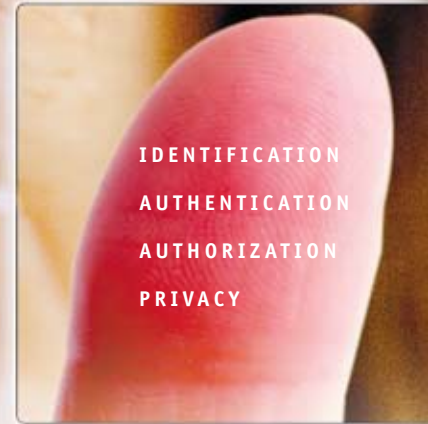


IDENTITY MANAGEMENT  
PARTNERS



## A Few Things You Should Know About Identity Management

### WHAT IS IDENTITY MANAGEMENT?

Identity and access management (IdM) ensures that the right people access the right services. In the past, this was implemented system by system with duplicate identity data distributed across campus and among third-party providers. Add another service and you add the identity infrastructure to go with it. Now try to manage the distributed security issues associated with these duplicate identity stores and you have your hands full. The solution is to use the same identity information service for all your applications.

Identity information about a person is collected from authoritative sources such as the human resources, payroll, student information, and other systems of record and is securely maintained in a registry. This information is then used to grant, change or rescind access to services based on a person's roles or affiliations with the institution. Identity Management includes the policy, administrative processes, and technical systems involved in online identity services and access management.

### WHY SHOULD REGISTRARS CARE?

There are several reasons why registrars should care about well-run identity services:

- **SECURITY**—Centralized management of identity information gets sensitive personal information such as SSNs out of localized departmental databases. It concentrates

1. Security
2. Enhanced Service
3. Save Money

the resources on supporting a single, secure, centralized identity repository and ensures compliance with regulations by improving auditability. Reducing the number of login ids and passwords that people manage will also reduce the number of credential-related sticky notes on monitors.

- REDUCES DUPLICATE IDENTITY INFORMATION—Because IdM consolidates identity and related identifiers, it helps to reduce or eliminate the instance of individuals having duplicate identifiers across campus applications.
- SEAMLESS SERVICES—New students experience faster access to new services as they move through their relationship life cycle from applicant to enrolled student to alumni. Role-based information from multiple sources is consolidated in the central IdM repository, and service providers can determine what populations they choose to serve (grant access) based on role and/or affiliation and attribute criteria.
- CONSISTENT APPLICATION OF POLICY—IdM provides a central point for the application of access-related policy. Technical staff support is reduced when resolving problems because of the existence of a common directory for which there is documentation and mapping of roles and services.
- SAVE TIME AND MONEY—IdM saves money by reducing redundancy in supporting multiple identity databases. Faster provisioning of new services to the campus community reduces calls from confused customers when they don't yet have expected access.
- POSITIONING FOR THE FUTURE—In today's electronic environment, new opportunities will continue to surface to conduct business on-line. A robust IdM system will enable new ways for providing on-line services in a secure fashion as well as enabling seamless access to third-party applications.



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is at the core of a registrar's mission.

### WHY SHOULD REGISTRARS BE INVOLVED?

Ensuring privacy of student data is at the core of a registrar's mission. The registrar can provide a strong role in the governance of an IdM system and the use of student personal data as well as determining the "need to know" for data access requests. The Registrar is not only a source of student information and authority on student roles, but also in touch with federal and state regulations related to the privacy and protection of student records. The Registrar will likely serve in partnership with Human Resources, and various campus service providers, as well as central campus information technology.

### WHAT'S NEXT?

If you're interested in getting IdM going on your campus, consider the following steps:

- Take information back to your campus and begin educating and stirring interest.
- Reflect how an IdM system would affect your institution and your office.
- Think about a governance process and who should participate in implementing and supporting an IdM system. See the University of Wisconsin – Madison case study for more ideas.
- Consider budgetary implications.

Have more questions? Contact AACRAO for what's going on in identity management.

Identity Management will allow us to appropriately define and change roles as students progress through their academic careers and will enable us to extend secure authenticated services such as online transcript ordering throughout our students' lifetimes.

*Karen Schultz,  
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### ◀ A BEDTIME STORY FOR STUDENT SERVICES ▶

It's 3:00 am and Bianca is sitting in a 24 hour Starbucks in the spring semester of her senior year, working on her Physics 456 homework. In a browser, she clicks on the link to the course management system, logs in with her University web single sign-on user and password, and starts viewing the course information.

Next, she clicks on the homework link hosted by a third-party provider and "Welcome Bianca" appears along with her new homework assignment for that class. After finishing that, she decides to check her loan status and surfs to the web site of her financing agent. She clicks "Access your record" and is presented with an aggregation of her loan liability without having to identify herself or login.

She takes a deep breath, wondering if any of those job applications had yielded an interview. She clicks on her shortcut to the job placement service and again is presented with the status of her applications, without having to identify herself. One company is requesting an interview, so Bianca purchases a cheap airline ticket offered by an online service that sells only to students. In the past, she had to provide proof of enrollment, but now the technology handles this in the background.

Bianca occasionally wonders what the institution is giving out to other service providers like the financial aid, job placement, and other companies on her behalf. She cares about her information and doesn't like her address and cell number available. She decides to check how this is done and clicks on the "Control your information" link provided on the web single sign-on page. She is presented with the campus information release policy that includes the policy and specific information about online transactions. Bianca knows that each of the transactions she has completed tonight implied that the institution was passing identity information on her behalf to the other sites so they could authorize her to access her information there. She opens the list of sites that she has visited and reviews the type of information that is sent. No, that all looks okay to me. She notices that there's a music site that her institution has an agreement with, but she doesn't use. She clicks the "do not pass information" box, knowing she now can't access the service, but that they won't know anything about her either.

In April, Bianca graduated. One day she was a student and the next, an alumna. She noticed her access changed too. She now could get to an alumni networking service where she put out a query about apartments in the Bay Area. Her loan status had changed on the financing agent's site. She now was out in the wide world of opportunity and responsibility.

- What are the important policy, process and technology elements in the story?
- What important relationships exist?
- Is this an exciting vision?
- What does this story imply for governance on campus?
- What resources from AACRAO, EDUCAUSE or Internet2 might be useful?

If you are interested in learning more about identity management at your college or university, plan to attend [need to add contact information, etc.] [www.aacrao.org/identity/](http://www.aacrao.org/identity/)



# IdM Briefs

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