

How UCSF Modernized its Identity and Access Management Program



CASE STUDY

Integrated, Efficient, Secure

Challenge: The institution needed to replace its legacy identity system deeply entangled with core business processes.

Solution: The university chose Bravura Security to modernize its identity access management and provide increased secure access from anywhere.

Outcome: Security strategy now matches the university's culture of innovation and excellence with improved flexibility, efficiency and governance.

After twenty-years it was time for a large university in California to strengthen security and offer greater access to knowledge by modernizing a decades-old identity system. Based on mainframe technology, the system was being phased out—its software authors and maintainers long since gone. Paired with another major IT project plus complex higher education challenges like cyclical onboarding and siloed IT purchasing, the university faced an endeavour. How would the university replace a legacy identity system so deeply entangled with core business processes to prepare for the future?

The Challenge

The university is not one but two top down organizations. Both a university, with an array of education requirements, and a hospital, with its own interlaced medical teaching needs, its population

is broad. Like many universities, its changing population required massive on-boarding and deactivations when classes began and ended, placing huge strain on staff.

Multiple data sources combined with loose affiliations for members including students, teachers, staff, residents, nurses, doctors, researchers, guests, volunteers and contractors made the quality of the data unreliable. Some departments inconsistently used central identity provisioning for SaaS applications like Box and DocuSign. Each member could also have multiple changing affiliations within the university, like graduates who work in the hospital.

Distance learning introduced added risk. Bad actor logins plus access challenges like firewall issues in China or students in Africa connecting mainly from smartphones with slow and spotty connectivity was a concern.

The university was also replacing a thirty-five-year-old system to centralize



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Bravura Identity

human resources and academic solutions for all personnel and payroll transactions. It needed to maintain existing systems and synchronize across both new and old systems of record during the migration. The new personnel system also required extra unique identifiers and processes tied to user names. Those names often change with marriage, divorce, and gender, introducing yet another impact to IDs, email addresses, aliases, and more.

Across all applications and services, the university needed one data source to automate provisioning, synchronize systems of record, and streamline appropriate access through the identity lifecycle with a highly secure yet publicly accessible identity solution.

The Solution

The university prioritized must-have features including password management, good connectors including one for Active Directory, group management, identity lifecycle, access management, and governance. The Senior Manager, Identity and Access Management, at the university brought the project from concept to completion.

The university chose Bravura Security as the best solution to modernize its identity access management and provide increased security access from anywhere. They found Bravura Security offered the reliability, technology, extensive expertise and professional services it needed to locally deploy at a cost that met their requirements.

"Beyond a magic quadrant, an analyst like Gartner can offer in-depth insight on solutions to meet your strategic goals," says the university's Senior Manager, Identity and Access Management. "Prior to sending out a request for proposal, cast a wide net and talk to many vendors."

The university's Senior Manager, Identity and Access Management advises to prioritize features and technology then eliminate vendors who don't fit your needs. Get demonstrations and talk with peers and reference clients to help validate your decision. Finally move ahead with a proof of concept to determine how the short-listed solution works for you.

Budgets for universities, even those with a hospital, are much smaller than those of corporations. While autonomous IT funding across the centers and individual schools combined with ambiguous organizational structure is typical, the University and the Medical Center jointly fund and use central IT including networking, identity access management and business apps. The identity modernization budget, driven by a request for proposal with a small plan for contingency, was fixed. Since tribal knowledge had left the organization and old systems were without good documentation



created an element of the unknown, the team also budgeted for some ongoing enhancements.

"Fixing the scope and price is the only way to avoid a multi-year, multi-million-dollar white elephant project," says the university's Senior Manager, Identity and Access Management. "Getting an accurate scope takes time and effort to capture but failing to define it will result in a project you may think is agile but really is just ruinously expensive and lengthy."

An experienced partner will help develop an efficient deployment and test plan that's tried and true. To get to an accurate estimate, the university clearly defined the full project scope through discovery and by outlining precise requirements and acceptance criteria. They created clear test paths and enough time to test deliverables prior to going live. Though each sprint added extra time and cost for testing and migration, the sprints added transparency and confirmation they were implementing to plan.

The Outcome

With one identity system to rule them all, the university leveraged faster near-time processing and simplified integrations through an ecosystem of over one hundred connectors. Automation saved notable time and effort onboarding and deactivating, and enabled appropriate access based on birthrights, roles, workflows and notifications. The team strengthened security through enhanced access control

with attestation, self service requests, credential management, delegated administration and approvals. Easier support, upgrades and enhancements put the university in control of identity access to empower teaching and learning.

Nine departments worked to promote adoption across the campus. Spearheaded by the IT team, stakeholders worked in business and governance groups. They outlined concrete deliverables including replacing the mainframe, introducing the Bravura Security Identity solution, production deployment, automating and standardizing provisioning and deactivations, federation via Shibboleth and multi-factor authentication. The stakeholders frequently communicated prioritized outcomes linked to timelines to help foster partnerships with staff. They trained everyone on how to use Bravura Security Identity and augmented skills as needed.

"It's a long term investment and you have to think about the future," says the university's Senior Manager, Identity and Access Management. "With Bravura Security as our identity provider, we significantly improved our flexibility, efficiency and governance. Our security strategy now matches our culture of innovation and excellence."

With a modern Bravura Security Identity solution, the university simplified and improved data protection and access while reducing security risk. Improved control has better positioned the university to provide access for its members today and ever growing population into the future.

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