

IJZA secures electronic files in the youth care sector with IDENTIKEY and DIGIPASS

More than 26,000 people are employed in the Dutch youth welfare sector providing specialized help to children and adolescents and their immediate surroundings. Youth caretakers face very divergent situations from education problems, problems with social skills to foster care and crisis aid and relief. The youth welfare sector in the Netherlands is subsidised on a regional level. In order to justify the received subsidies, all contacts with their clients must be registered by the caretakers. IJZA is one of the registration programs allowing youth caretakers to create and follow up electronic files of their youthful clients. This electronic file is an important tool supporting the youth's aid plan. To guarantee the confidentiality of the information contained in the database, IJZA took no risks. IJZA opted for VASCO and implemented DIGIPASS® together with IDENTIKEY® to secure access to its web application.

JOINT INITIATIVE GIVES BIRTH TO CLIENT REGISTRATION SYSTEM IJZA



[IJZA]

The youth care sector in the Netherlands is completely subsidized by the Provinces. In order to justify the received subsidies, all welfare contact must be registered by the youth care institutions. A national regulation regarding those registration systems however is still lacking today; explaining the fact that the youth care institutions work with different systems across the country. "This situation was the reason for the nine youth care institutions in North-Brabant to work out a common solution for the registration of their contacts", says Niels van

Alphen, Infrastructure Manager at IJZA. "Several work groups were created to simplify the administration and registration procedures. In the end, they chose to use IJ (Information Youth Care) as a basis for client registration." In August 2002, the nine institutions in North-Brabant started a project to further develop and customize IJ for use by the Youth Care organizations. This led to the development of IJZA (Information Youth Care for Youth Caretakers); a complete system for the registration and follow-up of clients in the Youth Welfare sector.

In the meantime, other Youth Care Services outside the province of North Brabant joined IJZA resulting in the founding of a cooperative association with the same name which would host the web application. IJZA currently has 17 members who all use the client registration system IJZA.

IJZA: MORE THAN JUST A REGISTRATION SYSTEM

IJZA is foremost a registration system in which general details of the youthful client are stored. Besides personal and address details, all contacts between the caretakers and the client are fully described. A contact history emerges and the electronic file is built up almost intuitively. The file also contains the welfare assistance program, modular working plan and evaluations. It also depicts the different important relations to the child or adolescent (e.g. the parental relationship) with respect to the youth's welfare assistance program. In short, all relevant information is stored in the electronic file and is available online for all co-workers involved in the caretaking process of the client.

IJZA also provides different additional modules such as the foster care module and the module paramedic costs.

The foster care module generates an automatic payments file for compensations paid to foster care families. For each child, foster families receive a financial compensation which varies according to the age and needs of the foster child concerned. These data are automatically calculated in IJZA and then exported to a payment file that can be directly imported into the software of the bank.

The paramedic module allows paramedics to register their treatments so they can be declared to the healthcare insurance companies.

IJZA also provides a report generator which can draw up statistics of all information contained in IJZA's database. "These data are not only for justification reasons to the provinces, but are also a handy tool to display tendencies and evolutions in the Dutch youth welfare sector", says Niels. "The reports are also indispensable to support the functioning of the organization. Logistic questions such as available places and occupancy percentages can be answered within a few mouse clicks. Leading managers can hence make decisions based on accurate information."

CONFIDENTIALITY IS CRUCIAL

About 70 to 80,000 electronic files are stored in IJZA. It is of crucial importance that the information contained in the database remains confidential. Niels van Alphen says: "We do not only provide care for clients with authority and educational difficulties, but we are also confronted with serious cases of abuse and neglect. It is evident that this information must be kept from unauthorized people at all times. Because IJZA is a web based application we had to make sure that the information was sufficiently secured and could not be intercepted."

To secure access to the web application, IJZA wanted to implement the same security standards applied to financial institutions. A two-factor authentication solution was an absolute requirement.

IJZA bought several tokens from a software company through its IT distributor. The helpdesk for these tokens was outsourced to another company, so IJZA ended up with different points of contact. Communications



between the parties involved left a lot to be desired for and IJZA decided to host the authentication solution in-house.

“Before signing up with a certain supplier, we compared different solutions”, Niels van Alphen says. “I was visiting CEBIT at the time, a renowned ICT trade fair show and discovered VASCO there.”

After comparative research between several possible solutions, IJZA chose VASCO. “The communication between IJZA and VASCO went very smooth”, Niels says. “VASCO’s strong authentication solution met all our requirements and even proved to be the most advantageous from a financial point of view. We didn’t doubt very long.”

DIGIPASS AND IDENTIKEY: A GROWING SUCCESS FORMULA

IJZA was looking for a remote access security solution because the branches of the different youth care institutions are dispersed over different locations. Mobility was a second very important requirement. Youth care offers different kinds of services and employs a lot of ambulatory employees making house calls. With IDENTIKEY, IJZA could secure access to the web based application without having to install additional software on end-users’ computers. Integration of the authentication solution into IJZA was done in just one day without any hic-ups.

Currently, only system administrators, smaller branches and ambulatory employees use their DIGIPASS to log on to the application. Other employees still use a static password, but IJZA wants to bring change. The Dutch youth care institutions are fully aware that a governmental regulation to make authentication obligatory in the health care sector isn’t far away. IJZA wants to anticipate the legislation and will deploy DIGIPASS devices to every employee over the course of time.

“Our youth care professionals are very enthusiastic about the use of DIGIPASS”, Niels tells us. “Our previous authentication solution was a bit more complex and time-consuming. Users had to enter a PIN code before a dynamic password was generated. With DIGIPASS, one can generate a password with one push of a button. Forgotten PIN codes no longer pose issues. The use of DIGIPASS is obvious and requires no training. The acceptance threshold to join IJZA therefore remains very low and we hope to persuade other youth welfare services to sign up with IJZA.”



Objective

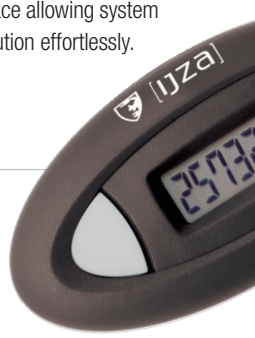
The youth care institutions in North Brabant developed a web based application to register their youth welfare contacts in a straightforward and efficient way. Because, the information contained in the application’s database is extremely sensitive and confidential, IJZA was on the lookout for a strong authentication solution to secure access to the web based application.

Challenge

Two-factor authentication was required for securing the application. Mobility was a necessity because youth welfare services have a lot of ambulatory employees. Remote access was a second important requirement. Because the application is running in-house, IJZA wanted a manageable and user-friendly solution.

Solution

The combination of VASCO’s authentication server IDENTIKEY and DIGIPASS met all of IJZA’s expectations and requirements. It is a mobile solution allowing remote access. IDENTIKEY has a user-friendly web interface allowing system administrators to manage and run the authentication solution effortlessly.



About IJZA

IJZA is a cooperative association founded on January 1st, 2006 and manages the client registration system IJZA. IJZA allows youth care professionals to build up an electronic file that follows and supports the client’s welfare assistance program. The building bricks of IJZA are the welfare assistance program, modular working plan and evaluations. IJZA also provides different additional modules such as the foster care payment module and the module paramedic costs.

About VASCO

VASCO designs, develops, markets and supports patented DIGIPASS®, DIGIPASS PLUS®, VACMAN®, IDENTIKEY® and aXs GUARD® authentication products for the financial world, remote access, e-business and e-commerce. With tens of millions of products sold, VASCO has established itself as the world leader in Strong User Authentication for e-Banking and Enterprise Security for blue-chip corporations and governments worldwide.

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