

ASHES TO ASHES:

Account Lifecycle Management in
a Partially Integrated
Environment

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Check 2007

Agenda

- ▣ Lifecycle
- ▣ Identity Management
- ▣ Washburn's Environment
- ▣ Common Challenges
- ▣ Washburn's Biggest Challenges
- ▣ Next Time
- ▣ General Recommendations
- ▣ Conclusions

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Account Lifecycle

- ▣ Creation
- ▣ Life
- ▣ Death

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Identity Management

- ▣ More than just a computer account
- ▣ Verification
- ▣ Authentication
- ▣ Authorization

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Washburn's Environment

- ❑ Banner Student Information System
- ❑ Luminis Web Portal, Self-Service Banner, Email and Calendar (MyWashburn)
- ❑ WebCT course management system
 - Integrated with MyWashburn
- ❑ Windows Active Directory (WUAD)
- ❑ openLDAP based directory server (EDS)
- ❑ Apple Open Directory (OD)
- ❑ Flat password file Unix systems (Legacy)

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Person Data Flow

Banner is THE authoritative source

- | Banner Integrated Systems | Non-Integrated Systems |
|---|---|
| ❑ Via Luminis Data Integration | ❑ Via Daily Extract |
| ❑ Automated | ❑ Depends on human intervention |
| ❑ Nearly immediate based on triggers | ❑ Populates <ul style="list-style-type: none"> ▪ WUAD ▪ EDS ▪ Legacy systems |
| ❑ Data stream for MyWashburn and WebCT <ul style="list-style-type: none"> ▪ Populates portal directory server ▪ Sets and updates person roles ▪ Adds and removes people from courses | |

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Multiple Authentication Systems Why Oh Why...

- ❑ Luminis Directory Server is a closed solution
- ❑ Not all systems can use the same authentication methods
- ❑ Desire to have Washburn specific information

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Washburn Person Identifiers

- ❑ Washburn ID Number
 - W plus 8 digit number starting with a 2
 - Unchanging (in most cases)
 - User known
 - Used by departments for searches
 - On Student ID card (iCard)

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Washburn Person Identifiers Part 2

- ▣ MyWashburn ID
 - legal_first_name.legal_last_name
 - Used for
 - Portal login
 - Email Address
 - Authentication to some WU web-based services

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Washburn Person Identifiers Part 3

- ▣ Legacy ID
 - Eight Characters
 - Used by
 - Legacy systems, Linux systems and authentication to most restricted web resources
 - One login option for Active Directory systems

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Common Challenges Part 1

- ▣ Population is both transient and fluid
- ▣ Many sources for data additions and updates
- ▣ Large number of legacy systems
- ▣ Few systems use a federated authentication solution by default
- ▣ Vendor interoperability conflicts
- ▣ Regulations and restrictions
 - FERPA
 - HIPPA

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Common Challenges Part 2

- ▣ Defining your person
- ▣ Defining the life of the Person's identity
- ▣ Validating the user's identity
- ▣ Developing standards
- ▣ Enforcing standards
- ▣ Auditing use of standards

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Washburn's Challenges (Not Purely Technical)

- ❑ Getting account information to user
- ❑ Data entry challenges
 - Typographical errors
 - Nicknames vs. legal names
- ❑ Timeliness of data input
- ❑ Different definition of our "user" across various departments

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Washburn's Challenges (More Technical)

- ❑ Accounts get created at different times and by different rules
 - Integrated systems first
 - Non-integrated systems later
- ❑ Name changes problematic
 - We brought this one on ourselves
 - Portal uses login as part of the distinguished name
- ❑ Password and authentication synchronization challenges

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Next Time or What Were We Thinking

- ❑ Separate login identifiers from email address
- ❑ Develop account creation, de-activation, and deletion logic early on AND enforce across systems
- ❑ Push harder for platform and system independent solutions
- ❑ Build in-house integration components upfront
 - Limit number of components
 - Use remote procedures
 - Set and enforce standards
- ❑ I hope I don't have to do this again any time soon!!!!

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General Implementation Notes

- ❑ Use "Best Practices"
 - Take advantage of those that have gone before you
 - Look at EDUCAUSE resources
 - Pick or create unchanging information for unique identifiers
- ❑ You can't plan enough
- ❑ You can't ask enough questions
- ❑ All the stakeholder areas need a seat at the table from the beginning
- ❑ Technical staff need to pick their battles
 - Decide what is truly critical
 - Find advocates from functional areas in advance
 - Have hard data points

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Conclusions

- ❑ Living process
- ❑ Everyone has many of the same challenges
- ❑ Through planning is critical
- ❑ Make use of resources in the community

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Questions?

Discussion

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End of the Line

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