



## LODI UNIFIED SCHOOL DISTRICT

RapidIdentity 



*Identity Automation has given us a better way to do things. It's a better experience for our end users when account creation is automated.*

Dale Munsch,  
Director of Technology  
Services, Lodi USD

Encompassing 350 square miles, Lodi Unified School District (Lodi USD) serves two cities and several smaller communities in the Central Valley region of California. The district employs more than 3,000 people—1,500 of whom are classroom teachers. Student enrollment is 29,800 in kindergarten through grade twelve.

### The Challenge

Like other school districts across the country, Lodi USD is implementing more and more online educational resources to empower students, staff, and teachers to create, share, and store work in the cloud. However, the district knew that automating and simplifying the process of establishing and maintaining accounts across these systems was critical to their long-term success.

For security and cost management purposes, Lodi USD was focused on managing which users have access to various online resources. Additionally, Lodi USD sought a solution that enabled day one user access to maximize administration and teacher productivity.

Lodi USD uses its financial system as the authoritative source for all information about its employees. When a teacher is hired, a record is created. If that teacher transfers to another school within the district or leaves the district's employment, the database is updated to reflect the person's status. This same information is used to create and maintain staff and teacher accounts for network access, email, and online applications.

However, requests for IT to set up, change, or delete personnel accounts had to be manually sent by school principals or secretaries, a process that often lagged behind a new teacher's hiring by days or even weeks. Once IT received a request, manually creating the

network and email accounts could take days. As a result, newly hired teachers could go weeks without proper access to resources. Consequently, IT personnel often received urgent “firefighting” calls to resolve access issues in real time. Making matters worse, IT might not receive prompt notification if an employee left the district. This left accounts open indefinitely, creating a data security risk.

All of Lodi’s student data is kept in a Student Information System (SIS), which IT uses to bring data into Active Directory (AD) and to create student accounts for Google Apps for Education and other online resources. IT was using SIF agents, a data exchange format based on the Schools Interoperability Framework, to extract data from the SIS. However, this process frequently locked up due to its inability to keep pace with live changes, resulting in data synchronization errors.

In this environment, the process of getting accurate, up-to-date data into Active Directory was slow, time-consuming, and subject to human error.

## The Solution

Dale Munsch, the district’s Director of Technology Services, researched his options for identity and access management (IAM) and came across Identity Automation, a company with deep experience in IAM for K-12 education. “When we explained our situation, Identity Automation understood our challenges right away,” says Munsch.

“Identity Automation told us they had tools that could do the data extraction from our source databases that would populate our Active Directory system and keep it completely in sync with our financial system and our SIS without manual intervention,” explains Munsch. “From AD we could automatically create network accounts and email accounts and set up work folders. That was music to our ears!”

The Lodi IT team wanted to get out of the business of having to do so “much work manually and Identity Automation’s IAM solution, RapidIdentity, fit their needs perfectly.

## The Results

The RapidIdentity IAM solution was fully operational at the start of the following school year. “This year on the first day of school, we had zero requests for user accounts pending,” says Edith Holbert, Director III, Technology Services at Lodi USD. “All of the accounts for new hires were created before the school year started, so we were up to date instead of having a backlog of account creation requests as in previous years.”

As new teachers were hired and their information put into the Financial System, RapidIdentity automatically extracted that information, brought



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it into Active Directory, and created the necessary accounts. "That makes life a lot easier for us," says Holbert. "We get a lot fewer calls and have a lot fewer headaches. Rather than being reactive we are more proactive. And we took the burden off the administrators to request the accounts, so they didn't have to go through that paperwork."

The overall benefits of implementing RapidIdentity have been clear, explains Munsch: "Not only do we have quicker creation of user accounts, but consistent creation of the accounts. The same rules for creating an account are applied the same way each and every time. This has freed up the IT resources we typically had to spend on firefighting account issues."

"Our end users also have a better experience when they want to get onto the different systems that we have. This new way of work takes the herky-jerky motions out of it," adds Munsch.



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