

# People, Process, and Technology: Establishing the Foundation of an Enterprise IdM Environment

## Introduction

In order to determine the appropriate level of access and maintain the confidentiality and integrity of the university's information, Ohio State must identify and verify an individual's identity based on his or her relationship with the university. Online methods of confirming your unique identity differ from in-person verification. Your digital identity consists of a set of information that identifies who you are, such as your Ohio State Username (lastname.#), verifies that you are really you, and determines your access rights to university applications and systems.

**Identity and Access Management (IdM)** is the combination of the business processes, technology, and policies used to manage information about you throughout your relationship with the university so that from the time you enter the university to when you leave you have efficient access to university services, while still maintaining the confidentiality of your's and the university's information.

### IdM Supports:

1. Providing new hires an Ohio State Username (lastname.#) and an e-mail account for accessing university business.
2. Granting a visiting professor access to the network and Carmen, the university's eLearning environment.
3. Students' ability to register for and schedule classes.
4. The ability to log on to Open Enrollment, University Libraries, and other university services.

## Improvement Opportunity

A combination of university- and department-owned processes and services have evolved at Ohio State out of the necessity to manage identity-related information and provide access to services. As a result, the IdM environment was convoluted and categorized by inefficiencies and duplications in effort, resources, and identities. Unfortunately, this is also unnecessarily burdensome to users.

### Old IdM Environment

- Multiple usernames and passwords
- Delays in account creation and access to services
- Duplicate identity information easily distributed across the university
- Manual processes with a range of auditing and reporting capabilities

### New IdM Environment

- Fewer usernames and passwords
- Faster, more intuitive access to resources and services
- A single source of identity information that connects with systems throughout the university
- Automated processes with increased security practices and auditing and reporting capabilities

## What You Can Expect in Release 1

### University Community

**Password Self-Service and Synchronization:** Increased self-service for identity and password management, such as activating an identity, resetting a forgotten password, changing a known password, choosing e-mail delivery, etc.

**Value:** Faculty, staff, and students have 24x7 access to password self-service. OSU Internet Username password synched near-realtime with key university services, such as OSU Wireless.

**Faster Access to University Services:** Students, employees, and guests receive accounts and access to university services, such as e-mail, wireless, and Carmen near-realtime.

**Value:** University members, visiting faculty, and sponsored guests are able to receive access to the university resources they need quickly and more efficiently. A faster, simpler process for removing access when a member of the university leaves, improves security and data privacy.

#### What is an identity?

The collection of data that describes a person, place, or thing. One of the identifiers we use at OSU is lastname.#.

#### What is identity information?

A specific piece of data that helps identify characteristics of an individual, such as name, date of birth, or even your role at the university.

### Colleges and Business Units

**Data Integrity and Streamlined Efficiency:** A single repository, called the identity vault, of university affiliate identities and identity information with defined "owners," including a process for preventing creation of duplicate identifiers.

**Value:** Simplified infrastructure for the creation and management of identities and identity-related information, leads to more efficient processes across the university. More consistent and accurate data results in better auditing and reporting capabilities and the reduction of security risks.

Less time is spent identifying and resolving duplicate identity-related issues. Inaccurate information is not passed to other university systems and applications, thus impacting the university community member experience.

## Future Releases

- **Multi-Factor Authentication:** Develop a business case and cost model for multi-factor tools and processes.
- **Enterprise Access and Lifecycle Management:** Transition from paper or e-mail based access request methods to self-service and workflow approval for managers.
- **Federation and Audit Management:** Provide a simplified, consistent mechanism for allowing Ohio State faculty, staff, and students to collaborate with other organizations and institutions using their OSU identifier (e.g. lastname.#).
- **Distributed Systems:** Expand IdM system connection and password synchronization to departmental systems.