HOUSTON COMMUNITY COLLEGE UTILIZES RAPIDIDENTITY WORKFLOWS TO AUTOMATE AD-HOC ACCESS REQUESTS

HCC
HOUSTON COMMUNITY COLLEGE

"RapidIdentity is very intuitive and easy to use. I can modify the scripts without assistance to create new workflows in a fraction of the time required for manual set ups."

Adrian Gutierrez,
Sr. System Administrator,
HCC

THE CHALLENGE

Houston Community College (HCC) is the fourth largest community college in the US, with more than 80,000 students, faculty, and staff. The college also serves a vast external community, resulting in the annual management of 140,000 user accounts.

The central system administration at HCC had a primary responsibility of delivering high-value IT initiatives and digital services to HCC students, faculty, and staff. However, the multitude of manual, ad-hoc access requests coming in daily consumed a significant amount of the administration team's time, including:

- **VPN Access:** The college's students are commuters, and as such, many required off-campus access to HCC's systems through virtual private networks (VPNs). Adding and removing accounts from the VPN user group in Active Directory consumed hours of valuable staff time every day.

- **Facility and Network Access for Guest Faculty and Students:** HCC is a partner and feeder program to many four-year Texas universities who extend their reach by offering classes at HCC's 22 campuses. However, the central system and local campus IT teams lacked a consistent, easy, and secure way to grant temporary access to visiting professors and students.

- **Public Computer Access:** HCC is required by law to provide public access to the state-funded computers in the college's libraries and labs. Manually approving, creating, and de-provisioning these temporary entitlements was an administrative nightmare due to the volume of requests and high staff turnover at these facilities.

A growing volume of ad-hoc access requests were inhibiting the central system administration's ability to deliver on their more strategic and visible IT initiatives. HCC desperately needed to modernize their existing processes in order to minimize the burden these ad-hoc requests.

IDENTITY AUTOMATION

REALIZING RESULTS

When HCC implemented Identity Automation's RapidIdentity solution, it not only accomplished the college's primary goal of automating the lifecycle management of their more than 80,000 users, but also empowered HCC administrators to create their own workflows without writing custom code, enabling HCC to effortlessly manage non-traditional user access, administer approvals for digital and physical resources, provide time-controlled access certification, and delegate approvals to individual function owners.

Using RapidIdentity's Workflow Engine, the HCC system administration team has all but removed themselves from the process of managing ad-hoc access requests.

- **VPN Group Management in Minutes.** User accounts are now added and removed in batches from the VPN group directory by an automated workflow, a process that once took a dedicated administrator hours each day.

- **Going Paperless.** Temporary access requests once required multiple, paper forms and constant shepherding. Now, this has been streamlined into an automated, online process that creates temporary accounts, user IDs, and passwords, as well as provisions appropriate access entitlements to buildings and systems.

- **Hassle-Free Public Access.** HCC library and lab management can now delegate the authority to request temporary user IDs and passwords directly to front-line workers via workflow, while a second workflow then automates their creation. As an enhanced security measure, the entitlement duration is limited to two weeks, and a searchable, stand-alone database captures activity associated with these user IDs.

ADVANCING FUTURE IMPROVEMENTS

RapidIdentity's workflow engine helps the HCC's central systems administration make the most of their time. With the adoption and success of each new workflow, the central systems administration team is inundated with requests for other process re-engineering opportunities. The team can now focus on high-impact projects that boost HCC's standing as the most relevant community college in the country.

"RapidIdentity's workflow engine has quickly allowed us to accomplish an impressive amount of work with a small IT staff."

Annette Herns,
Director of System Reporting,
HCC

Are you ready to learn how Identity Automation can help your organization streamline identity management and boost security? Contact us at sales@identityautomation.com or 877-221-8401 to request a demo today.