TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

IAM eliminates the need to deal with user accounts on a daily basis

With a roster of over 3,000 students, the North Hunterdon-Voorhees Regional High School District consists of two high schools - Norther Hunterdon High School located in Annandale, New Jersey and Voorhees High School in Glen Gardner, New Jersey. With a substantial number of students in the schools' computer system, it was difficult for Technology Officers to keep up to date with the movement of accounts while also ensuring adequate security.

Students were coming in as freshmen, graduating as seniors, or leaving mid-year, and all needed appropriate computer access to be assigned or revoked. It was also crucial that students have access not only while they are in school, but also after school hours. "School has become a much more 24/7 operation. It is no longer students coming in at 7:30 and being done at 2:30" Patrick Butler, Network Service Administrator for North Hunterdon Voorhees said, "Grades, assignments, and courses are all available online, and students need to have account information as up to date as possible in all areas to facilitate this requirement."

Client
North Hunterdon-Voorhees Regional High School District

Challenge
North Hunterdon-Voorhees was looking for a way to be more efficient in provisioning and de-provisioning accounts while maintaining security of their systems.

Solution
IAM automates user account management for provisioning and de-provisioning to make this process less time consuming.

Products
Identity Access Management (IAM) - Previosuly known as UMRA

Connectors:
Management Information Group
Student Information Record System
CSI Smarts
Active Directory
Exchange

Result
The security officers no longer have to deal with user accounts on a daily basis and all changes are made easily through the registrars.

"There has been a major change in the management of user information with IAM. it is a huge time saver for us"

Patrick Butler, Network Server Administrator, North Hunterdon-Voorhees

Fast Implementation

North Hunterdon-Voorhees realized that they needed a solution in place which would automate the process of provisioning and de-provisioning accounts, to free up the IT department from spending countless hours performing these tasks manually.

They began using Tools4ever's IAM Mass to provision accounts and had such a positive experience that they upgraded to IAM Automation shortly thereafter. The upgrade would allow them to make live changes in one system, which would result in changes to the student's account in all systems. IAM had to be up and running before the beginning of the school year so that students could have access to everything they would need when school began. "Tools4ever's implementation and planning were top notch," said Butler. "They made sure that we were 100 percent functional by the time promised to us and resolved every question we had."

Enhanced Efficiency

With IAM in place, the Technology Officers no longer needed to deal with account problems. Students are now able to go to the registrar with any information that needs to be changed and updates are made to their accounts instantly, (dealing with hundreds of accounts and password problems used to be a five hour task to make sure all of the errors were corrected). Butler adds, "All of that has been eliminated by the automation process due to the fact information is validated and managed before it gets into the system. With IAM we have a set it and forget it system that takes care of it for us."

In the past, Technology Officers had to deal with the difficulty of relocating a student from one school in the district to the other due to disciplinary reasons or movement of the household. This process, which was very labor intensive, is now totally automated and the student's information and files get updated and moved appropriately. "It was like they were in the destination school the entire time," said Butler.

Improving Security

Another important benefit of IAM, was the improved security of the schools' information systems, especially concerning a student's access to the internet. North Hunterdon-Voorhees rule is that parents must sign a document which permits or prohibits internet access for their children. Before implementing IAM, this process was managed manually by adding the children to the appropriate group that allowed internet access, taking several hours to complete. Now all the registrar does when they receive the permission slip is check a box in the child's profile and internet access is granted.