

## AOL Inc

*AOL Inc. (previously known as America Online) is a multinational mass media corporation based in New York City that develops, grows, and invests in brands and web sites. The company's business spans digital distribution of content, products, and services, which it offers to consumers, publishers, and advertisers.*

### **BUSINESS CHALLENGE:**

AOL had deployed Open Authentication Manager (OpenAM) to provide Single Sign On (SSO) for a number of applications used by internal employees. Over time, the company's integration requirements had grown in size, scale, and complexity. This led the existing administrators to experience difficulty in managing an exponentially growing number of use cases while maintaining high levels of service, performance and application availability.

Syntegrity was engaged to analyze the existing infrastructure, determine administrator and application owner requirements, and redesign the system architecture and underlying infrastructure. Following the redesign, the Syntegrity team was asked to install, configure and test components of the new deployment, assist in planning the production migration, and participate in the cutover to the newly built and configured production environment.

### **AOL's key requirements included:**

- High availability architecture and increased OpenAM application stability.
- Best practices-based testing, recovery, and backup procedures.
- Increased self-service capabilities.
- Open Authentication Manager (OpenAM) risk assessment.
- Appropriate network placement for OpenAM and related components.
- Implementation of virtual technology after assessment and redesign.
- Application integrations for both authentication manager and IT network.

### **SOLUTION:**

To meet AOL's needs, Syntegrity initiated a multi-dimensional engagement that included systems analysis, requirements facilitation, application and infrastructure design, system deployment, configuration and custom development; testing, tuning and migration planning; project management, advisory services and deployment support. Given the breadth of the services required, the engagement was broken into two phases:

Phase I of the project focused on review of the existing Open Authentication Manager (OpenAM) Environment This included a variety of deliverables, including.



# AOL Inc Case Study continued

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- Instruction on implementation of multiple data stores.
- Risk assessment, instructions, and best practices recommendations to support an upgrade of OpenAM to the current software version.
- Review and assessment of stability issues related to agent deployments.
- Feasibility assessment to enable X.509v3-based certificate authentication; development, testing and documentation of multiple methods for completing deployment.
- Research and design of two solution options for enabling SSO to Exchange 2010 OWA.
- Review of the existing OpenAM application health checks and error identification methods, recommendations for enhancing server, application and database monitoring and alerting.
- Assessment of existing upgrade, patching, quality assurance, testing, backup and recovery processes. Production of documentation describing best practices for patching OpenAM without user impact/downtime.
- Review of existing user self-service capabilities and development of recommendations to extend and enhance these, including high level designs and use cases for policy agent integration self service.
- Production of a final Architecture Review Document, which included a full analysis of the OpenAM configuration, underlying infrastructure components (servers, network placement, operating systems, etc), monitoring capabilities, support processes, and adherence to security, reliability, availability and numerous other key business requirements.

Phase Two encompassed the design, development, testing and deployment of the customer's new enterprise OpenAM environment. Deliverables in this phase included:

- Architecture workshops, delivery of the future state architecture, and facilitated executive review / approval of the final design.
- Installation and configuration of the test environment, including:
  - Cloud-based architecture
  - Migration from Windows OS to CentOS 5.4
  - Use of OpenDJ 2.4.5 as the configuration store
  - Upgrade to the current version of OpenAM
  - Scripted backups and load testing
- Testing and testing support for cutover procedures; development of quality assurance practices and recommendations; build of custom testing scripts and documentation of test cases.

Support during planning and production go-live for the new environment, including hands-on troubleshooting and assistance with issues during the maintenance period

