HCC TURNS TO IDENTITY AUTOMATION FOR AUTOMATED LIFECYCLE MANAGEMENT OF 80,000 STUDENTS, FACULTY, AND STAFF

HCC
HOUSTON COMMUNITY COLLEGE

"We needed a solution that automatically pulled necessary information from Active Directory to other applications. RapidIdentity did that for us."

Adrian Gutierrez,
Sr. System Administrator,
HCC

THE CHALLENGE

Houston Community College (HCC) was committed to making the digitization of student services across its 22 campuses a priority. HCC's 8-person Central Systems Administration team was tasked with building the necessary identity management infrastructure to improve the digital experience of its 77,000 students and 3,000 faculty and staff members. However, the team faced a number of identity management challenges unique to large, Higher Education institutions, including:

- **Account Creation at Scale:** Because of HCC's size, the Registration Team and IT had to create as many as 30,000 new user accounts per day during peak registration times.

- **Granting and Revoking Entitlements for Multiple, Disparate Systems:** Even with custom scripts, System Administrators were constantly granting and revoking student, staff, and faculty access to resources as they joined, moved, or left the HCC system—a process that might take weeks to complete for each user.

- **Managing Student, Staff, and Faculty Lifecycles:** Maintaining a full-lifecycle record of each user was a constant challenge. HCC students and staff often change roles or occupy multiple roles at once, making it difficult to provision the right instructional and operational software. Furthermore, HCC needed to manage the identity and access rights of thousands of transient students and staff.

- **Password Management:** Remembering and managing multiple passwords for different applications was not only frustrating for users, but was also a huge cost and time burden on the overwhelmed help desk.

The Central Systems Administration team realized that the first step in tackling these identity management challenges was to create a single ID for all HCC users and target systems. To do so, they would need to replace their manual processes and scripts with a more comprehensive, automated identity management (IAM) solution.

IDENTITY AUTOMATION

HCC TURNS TO RAPIDIDENTITY

Originally, HCC selected Novell's Identity Manager as their IAM platform, with Identity Automation as their implementation consultant. However, when the licensing fees unexpectedly tripled after the vender was acquired, HCC turned to Identity Automation for a replacement solution. Identity Automation offered up their own, full-feature IAM solution – RapidIdentity – which exceeded the IAM functionality of the Novell Solution, while still honoring HCC's original budget.

HCC'S EAGLE ID INITIATIVE TAKES FLIGHT WITH RAPIDIDENTITY

With RapidIdentity in place, HCC successfully rolled out their single ID initiative, branded as HCC Eagle ID. Rather than dealing with the frustration of managing multiple IDs and passwords, students now only need to remember one login for nearly all services, including the PeopleSoft student information system, Office 365, Canvas and Moodle learning management systems, tutoring services, HCC email, and campus computers and printers.

Now, students claim their accounts during registration and set-up challenge questions and responses for self-service account validation and password reset. Once registered, students, even those with multiple roles, are automatically provisioned all appropriate online services and applications from day one. The onboarding experience is the same for staff and faculty.

When asked how they measure success, Daniel Cortez, HCC's System Admin Group Manager, says his team tracks some KPIs, but they are more focused on the silence – user complaints and help-desk phone calls dropped significantly, allowing IT administrators to focus on higher value, more strategic initiatives for the college.

HCC's initial success from their RapidIdentity deployment and Eagle ID initiative has set the stage for further IAM advances. A Phase II deployment of RapidIdentity's single single-on application portal is being developed to provide students and faculty with a seamless, secure, point-and-click interface to all granted systems and data based on user and group roles.

"Every Identity Automation technician was highly professional, kept us up-to-date on the project's status and roll-out, and provided a high-quality workflow solution, on time and on budget."

Daniel Cortez,
System Admin Group Manager,
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.