TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

DeKalb County
School District

Simplify management of user accounts with IAM (previously known as UMRA)

DeKalb County School District (DCSD) is located in Atlanta, Georgia near the Stone Mountain area. With approximately 102,000 students and 15,500 staff members across 135 schools and administrative locations, user provisioning and password resets were a burden on the IT department and helpdesk.

Identity & Access Management (IAM) replaces scripts

Upon reaching out to Tools4ever, DCSD used in-house written PowerShell scripts to manage accounts which had to be executed manually by a system engineer and took approximately 2-3 hours to process. They knew they needed a more robust and efficient solution that could automate and streamline user provisioning. When researching solutions to his challenges, Unit Manager of Enterprise Servers, Ken Marshall found that "Tools4ever was very familiar with the K-12 environment and had experience with a number of systems in our state."

Ken decided on UMRA by Tools4ever to automate and streamline user provisioning. Tools4ever's consultants recognize the need to implement bigger projects such as this in several phases. This approach promotes quality work, breaking the project into smaller components to be produced and reviewed.

🏠 Client
DeKalb County School District

⚙ Challenge
Manually managing user accounts with PowerShell scripts was proving to be error-prone and required a lot of the Systems Administrator's time. The helpdesk was also burdened with password reset requests and had little time to focus on other tasks.

☁ Solution
Implement a process which would automatically provision, de-provision and update user accounts. Relieve the helpdesk by allowing users to securely reset their own passwords.

📌 Products and connectors
Identity Access Management (IAM), previously known as UMRA, Self Service Reset Password Management(SSRPM); Infinite Campus, Active Directory, TERMS

🚩 Result
Implementation of automated user provisioning and self-service password reset management resulted in dramatic reduction of helpdesk requests, allowing IT to focus on other tasks.

"Before implementing SSRPM, our helpdesk technicians were overwhelmed with calls, at the beginning of the school year, about forgotten passwords."

Ken Marshall
Unit Manager of Enterprise Servers, DeKalb County School District

During the UMRA implementation in DeKalb County School District, Tools4ever's phased approach shined a light on some complex processes that were not originally detailed. This was simply overcome via Tools4ever's web portal where Ken and his team adjusted user assignments via the user-friendly interface. "When implementing, we discovered that we had a number of complicated processes with user provisioning," described Ken "With Tools4ever's help, we were given a web portal to make any adjustments to user assignments in the provisioning." Upon UMRA implementation, user provisioning is now automated for intake, progression, and outflow. "We were able to discover users that were not correctly classified in Active Directory and users that were no longer in the district that had never been disabled," said Ken.

Self-Service Reset Password Management (SSRPM) frees up the helpdesk

Once DeKalb County School District had automated their user provisioning processes, they explored the idea of implementing a self-service password management solution. Their helpdesk was burdened with password reset requests and had little time to focus on other tasks.

Once Self-Service Reset Password Management (SSRPM) was implemented, DCSD saw an immediate reduction in tickets to the help desk; even during the normally busy season when students return after summer break. End users can now reset their Active Directory password 24/7 based on simple, predefined questions. The 'Forgot My Password' button is integrated seamlessly into the Windows logon screen so there is no need to call or submit a support ticket. Less password reset related calls to the IT helpdesk means more time for the helpdesk to focus on other tasks.

"When looking at our needs, Tools4ever was able to show their ability to be very less intrusive to our systems than other products. The fact that Tools4ever would be able to retrieve the data it needed and then do its own processing in the small amount of time presented was a great deliverable." Ken Marshall, Unit Manager of Enterprise Servers at DeKalb County School District.