



## *Nominee Showcase Presentation*

# ISE<sup>®</sup> Southeast Executive Forum and Awards

March 14, 2013

*Company Name:* Kennesaw State University  
*Project Name:* Identity and Access Management Initiative  
*Presenter:* McCree Lake  
*Presenter Title:* Associate Director  
Information Technology Services





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# Kennesaw State University

- Third-Largest Higher Education Institution in Georgia
- Nearly 5,000 Employees
- Over 24,000 Students from 132 Countries
- 80 Bachelors, Masters, and Doctoral Programs
- Launching a Division I Football Program in 2015!





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# Presentation Overview

1. What was the Business Challenge?
2. What were the Goals of Project?
3. What were the Project Outcomes?
4. What are the Key Lessons Learned?
5. Opportunity for Questions/Discussion



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# Overview of Business Challenge

- Kennesaw State had implemented a single sign-on apparatus as early as 2003 by leveraging a data feed from the enterprise Banner database.
- The solution allowed for password synchronization across two directory servers via a web interface.



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# Overview of Business Challenge

- The implementation set the stage for a single authentication/authorization context at KSU but over the years, the complexities of the business processes limited the systems ability to scale.
- The Identity and Access Management Initiative project intended to address these.

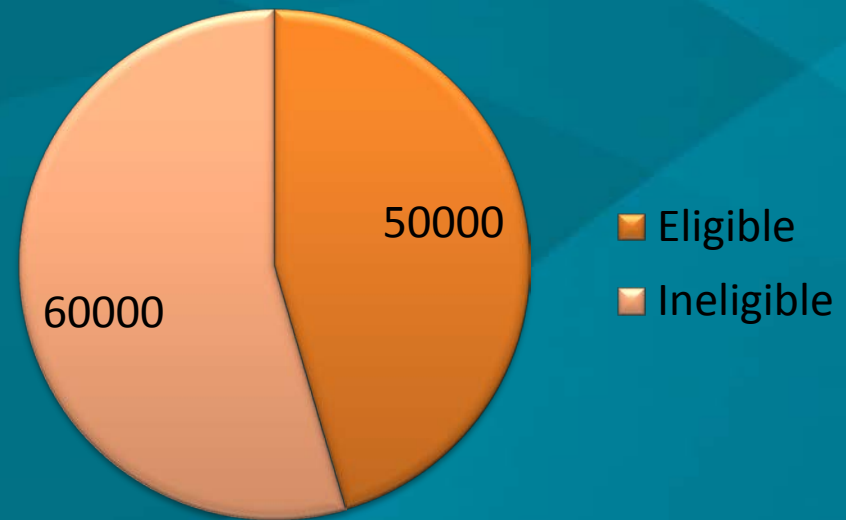


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# Overview of Business Challenge

- Password Standards Enforcement & Capability to Expire Passwords
- Lack of a Centralized List of All Identities
  - Inability to Remove Accounts
  - Inconsistent Data Across Enterprise
- Lack of Flexibility in Workflows and Role Management
- Unable to Effectively Scale System to Meet Business Demands

## Ineligible vs. Eligible Accounts





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# Project Scope/Goals

- Creation of a Central Identity Database
- Replace Existing *NetID* Web Interface and Account Provisioning Workflows
- Capability to Enforce Password Standards
- Removal of Unprivileged Accounts
- Deploy Key Business Value Drivers in Alignment with Security Solution



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# Project Results

- Partnered with Business Units to Understand Needs and Map Work System
  - Led to Creation of a Centralized Repository of Identity Data
- Deployed IBM Identity Manager suite to Replace Previous Solution including the Central Website to Change Password





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# Project Results

- Implemented and Enforced New Password Complexity Standards
- Currently in Process of Implementing Password Expiration Process
- Deployed Business Value Drivers
  - Automated Groups
  - Automated IT Service Management
  - New Automated Campus Directory
  - Paid Alumni Account/IT Service Management



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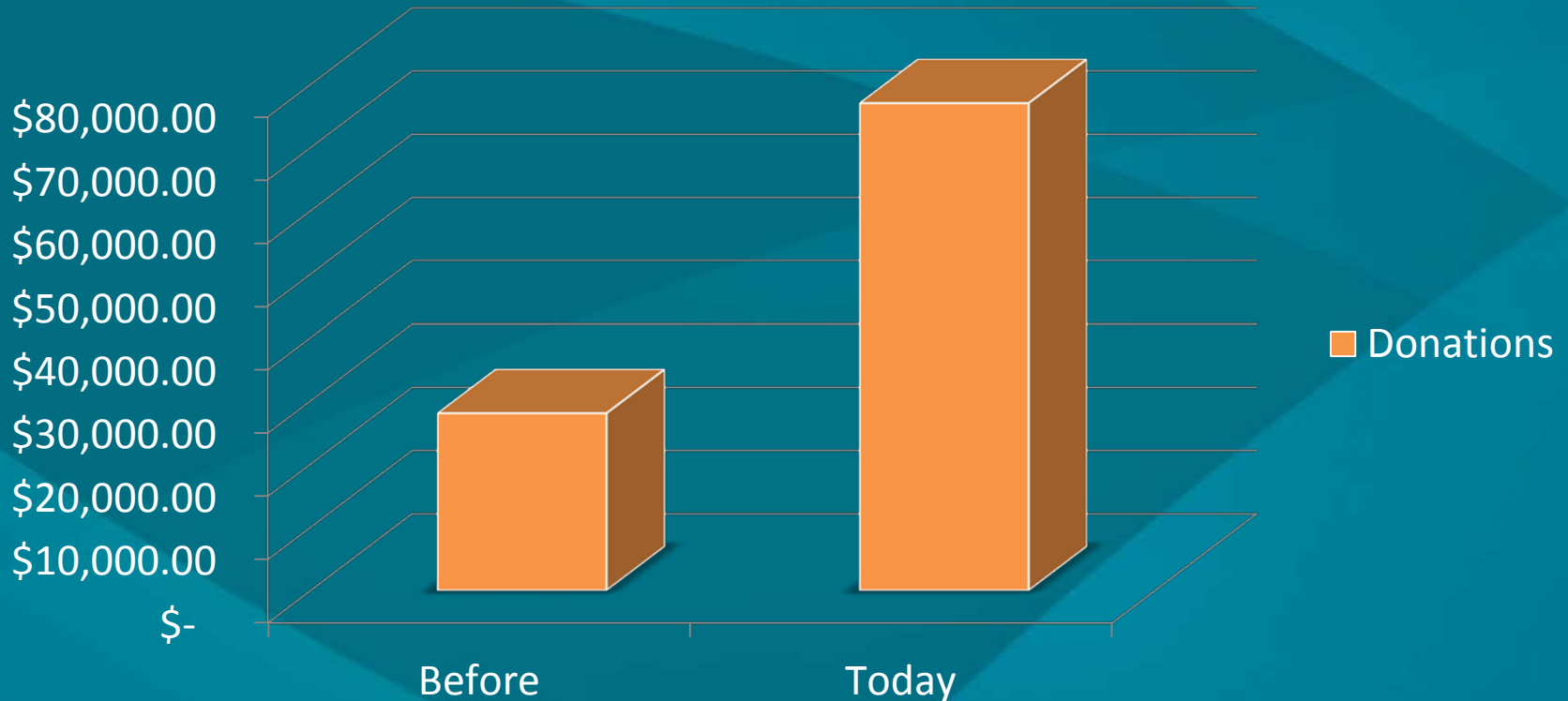
# Project Results

- Over 42,000 Password Changes
- 54% of Users in System were Ineligible and Have Been Removed (68,000 to Date)
- Automatically Managing over 6,000 Directory Groups with 154,000 Memberships
- Cut IT Infrastructure Costs by \$250k
- Increased Revenue for University Development by \$50k Annually.



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# Alumni Giving Revenue





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# Lessons Learned/Best Practices

1. Think Strategically First – Long Term and High Level
2. Manage Relationships – Executive Support/Partnerships
3. Document the Work System not Business Processes
4. Modularize the Project but Manage Integrations
5. Use This Formula for Engaging Customers:
  - a) Educate on the Benefits of Security Enhancements
  - b) Offer Business Value Drivers (Things People Want) to Entice Adoption of Less Popular Components
6. NEVER Assume or Oversimplify