Identity Management Deployment
A Higher Ed case study

Background: The university approached DIT with the intention of seeking assistance in upgrading their existing Identity Management Environment, which was based on Oracle Identity Manager 10g. The risks and constraints in the existing environment as the University pointed out were,

- The current system was far from being stable
- The current system was never fully implemented due to many setbacks due to product bugs.
- Lack of performance was driving user experience not adequate
- There are new requirements that will require Access Management Solution in place
- Self service is becoming a priority
- The system needed to be scaled to include all new enrollments and alumni.
- University had a very complex enrollment process that needed to be implemented.
- Security was a high priority

DIT's Approach: Before officially engaging in a formal implementation service contract, DIT and the University agreed to do a half-day whiteboard session to discuss freely all the problems the University has faced over the past 3 years. The outcomes of this session were:

- All concerned parties and business unit expressed their concerns across the same table. The university commented that this was the first time they were able to have a frank and straight conversation like this.
- DIT architects using the above information defined a high level architecture, discussing pros and cons of each approach, on the whiteboard. By the end of the session, this became an all agreed goal for deployment.
- Strategic goals, constraints, dates and other related information were defined and agreed.
- Everyone in the session agreed on the proposed contents of a Statement of Work and task that will be performed.

DIT then prepared a statement of work detailing tasks, timelines, and resource commitments using DIT's Secure Agile Methodology. After contractual agreements and negotiations, DIT started the engagement.

Major Outcomes	Components Integrated
✓ A Highly available 11g environment	✓ Oracle Identity Manager
✓ An Access Management scheme for student and staff	✓ Oracle Access Manager
✓ A brand new custom student enrollment process	✓ Oracle Adaptive Access Manager
✓ A custom workflow for security awareness training	✓ Oracle Internet Directory
✓ Virtualized directory environment	✓ Oracle Virtual Directory
✓ Increased Security by state of the art device identification to detect fraudulent activities	✓ Active Directory Provisioning Connector
✓ Provision of One Time Password delivered Out of Band	✓ Exchange Provisioning Connector
✓ A custom login workflow	✓ PeopleSoft provisioning Connector

Highlights: There was occasional change in direction, which required budget revisions. However, the overall change observed in budget was less than 15%. The combined team of University staff and DIT staff worked together to create an open project team that was able to communicate and escalate problems for a quick and effective resolution. The University exhibited extraordinary support from its management to make the project a success.