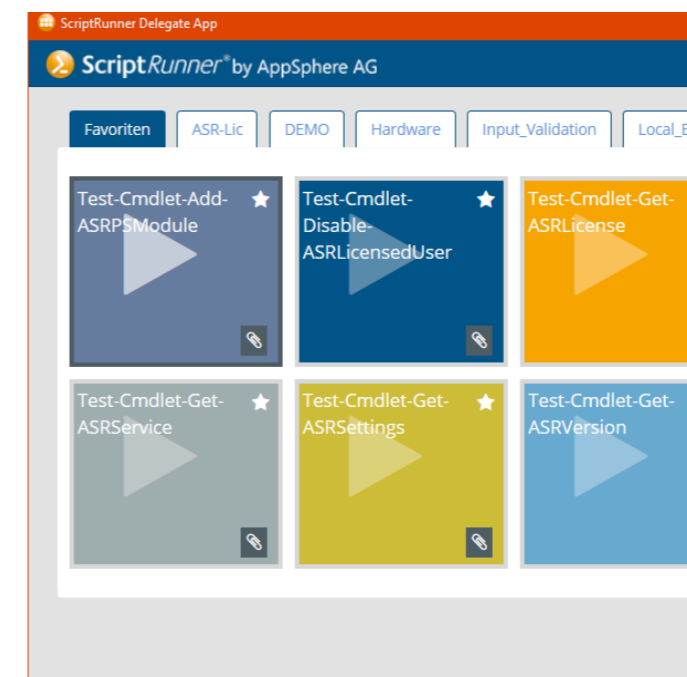
Picture: Details of the software