

## It's Easier

SAVING TIME WITH AUTOMATED ACCOUNT MANAGEMENT.

**M**ANAGING USER ACCOUNTS FOR STAFF and students is becoming increasingly complex. They may need access to file systems and to electronic learning environments like Blackboard. If the school or district has a web portal, the parents may want access to specific information, such as grades and homework.

In the past, it was possible to manually set all account access once a year using a script, but that is no longer feasible from a time or budget standpoint because of the huge amount of data and the size of the population that needs to be managed. Information constantly changes. An automated solution helps address these user account management issues in several ways.

**Errors.** When staff members create accounts manually, the accounts often have errors or are missing information because the forms are handled by several people. To mitigate these errors, information technology (IT) employees may need to go back several times to try to ascertain the correct information.

With automated account management, when an account is created in an active directory, it automatically populates the parent portal, the student information system and any other systems required, eliminating a tedious and potentially error-prone manual process.

**Account edits.** Student accounts often need to be edited to add permission to access the Internet or other applications. That means asking the IT staff to make the changes manually.

North Hunterdon–Voorhees Schools in Anndale, N.J., established an automated solution. When the permission slip for Internet access is received, the registrar checks a box in the student's profile and Internet access is granted. If the student transfers to another school in the district, his or her information and files are easily updated and moved appropriately.

**Delegation.** Although not difficult, account management can demand a lot of the IT department's time. To free up the IT staff's time for higher-level projects, the district can delegate account management to other school employees.

At Tangipahoa Parish School District in Amite, La., the human resources (HR), payroll and student information departments were each making their own changes. It was nearly impossible to track who was doing what.

By automating its account management, the district's human resources department now handles all account management and can easily make changes that in turn update all the appropriate systems. User accounts in the HR system are automatically synchronized with the user accounts on the network. HR is now

the only department that creates, updates or disables student and employee accounts, which makes the process easy and efficient.

**Disabled accounts.** When students transfer out of the district or graduate, their accounts must be disabled. In schools with hundreds, or even thousands, of students leaving each year, disabling their accounts manually can be time-consuming.

Fitchburg State University in Fitchburg, Mass., found it difficult to remove or update student accounts in a timely fashion. By automating its account management, school personnel can easily flag a student or employee and disable the account according to predefined rules. For instance, a predefined rule is set to allow graduating students to use their accounts for three months before they are automatically disabled.


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**Mass creation.** Students often require accounts in several different systems, such as e-learning, Google Apps and library systems. Creating new accounts for all students in each of these systems and issuing credentials is time-consuming. By automating the account management process, accounts can be created for several students very quickly.

Minnetonka Public Schools in Minnetonka, Minn., freed up the time of several full-time equivalents by automating accounts. Now, the process is much more efficient and only one employee is needed to handle account management.

### Freeing time to focus

Thanks to intelligent solutions, schools, colleges and universities no longer need to manually manage user account life cycles by using scripts or tedious manual procedures. The solutions house the scripts and manual procedures. Accounts can be automatically created, modified or deleted in all applications within the school.

As educational institutions face tight budgets, strict regulations and reduced financial support from the government, these tools can help mitigate exposure to additional unplanned expenses and allow internal IT staff to focus on more lofty goals. 

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