CHARLOTTE COUNTY PUBLIC SCHOOLS

RapidIdentity

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We have a system that is built for the future and built for growth so we can continue our progress toward more e-learning and using more online resources.

Christopher Bress, Executive Director of Learning through Technology and Media, CCPS

Charlotte County is nestled between the Gulf of Mexico and the Peace River in southern Florida. In that idyllic setting, more than 2,000 employees of Charlotte County Public Schools (CCPS) go about the business of educating over 15,500 K-12 students.

The Challenge

CCPS executive and technical leadership were excited to accelerate the use of online applications, as they promised to improve student learning and enhance parent involvement. CCPS had been designated a "high performing district" by the Florida Department of Education for 9 years in a row, and in order to maintain that designation, it was important that the district continued to lead in technology. However, these new systems implied a much higher IT burden, and CCPS faced serious account management challenges.

Historically, CCPS had used a home-grown, manual process for creating and removing user accounts. This process was built around the Human Resources system and required HR to manually request new accounts from the IT department. Despite CCPS's best efforts, this process often resulted in:

- **New hire delays:** New teachers had to wait multiple days for critical resources. The start of the school year posed a particular challenge, given the volume of new and shifting employees.

- **Employee separations:** When employees left the district, the lag time between employee separation and IT closing accounts and deprovisioning access created a potential security risk. CCPS's administrators were focused on eliminating this risk to

ensure compliance with the Family Educational Rights and Privacy Act (FERPA).

- **Firefighting:** CCPS's IT staff members were frequently asked to aid students and staff with resetting passwords at the expense of other IT projects.

Christopher Bress, the Executive Director of Learning Through Technology for CCPS recognized that their legacy approach was unsustainable, especially if they wanted to integrate new systems. "We did an analysis of our procedures and concluded that they were ripe for automation," says Bress.

"By having people do this work manually, we were basically building unnecessary delays into the process. Also, as the number of people using resources continues to go up, we were finding ourselves spending an inordinate amount of time at the beginning of the year creating and provisioning accounts."

The Solution

CCPS turned to Identity Automation to lay the foundation that would enable them to integrate all their necessary new systems. Identity Automation's Identity and Access Management (IAM) solution, RapidIdentity, enabled CCPS's IT department to easily manage employee identities, provision and deprovision application access, and streamline application passwords for easier sign-in. Key facets of the solution included:

- **Account creation and resource provisioning:** Using CCPS's HR system as the source for staff data and the Student Information System (SIS) as the source for student data, RapidIdentity was able to bring CCPS's data into Active Directory (AD), using AD as the definitive source.

- **HR and SIS-Driven identity management:** HR & SIS changes are now automatically propagated to AD, other systems, and applications via RapidIdentity with no manual intervention.

- **Password management:** RapidIdentity has saved valuable IT man hours by enabling end users to reset their own passwords using security questions and to tie a single sign-on password across multiple resources.

- **Flexibility for users:** RapidIdentity automated the creation of staff accounts in both Google and Office 365, enabling users access to both Sharepoint Online and Google Drive.

The Results

CCPS's solid IAM system is a platform the district can build upon in the future. According to Bress, "We can add more people and more applications to our system and not worry about needing more IT resources."

- **Significant cost savings:** Network analysts are freed from creating accounts and technicians spend less time on support calls, enabling IT to focus on impactful mandates.

- **Easy to use:** Users can now access every application with a single login account.

- **Communication and professionalism:** CCPS is enjoying greater departmental communication due to uniform processes and protocols, leading to more productive teams.

IDENTITY AUTOMATION

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