



TANGIPAHOA PARISH SCHOOL DISTRICT

UMRA RELIEVES TANGIPAHOA PARISH SCHOOL DISTRICT'S ACCOUNT MANAGEMENT HEADACHES

EXECUTIVE SUMMARY

KEY OUTCOMES

- UMRA automated account management so the HR department can easily make all changes to user accounts
- Tangipahoa's account management is now 100% hands off for the IT department allowing them to focus on the education of their students

PRODUCTS

User Management Resource Administrator (UMRA)

CONNECTORS

Active Directory
JPAMS
MUNIS
Exchange
Microsoft Live@edu

ABOUT TANGIPAHOA PARISH SCHOOL DISTRICT

Tangipahoa Parish School District is located in Louisiana and encompasses 37 schools ranging from kindergarten to 12th grade. The large district consists of more than 4,000 employees and 19,000 students, making management of the user database a very difficult task for the small IT department.

“JUST HAVING USER MANAGEMENT DONE ONCE AND DONE CORRECTLY HAS ALLOWED US TO EXPAND WHAT WE’RE DOING EDUCATIONALLY.”

Mike Diaz
Assistant Director of Technology

Challenge: *The district has a large number of faculty and students and a small IT department. The frequent movement of users makes account management difficult.*

The Tangipahoa Parish School District's identity and access management challenge was more problematic than the normal educational facility projects because many of the district's schools are only two grade levels, resulting in frequent movement of students from one school to another as they advance into older grade levels. Each student and employee also needed to be placed in the appropriate security group to access the resources that they require. This is especially important for employees who need to access documents and software to perform their jobs. Because of the many problems district technology leaders faced, they realized there was a need to find a more efficient solution and began to look for a product to automate the process.

Solution: *UMRA automated account management so the HR department can easily make all changes to user accounts.*

Tools4ever immediately stood out to Tangipahoa among all other vendors. Mike Diaz, Assistant Director of Technology, said, “Tools4ever seemed very hands on and proactive about the entire solution.” The project needed to implement many changes to the more than 23,000 user accounts and had to be completed before the beginning of the school year, which meant to be successful, the implementation had to be started and finished in just a matter of weeks. According to school leaders, Tools4ever met this goal and exceeded expectations. “We flipped a switch and haven't turned it off since,” said Diaz. “The changes were incredible.”

Results: *Tangipahoa's account management is now 100 percent hands off for the IT department, allowing the district's employees the ability to focus on the education of their students.*

IMPROVED EFFICIENCY OF USER MANAGEMENT

With User Management Resource Administrator (UMRA), the human resource department is now able to make all the changes to accounts in one step and the updates are made in all other appropriate systems. Previously the technology, HR, payroll and student information departments were all making their own changes, which made it difficult to communicate who was doing what. Diaz added, “User



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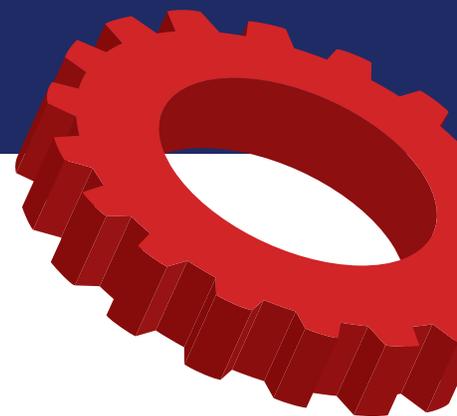
MIKE DIAZ, ASSISTANT DIRECTOR OF TECHNOLOGY AT
TANGIPAHOA PARISH SCHOOL DISTRICT

management consisted of putting out fires until someone couldn't access what they needed because they were in the wrong user group. Now we don't have to do that anymore because we know it is right." HR is now the only department that creates updates or disables student and employee accounts and this makes the process easy and efficient.

MAJOR TIME SAVINGS

With only one department handling accounts, there has been a major reduction in time for account management overall. "It's 100 percent hands off for the technology department now for user management," said Diaz. Though HR is handling all of account management, employees there only enter the information once and don't alter it frequently after that. With the time saved on user management, the technology department can now focus on other areas, such as classroom technology. "Just having user management done once and done correctly has allowed us to expand what we're doing educationally."

The district plans to implement other identity management solutions from Tools4ever, such as Password Synchronization Manager, for ensuring passwords are the same across several systems. "Once someone sees what the software does they are pretty much sold on it. UMRA is the best purchase I have made in the 11 years I have been with the district, Diaz said.



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