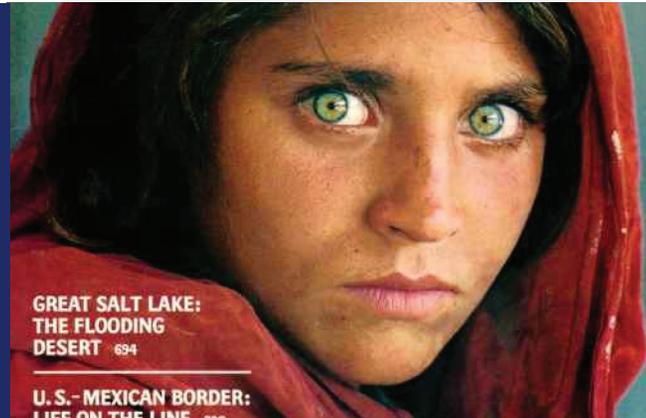




National Geographic: UMRA Optimized User Provisioning and Drastically Reduced Help Desk Calls



National Geographic is a 125 year old not-for-profit institution that publishes educational and scientific information in 37 different languages in a variety of formats including; web, television, magazines, books and other emerging digital formats. The organization currently has over 1,400 full time and part employees and hundreds of contractors working at their headquarters located in Washington DC, as well as remote offices throughout the world.

Dan Backer, Director, Campus Technology, at National Geographic, explains: “Since each of the organizations different locations publishes the content in their own language, our employees need to have access to the work of resources.” Nat Geo’s employees also need to access several cloud applications, including Google Apps, with different credentials for each. This became an issue when employees had difficulty logging in due to forgetting their passwords and were unable to contact the help desk as they are located in different time zones, outside of the business hours of the help desk.

Client

National Geographic

Challenge

Employees around the world needed to reset their passwords in time zones outside of the business hours of the help desk. In addition, their account management process was done manually and was inefficient.

Solution

Allow employees to reset their own passwords without having to contact the help desk. Automate provisioning and de-provisioning of accounts.

Products and connectors

UMRA - User Account Provisioning (SRC), SSRPM, PSM; PeopleSoft, Google Apps.

Result

A major reduction in the number of calls to the help desk. Time spent on account management has been drastically reduced and has resulted in increased security.

“UMRA has not only helped improve the security of access by terminating faster, it has also greatly improved our data security”

Dan Backe

Director, Campus Technology, at National Geographic

Manage high turnover for accounts

Due to the hundreds of contractors that Nat Geo employs, the IT department had to deal with having a high turnover rate for accounts. Often, they were provisioning 10 new accounts and de-provisioning another 5 every day. This process was done manually and was extremely time consuming and inefficient. In order for a new employee to correctly be provisioned, the hiring manager had to get the correct paper form, fill it out, give it in hard copy to the help desk with a signature, and then as many as 4 different admins would go about provisioning the attributes of the account. This process could take up to a day and would have to be handled by many employees.

After realizing they needed an Identity Management solution to help with these issues and inefficiencies, Nat Geo decided on Tools4ever's Self Service Reset Password Management (SSRPM) and User Management Resource Administrator (UMRA). “Tools4ever absolutely knew what they were talking about and were extremely clear and flexible,” Dan Backer.

Secure Password Resets at Anytime

Since employees outside of the help desk's time zone needed to resolve their password issues at any hour, Tools4ever implemented SSRPM at Nat Geo. Employees simply answer predefined security questions and are able to reset their passwords, even in the middle of the night, without contacting the help desk. Password Synchronization Manager was also implemented, allowing for the use of a single password for both Active Directory and Google Apps. Every time a user resets their password, the change is automatically updated to Google Apps.

Secure Account (De-)Provisioning

With UMRA, Nat Geo was able to connect their PeopleSoft HR system to Active Directory. UMRA is set up to automatically read new data twice a day and automatically synchronize it to AD and Google. Now, when someone enters a new personnel request UMRA automatically creates a new Google Apps account, AD account, share drive, personal drive and profile. The manager in charge receives an audit trail and can continue to request additional services.

UMRA also automatically de-provisions accounts. Once an employee is disabled in PeopleSoft, UMRA automatically disables their AD and Google accounts to ensure the employee no longer has access. It is also set up to transfer that employee's personal drive and ownership of all Google Docs to the manager to ensure that any ongoing projects are not lost. “UMRA has not only helped improve the security of access by terminating faster, it has also greatly improved our data security,” comments Backer.

UMRA and SSRPM have drastically reduced the number of calls to the help desk as well as the hours spent on user account management.