CLAYTON COUNTY PUBLIC SCHOOLS

RapidIdentity

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> *We haven't found a fastball we could throw hard enough that Identity Automation was not able to hit.*
>
> Rod Smith, M.Ed
> Chief Technology Officer

As the fifth-largest school system in Georgia, Clayton County Public Schools (CCPS) has a history of delivering quality education to a diversity of students. Clayton County is home to 39 elementary schools, 17 middle schools, and 12 high schools that benefit from multi-channel online learning.

The Challenge

Clayton County Public Schools, just south of Atlanta, is among the 100 largest school districts in the U.S. Yet when Chief Technology Officer Rod Smith stepped into his role 8 years ago, there were no online systems for students to log in and access resources. Creating student accounts would open up greater access to learning materials and class information—not to mention streamline communications for faculty, parents, and administrators.

With 54,000 students and external users requiring accounts, this digital transformation was a massive undertaking. Smith's team didn't have the bandwidth or resources to manually deploy and manage the entire system; they needed an automated solution with professional support. For months, the district struggled to identify a robust, proven and flexible solution.

The Solution

Smith's search for a high-quality identity and access management partner led him to RapidIdentity. He found the platform after hearing Chesterfield County Public Schools' success in getting 58,000 users securely online with RapidIdentity. Smith and his team traveled to Richmond, VA to learn more from the Chesterfield County IT team.

They fully examined Chesterfield County's environment, interviewed various stakeholders, and were impressed by how transformational

the automation with RapidIdentity was. After learning about Chesterfield County's success scaling the platform, it was immediately clear that RapidIdentity was the optimal solution for Clayton County. To support the student learning experience, the Georgia district began utilizing:

- Single sign-on (SSO)
- Identity lifecycle management (ILM)
- Multi-factor authentication (MFA)

The Results

RapidIdentity's automation helped Clayton's IT department get up to speed quickly—they've been using the identity and access management platform since 2013 to support its vast user base, adding new features as different needs evolve.

Here's how RapidIdentity helped CCPS provide secure access district-wide and support digital learning and communications throughout their ecosystem:

- **Integrative Capabilities:** The district currently hosts 24 applications in the staff and student portal, including Google Suite, Canvas, Zoom, Incident IQ, and Clever—18 of which are SSO enabled. Users have just one set of log-in credentials to access the entire suite of applications.

- **Increased Accountability:** RapidIdentity equips all 54,000 students with the ability to reset and manage their own passwords, saving significant time for both the users and the IT help desk.

- **School, Simplified:** The district's instructors and faculty save time since they can access all of their learning apps in one place and easily disseminate information to students and parents.

- **Remote Learning Ready:** During the COVID-19 pandemic, the district needed to transition to online instruction. RapidIdentity SSO ensured only students enrolled in a given class could enter the Zoom classroom with their legal name, enhancing security, eliminating disruptions, and minimizing support requests from instructors.

- **Easy Integrations:** RapidIdentity's support for IMS Global OneRoster™ Standard is critical to CCPS' ability to roster students and provide a seamless student and staff experience.

Most recently, Clayton County has introduced an exciting 1:1 initiative, Extending Learning Beyond the Classroom, providing 38,000 new Chromebooks to students in need of devices. As many as 30% of students in the district don't have a reliable internet connection at home, so Clayton County also saw the support of T-Mobile to

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RapidIdentity allowed us to provide access to students and staff without requiring the Department of Technology to constantly manage user accounts.

April Mayo, Ed.S.,
Director of Instructional Technology

provide hotspots for students who need them. The initiative was accelerated due to COVID-19, and the RapidIdentity platform made it possible for students to continue learning and access educational resources during the pandemic.

RapidIdentity is at the core of Clayton County's district-wide mission: to educate students. "RapidIdentity sits at the center of our entire ecosystem relative to our end users," says Smith.

Clayton County is thoroughly impressed with the Identity Automation team's ongoing adaptability and quality. The solution has been a game-changer for this sprawling district, helping it maximize its resources as online learning connections become more important than ever.

"We needed a solution that wouldn't require the Department of Technology to constantly manage user accounts, given our size," said April Mayo, Ed. S., Director of Instructional Technology. "RapidIdentity offers a simple process for staff and students to claim and manage their accounts, without a large training burden."

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