



Simplifying and automating user and password management processes



Pinellas County Schools, located in the Tampa Bay area of Florida, consists of 138 schools ranging from pre-K to 12th grade, as well as an adult school for community and work force education. With 103,000 students, 8,500 teachers and over 200,000 parents, the IT staff spent an inordinate amount of time correcting account problems. Their primary intent was to address the teachers, who often either forgot their password over summer break or were locked out due to password expiration over this time period.

The Project

Pinellas County Schools initially implemented Tools4ever's Self Service Reset Password Manager (SSRPM) to resolve the teacher's password problems. It allows users to reset their passwords on their own after answering several security questions so that the IT department was no longer inundated with calls. When Pinellas began to look for a solution for account management, Tools4ever was a frontrunner due to their previously superior service with SSRPM.

"Whenever we had questions or needed something, Tools4ever was very responsive; we had a good history with them. They were on the same page and very understanding of our situation," said John Just, Assistant Superintendent at Pinellas County School District."

Client

Pinellas County Schools

Challenge

The IT department at Pinellas County School District was overwhelmed with calls for password resets especially at the beginning of each school year. They were spending too much time and resources creating and managing accounts for over 300,000 users.

Solution

IAM was implemented to automate the account management process. SSRPM was implemented to allow users to reset their own passwords.

Products

Identity Access Management (IAM) - Previously known as UMRA

Self-Service Reset Password Management (SSRPM)

Connectors:

Active Directory

Focus Student Information System

Result

The IT department has seen a major reduction in the time spent dealing with account and password issues and is now able to focus their efforts on technology in the classroom to enhance learning.

“Tools4ever is a very customer focused company. they are knowledgeable not only in their product set, but also in customer needs and experiences”

John Just, Assistant Superintendent, Pinellas County Schools

Enhanced Efficiency

Pinellas County Schools implemented Tools4ever's Identity Access Management (IAM) to assist with the process of account management for their users. With IAM, when an account is created in Active Directory, it automatically populates the parent portal, student information system and any other systems as required, eliminating a tedious and potentially error prone manual process. This was especially efficient in creating accounts for the large number of parental users.

“Parents are very connected these days, so they need to have access to the parent portal to get an answer on any questions that they have,” said Just. Within the first year, PCSD was able to enroll over 200,000 parents in both IAM and SSRPM concurrently. With IAM in place, students and their parents are now able to start the new school year with a significantly easier process. “It continues to get better every year,” Just said.

Resolving Security Issues

Pinellas County Schools has also dealt with security concerns when people who did not work for the school, such as parents and volunteers, needed access to the systems. The school requires these types of users to enter a driver's license, ID, or passport number as means of identification. This was a major security risk as many people entered false or invalid information. IAM is set up to validate the required information exists before the person can gain access. This resulted in Pinellas having the ability to clean up their systems by removing users without the ID and to properly identify user types.

Successful Outcome

With IAM and SSRPM up and running, Pinellas County Schools is working with Tools4ever to continually improve the system to meet their specific needs. Currently, they are working on a process that will send email confirmation to parents when their account is created.

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