

Identity and Access Management

Client

A leading US public university with 23 campuses across California.

Business challenge

The client's technological infrastructure was suffering from flaws negatively impacting its performance:

- The system was plagued by failed provisioning, leavers, and transfers process and tools
- The system relied on inconsistent, ad-hoc, and manual processes and was continually exposed to audit deficiencies
- There was a heavy cost to maintain a compliant environment
- Departments went down different investment paths; creating confusion, some unable to enforce preventive controls
- No control or visibility existed over privileged users, orphan or rogue accounts
- Huge gaps between users and IT groups led to an inconsistent and disjointed business user experience

Approach

Implemented an IAM solution, providing self-service identity management for users, automating lifecycle management across heterogeneous platforms, and establishing a rich framework for enforcing university security policies:

- Connected custom management agents to current systems
- Built custom connectors for specific applications
- Developed automated updated user information by leveraging authoritative data from the HR system
- Easy migration of user rights was enabled for individuals changing job titles or locations
- Implemented a self-service functionality, allowing users to reset their passwords without help-desk authorization

Results

The solution provided a robust and secure platform for all subsequent applications implemented and was critical to the success of the systems transformation program:

- Reduced turnaround time for provisioning and de-provisioning primary accounts from two weeks to one day
- Accurate and timely provisioning and de-provisioning of appropriate application access strengthened security
- Better interaction experience
- Reduced service desk calls
- Reduced time spent with auditors gathering application access level information
- Users could easily change job titles or locations

Business benefits

- Less turnaround time
- High accuracy
- Strengthened security
- Better user experience

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