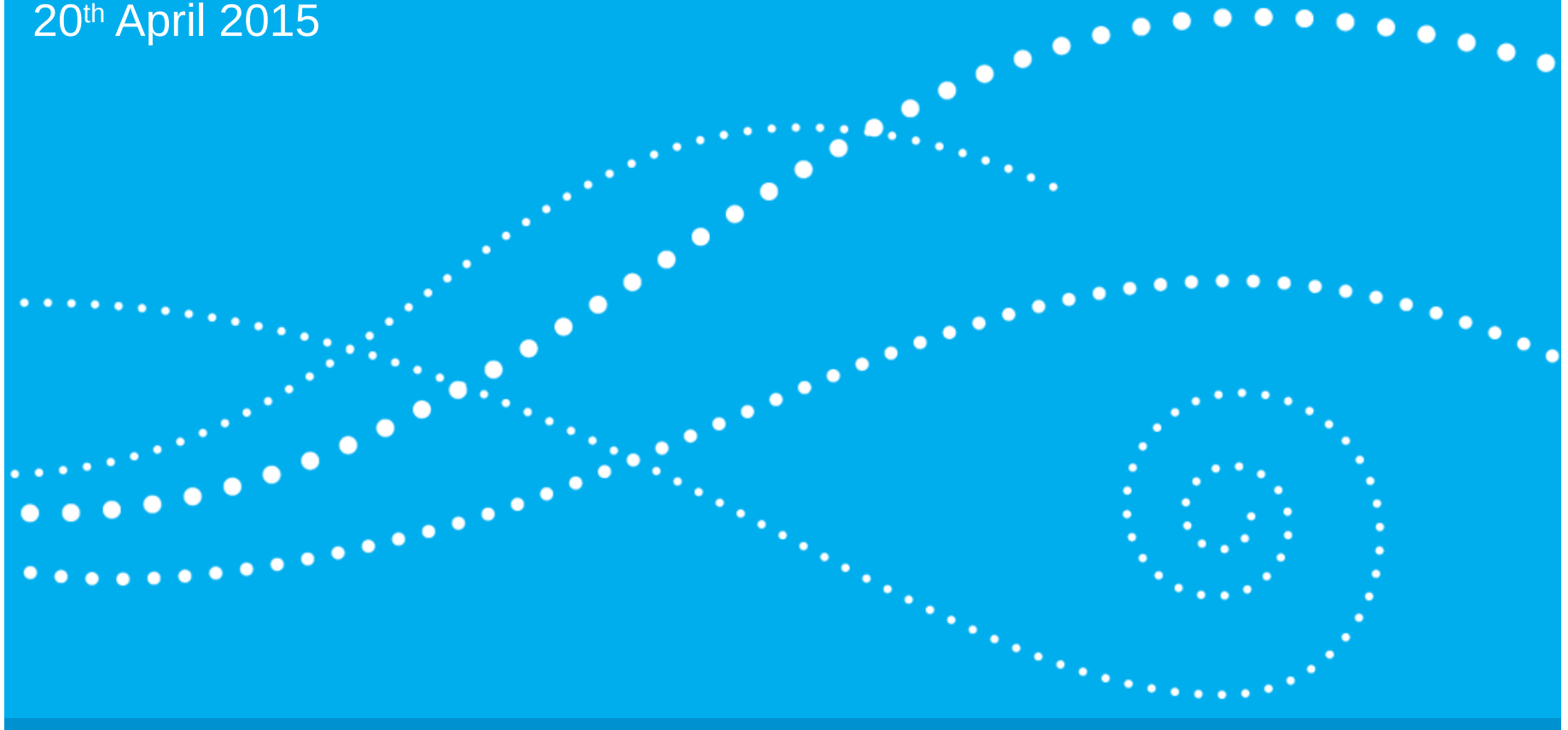


Let the Right One In: Seamless Single Sign-On at Pfizer

Cara Evans, Library Systems Manager, Pfizer Inc

SLA Pharmaceutical & Health Technologies Division Spring Meeting 2015

20th April 2015

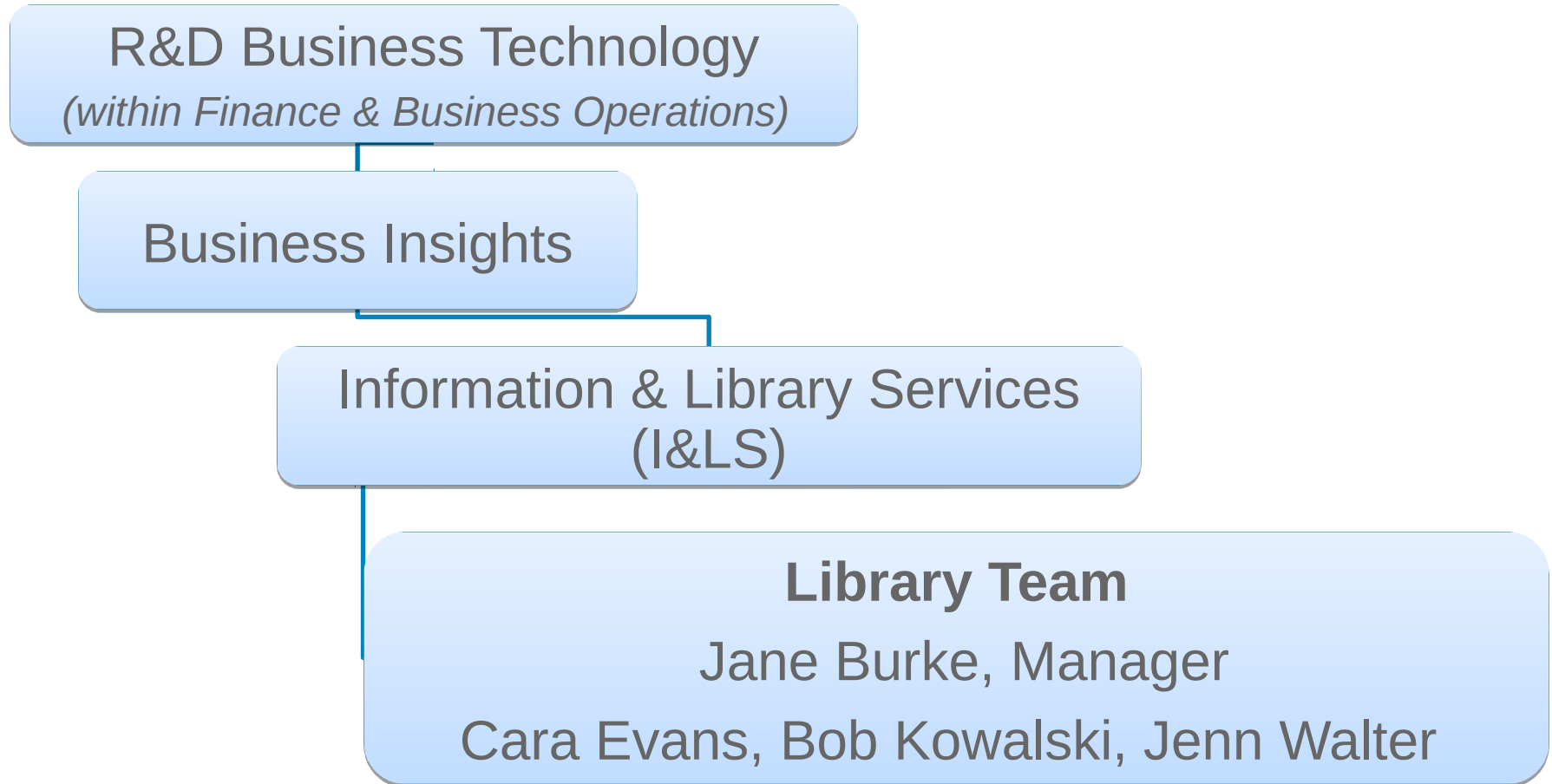


Public Domain

Agenda

- Who we are
- What is single sign-on?
- Why did we do it?
- How did we do it?
- Benefits
- Lessons learned
- Acknowledgements
- Questions

Information & Library Services at Pfizer



Information & Library Services Mission

I&LS provides key information and makes specialized connections between information experts and business leaders to enable quality decision-making



Pfizer Spins Off Animal Health Unit in \$2.2B I.P.O.

NYT Blogs
January 30, 2013

Pfizer Agrees to Buy InnoPharma

Wall Street Journal
July 16, 2014

Pfizer to Buy Hospira for \$16 Billion
Wall Street Journal
February 5, 2015



Nutrition

Animal Health



Public Domain

What is single sign-on?

Authentication process that permits a user to enter one name and password in order to access multiple applications.

- ❖ Access management
- ❖ Various ways to implement



Why did we do it?

Partnership & Collaboration are key to Pfizer

- ❖ Pfizer spun off Animal Health in 2013, became Zoetis
- ❖ Zoetis shared Pfizer infrastructure
- ❖ Pfizer needs to stay compliant with our own publisher agreements pertaining to non-Pfizer access
- ❖ More partnerships & collaborations on the horizon....

Identity & Access Management

- ✓ Control access both external and internal to Pfizer
- ✓ More granular usage statistics for licensing and internal funding

How did we do it?

Governance

- Sent out request for proposal
- Obtained executive buy-in



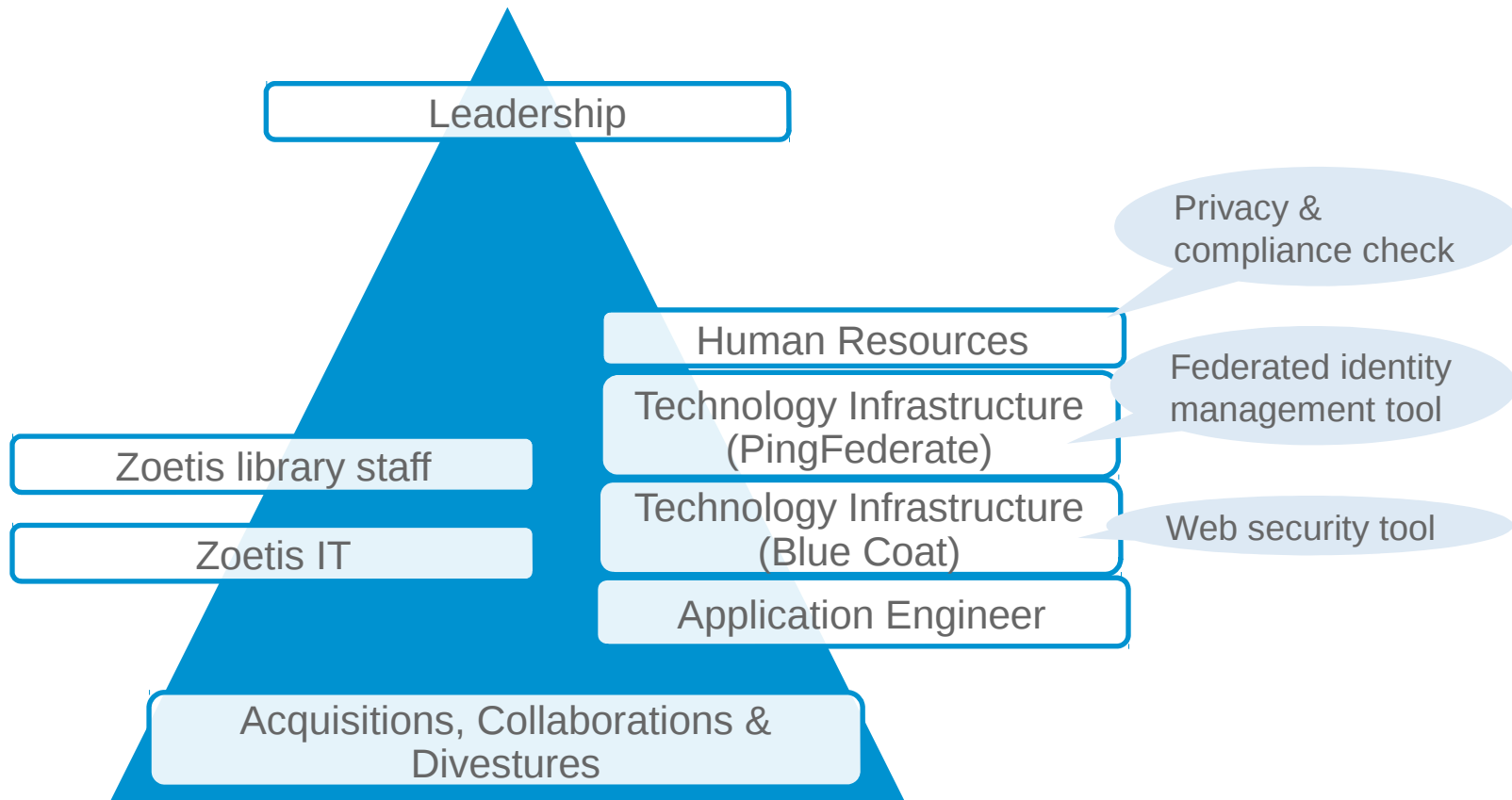
Testing

- Conducted extensive testing at all conceivable points of access





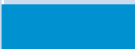


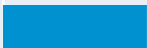
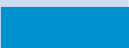
Implementation

- Implemented non-standard OpenAthens workflow
 - Seamless to end users
 - Embedded into end user normal workflow

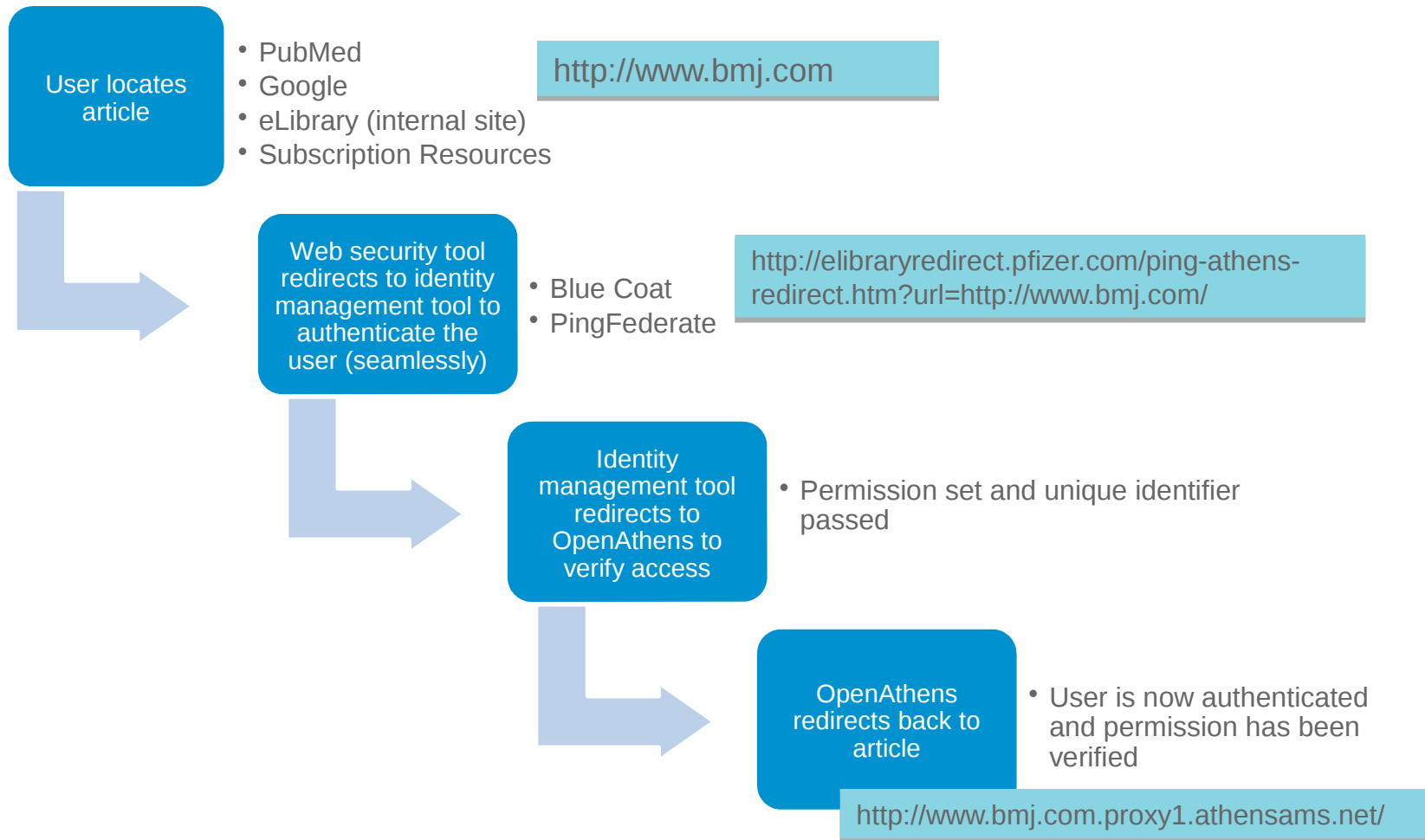
Who did we engage?



How long did it take?

Project Phase	Month 1	Month 2	Month 3
Identify resources to be authenticated			
Create profiles for any new resources			
Identify categories for permission sets			
Enable OpenAthens for all resources			
Set up identity management connection			
Integrate with PingFederate			
Integrate with Blue Coat			
Testing			
Go live			

Production Environment Workflow



Benefits



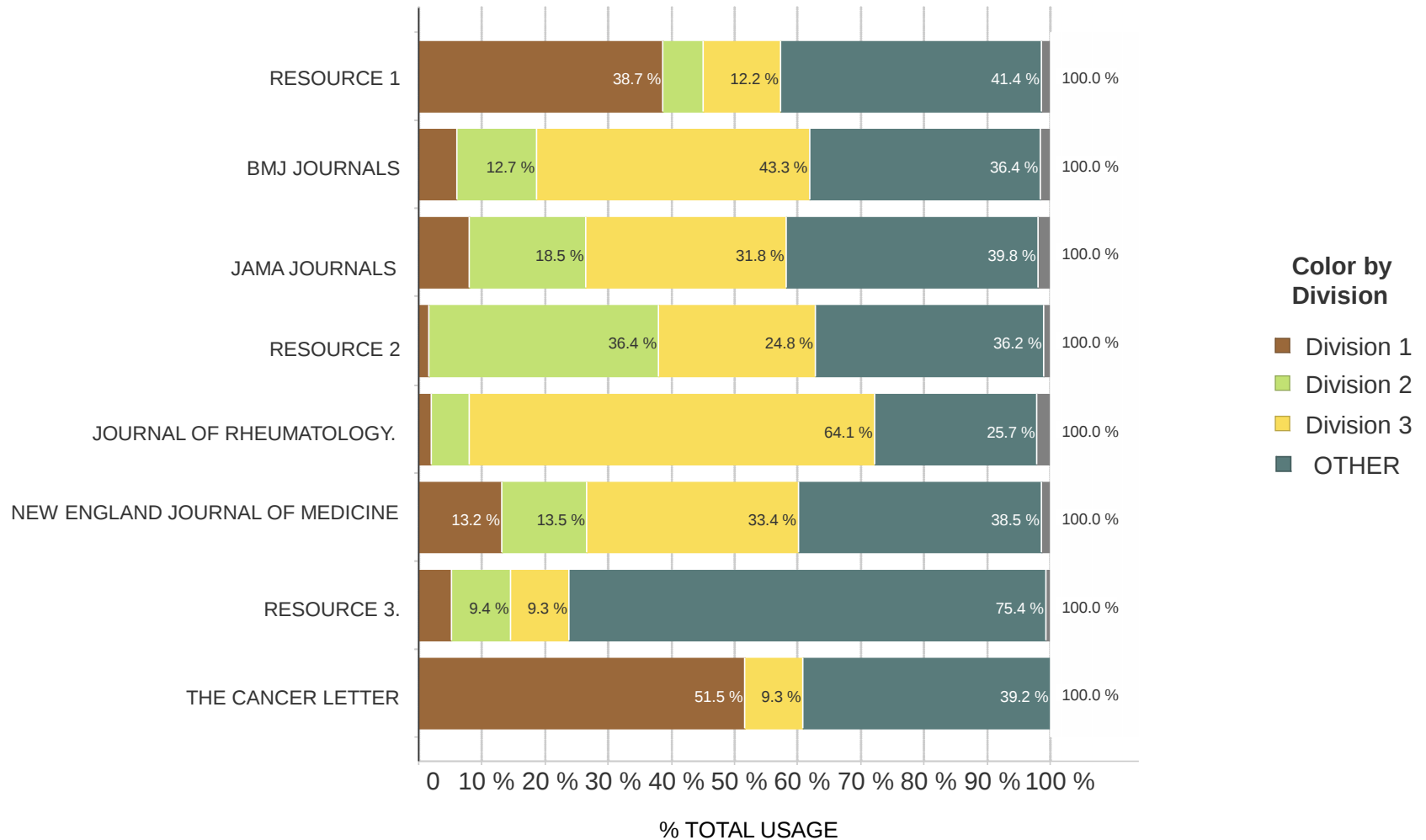
User metrics

- ❖ Granular usage statistics
- ❖ Precision licensing

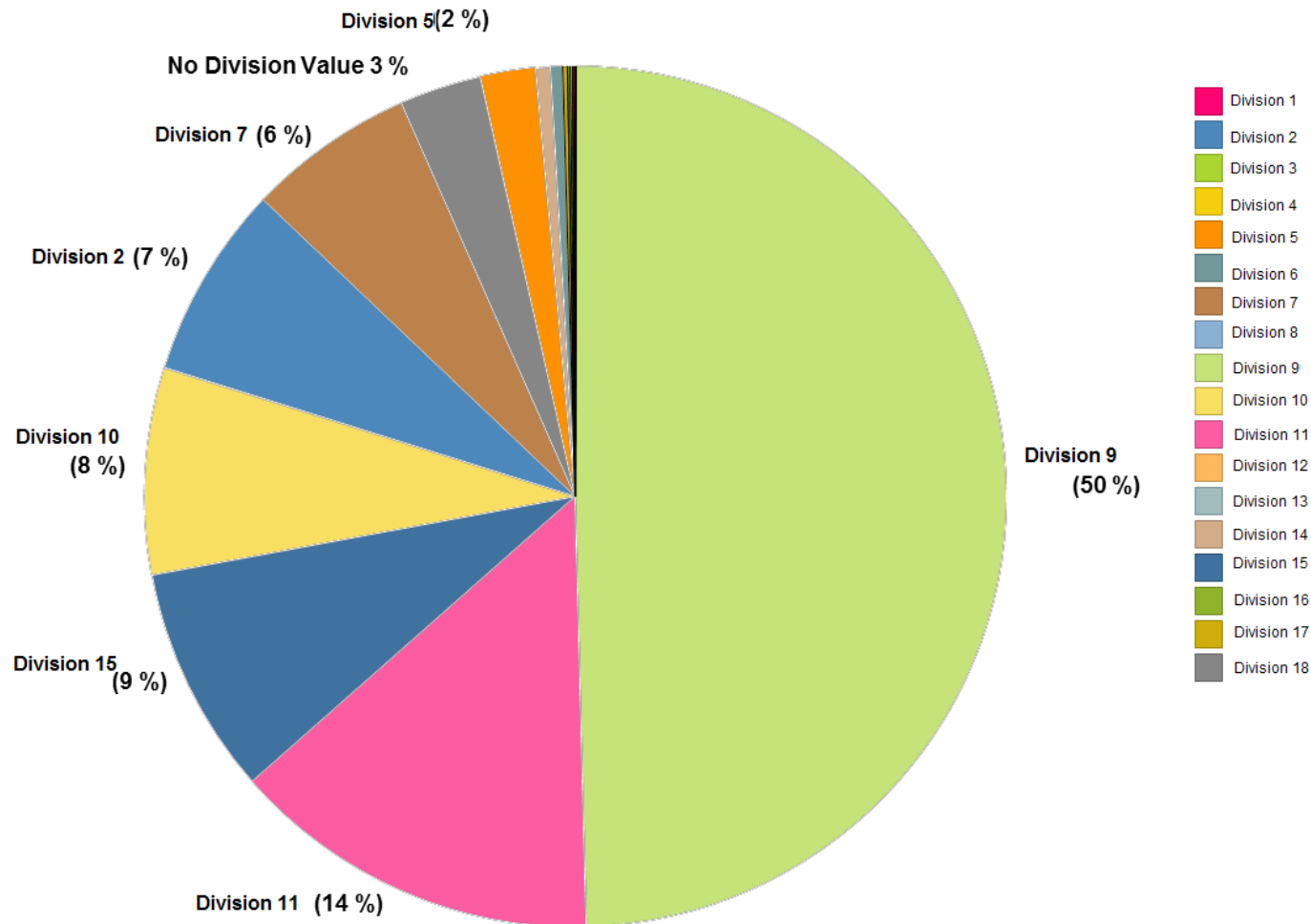
Access control

- ❖ Set permissions for groups
- ❖ Maintain compliance
- ❖ Prepared for future acquisitions, collaborations & divestitures

Example of User Metrics – Multiple Resources By Division



Example of User Metrics – One Resource By Division



Lessons learned

- ✓ Plan for extra time
- ✓ Testing is never perfect
 - Nonstandard punctuation/symbols in URL's
- ✓ Consider all workflows
 - Sharing links, RSS feeds
- ✓ End-user communication

Outstanding issues

- Find full-text feature in EndNote
- ✓ Graphical displays in RSS feeds



Acknowledgements

Joanne Mallory: Information & Library Services Director

Jane Burke: Library Team Manager

Carla Hernandez: Data Analysis and Visualization

Bob Kowalski: Data Collection

Mark Mitchell: Data Analysis and Visualization

Questions



Email: Cara.J.Evans@pfizer.com