



Ofcom

Company

Ofcom is the UK's regulatory body for the communications industry. The organization regulates the TV and radio sectors, fixed line telecoms and mobile service providers, as well the airwaves over which wireless devices operate. With one production farm, over 100 site collections, and over 200 individual sites, Ofcom is in the process of rolling out SharePoint to teams across the organization. SharePoint is being used for document management, a function that's especially critical in a documentation-intensive, regulatory environment such as Ofcom's.

The Business Challenge

The principal challenge that Ofcom's SharePoint administration team faces is permissions management. "The management of permissions in the SharePoint environment can be challenging," Paul Suttle, SharePoint Administrator for Ofcom, reports. "There's a lot of room for error when applying permissions, particularly when inheritance is in place."

"We need a way to be able to understand and audit the permissions granted, with a method that is easy to understand and explain to management," he added.



The Axceler Solution

After evaluating a number of solutions, Ofcom chose ControlPoint from Axceler. Ofcom selected ControlPoint because of ease of use and how simple it was to get started with. ControlPoint's maintenance cycle and support offering, as well as the broad range of features it provides, were also among the deciding factors. "ControlPoint stood head-and-shoulders above the other products we assessed," Suttle says. "The installation was straightforward. It just worked!"

Benefits of ControlPoint

- Manage both SharePoint 2007 and SharePoint 2010 environments
- More control over the configuration and deployment of your SharePoint environment
- Ensure SharePoint security is properly set through permissions management, making sure that only the right eyes see the right content
- Quickly identify sites that do not comply with your governance policies so you can correct them
- Move/copy sites, site collections, lists and libraries within your farm or across farms
- Proactively manage your environment with alerts and scheduled analyses and actions
- Analyze and enforce the governance policies you've put in place
- Easily navigate to sites and perform any action or analysis
- Security trimmed architecture allows administrators to manage sites while only seeing what SharePoint permissions allow

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SharePoint Administrator

Taking Advantage of ControlPoint

Thanks to the Quick Installation Guide, Ofcom was rapidly able to put ControlPoint to work to help keep track on security assignments, remove orphan users and provide reporting functionality. Suttle gives high marks to ControlPoint documentation, finding the information “very useful and clearly explained.”

One capability that Suttle finds especially useful is ControlPoint reporting. He relies on reporting to keep his management informed of the progress of Ofcom’s SharePoint rollout, and these activity reports have been particularly well-received by management. Suttle also uses ControlPoint reporting to help clarify understanding of permissions that have been assigned. “The reports are easy to explain to people not well versed in SharePoint permissions,” he notes.

The Results

ControlPoint is making it easier for Suttle and his SharePoint administration team to monitor the rollout and adoption of SharePoint across the organization. ControlPoint has a broad range of administrative features, without sacrificing on ease of use. Because the product is so straightforward, Suttle is able to save considerable time over what it would take to manage permissions with SharePoint-native tools.

At present, the organization is keeping the ability to modify permissions very tightly controlled, but they anticipate distributing this capability in the near future, so that those closest to the needs and operations of the various teams can operate more independently. “Right now, our ‘superusers’ have the ability to make group changes, but we’re definitely giving consideration to giving them wider permission granting access. The only thing that’s making this consideration possible is ControlPoint. We wouldn’t think of providing our superusers with this capability if we didn’t have ControlPoint in place,” says Suttle.



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