



Identity and Access Management (IAM)
implementation at a leading US university

Background

Deloitte was selected by a leading private university in the United States to help establish a foundation for identity and access management (IAM) using a leading identity management solution. The university's goal was to provide its extremely large and diverse population of constituents with a seamless way to access information securely, but also without having to maintain separate credentials for multiple systems. The previous system, which this solution eventually supplanted, did not satisfy the growing—and often competing—demands of information security and appropriate access, alongside enhanced user experience. Deloitte Risk and Financial Advisory was brought in to help implement this new product so that it was poised for future growth and integration.

Innovative solution

To help the client achieve its objectives, the Deloitte Risk and Financial Advisory team designed a solution driven by the customer experience, which was developed to enhance security, reduce risk, and mitigate complexity. The new identity management software replaced the university's existing platform in order to provide provisioning, identity correlation, and application onboarding. The implementation helped to achieve full life cycle management by onboarding other authoritative apps to the new identity management system, in order to handle "Joiner/Mover/Leaver" scenarios for their students, faculty, staff, affiliates, and sponsored guests. The solution also established access certification for processes and procedures to enable periodic and event-based access certifications. The Deloitte Risk and Financial Advisory team also integrated a custom portal with the new software platform for access requests and approvals. This established a smooth process for entitlement-based and role-based access requests.

Benefits and impact

With the identity and access management system updated, the university was able to develop a well-defined strategy and roadmap that provide clear guidance on the steps and timeline that can lead to scalable growth. They have also reaped the following benefits:

- **Consistent and controlled rules and processes** around access request, provisioning/de-provisioning, and access certifications
- **Increased end-user visibility** into what access has been granted and the status of pending requests
- **Business-friendly** descriptions of applications and entitlements provided a context of access that empowered business managers to effectively make decisions during access request and certification processes
- **Improved user experience** for access request by integrating their custom portal with identity management software for provisioning
- **Improved certifier's user experience** that allowed for actionable decisions down to the entitlement level and automated generation of remediation provisioning requests
- **Reduced the risk** of "rubber stamping" during certification processes

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