



Appalachian State's IGA & IAM Straight Talk Success

How to Get Your Program Off the Ground



Meet Your Hosts



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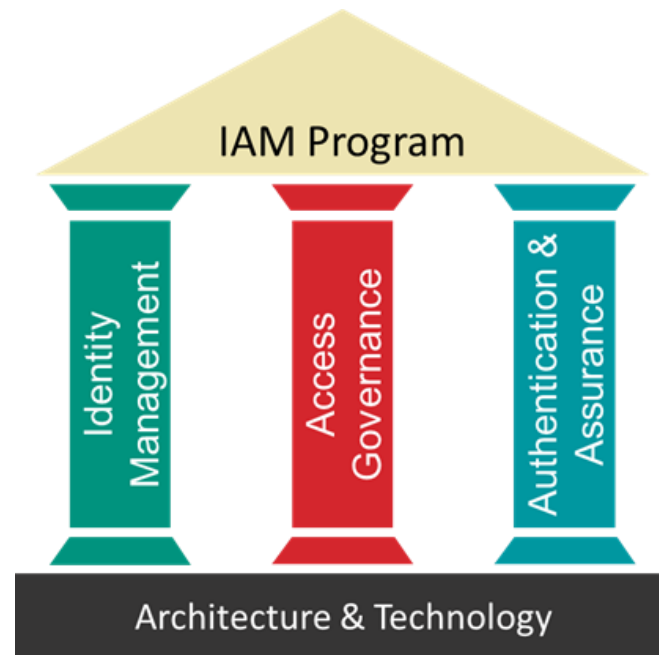


Digital Identity & Security



MTC Assessment Framework is used to develop roadmaps that build human-centered IAM Programs capable of continuous improvement and digital campus transformation

- Improve Student Experience
- Support Privacy & Inclusion
- Reduce Cyber and Compliance Risks
- Enable Administrative Efficiency





Converged and Modular Bravura Security Fabric

Bravura
Cloud



Bravura
Identity



Bravura
Privilege



Bravura
Pass



Bravura
OneAuth



Bravura
Safe





To what extent is your institution critically dependent on a home-grown IAM system?

- Completely dependent
- Very dependent
- Somewhat dependent
- Not very dependent
- Not dependent



What are the biggest challenges your institution faces in achieving a mature IAM program?

- Staffing shortages
- Technical debt
- Budget constraints
- Lack of expertise
- Lack of executive sponsorship
- Other (please specify)



When considering improvements to your IAM program, how inclusive is your approach to stakeholder collaboration across business processes?

- Very inclusive, reaching out to all relevant stakeholders across different departments
- Somewhat inclusive, engaging with stakeholders as needed
- Inclusive only within technical departments
- Not very inclusive, with limited stakeholder engagement
- Not inclusive at all, with no effort to engage stakeholders outside technical departments



Appalachian State University's Problem Statement

- Address significant technical debt and resource constraints
- Build executive awareness and support
- Remediate tactical service issues

Technical Debt

At Appalachian State, Identity and Access Management (IAM) tools and processes developed organically as tactical responses to individual issues. Our homegrown system is difficult to maintain and adapt to the university's evolving needs.

Changing Academic and Business Requirements

Enrollment growth as well as changing technological demands require a more strategic approach to IAM.



Where was Appalachian State Before?

- Provided core IAM services using a disparate set of tools including custom Banner tables, scripts, paper and electronic forms, and multiple directory service platforms.
- Campus-wide, manual laborious processes are often the only control for authorization.
- We lacked IAM Governance to help us prioritize IAM efforts.
- Multiple single points of failure.



Awareness & Business Case

- IAM has traditionally been "invisible" (i.e., middleware, like plumbing "works best" when no one knows it exists).
- Combination of increasing importance of IAM to strategic goals, growth in enrollment, and IAM technical debt/resource gaps required executive awareness and buy-in.
- Turning point was executive presentation to Chancellors Cabinet that enabled funding for the program (staffing, technology, implementation services).

Objective

Effectively provide access to what people need, when they need it, and only what they need



Challenges and Lessons Learned

- Lack of understanding and high learning curve to understand what a unified IAM program really is.
- Understanding our current business processes (a single person source for information).
- Improvements need for IT and business processes on campus (e.g., HR)
- Lack of easily accessible and shared documentation.
- Lost IAM Manager three months into Phase 1 of Project.
- Resourcing on project and operations - Keeping the spaghetti operational while moving to a new solution.
- Disconnect between RFP process, what could be offered, the bid, asking for differentiators and how life will be easier.



Catalyst for Change

Homegrown Spaghetti

- Active Directory restructure.
- Moving to standard user and release station printing.
- New IAM unit.
- Consolidated employee onboarding.
- Getting own house in order to be prepared.
- Generic account policy changes.



Long Term Goals & What's Next?

What's Next?

- Phase 1 User Acceptance Testing
- Password Management
- Identity Analytics with Bravura Cloud?

Long-term Goals Expand IGA solution to manage identities, credentials, and access in all enterprise IT applications and cloud services so we can:

- Provide & control access to institutional data.
- Tie access to certification/attestation of compliance training (when required).
- Ensure that student's privacy preferences are consistent across IT systems.
- Grant and restrict physical access based on organizational status (e.g., Biology staff).



Expected Outcomes for Phase 1 Implementation

1. Deploy automated lifecycle management (affiliation and birthright entitlements) with new Identity Governance & Administration (IGA) solution – Bravura Identity.
2. Establish our IAM architecture / technical foundation by integrating Bravura with Banner and key target systems to provision / deprovision users in downstream systems.
3. Work with a pilot group to access Bravura portal to manage an initial set of groups
4. Transition generic account (e.g., cio@appstate.edu) creation and management from Jira to Bravura .
5. Gain familiarity with Bravura Identity, assess its capabilities and establish a long-term road map for deploying new functionality in subsequent phases.



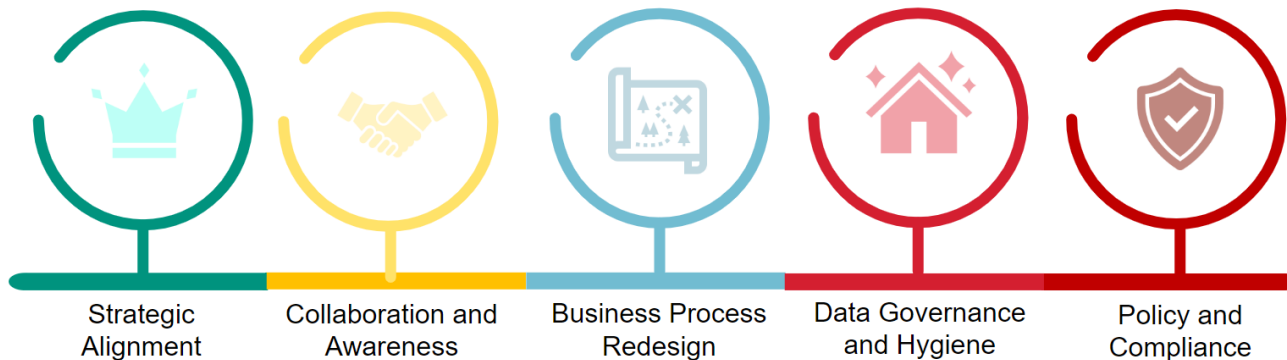
What is an IAM Program?

IAM Implementation Project

- Clearly Defined Scope
- Skilled Staff / Resources
- Project Controls

IAM Program

Delivering **continuous improvement and transformational value** to your campus requires more



Questions & Next Steps

Resources

- Download helpful resources
- Book complementary consultation
- Schedule a solution showcase

<https://www.bravurasecurity.com/edu-downloads>

