



Chris Hable, Product Manager for Identity and Access  
Management, ITS

DePriest Dockins, Assistant Director, Identity and Access  
Management, ITS

**March 8, 2017**

# OARS - Unit Transfer Process for Unit Liaisons

When a new staff person transfers from one U-M unit to another, the person retains administrative access roles from the previous unit. The Unit Liaison of the new unit is expected to:


1. Review the person's access.
2. Remove roles that are not needed in the new unit.

Detailed documentation of this process is available at:

<http://documentation.its.umich.edu/?q=node/192>

# OARS - Secondary Security Improvement

Secondary Security values that represent department, organization, or other six digit numbers, have been updated to include descriptions. This update enables OARS users to more easily filter and select Secondary Security values when submitting an OARS request.



[First](#) [Previous](#) [Next](#) [Last](#) [Page](#)  of 2

Name	Action		
405500 - SOE - Information Technology	<input checked="" type="radio"/> No Change	<input type="radio"/> Add	<input type="radio"/> Remove
405600 - SOE-Student Services	<input checked="" type="radio"/> No Change	<input type="radio"/> Add	<input type="radio"/> Remove
405700 - SOE-Comm/Dev/Outrch	<input checked="" type="radio"/> No Change	<input type="radio"/> Add	<input type="radio"/> Remove

# About the Enterprise IAM Program

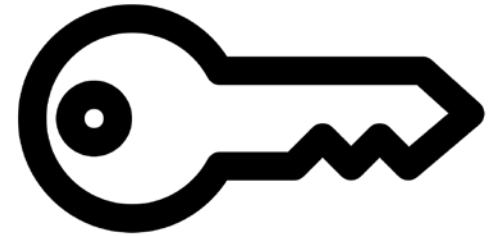
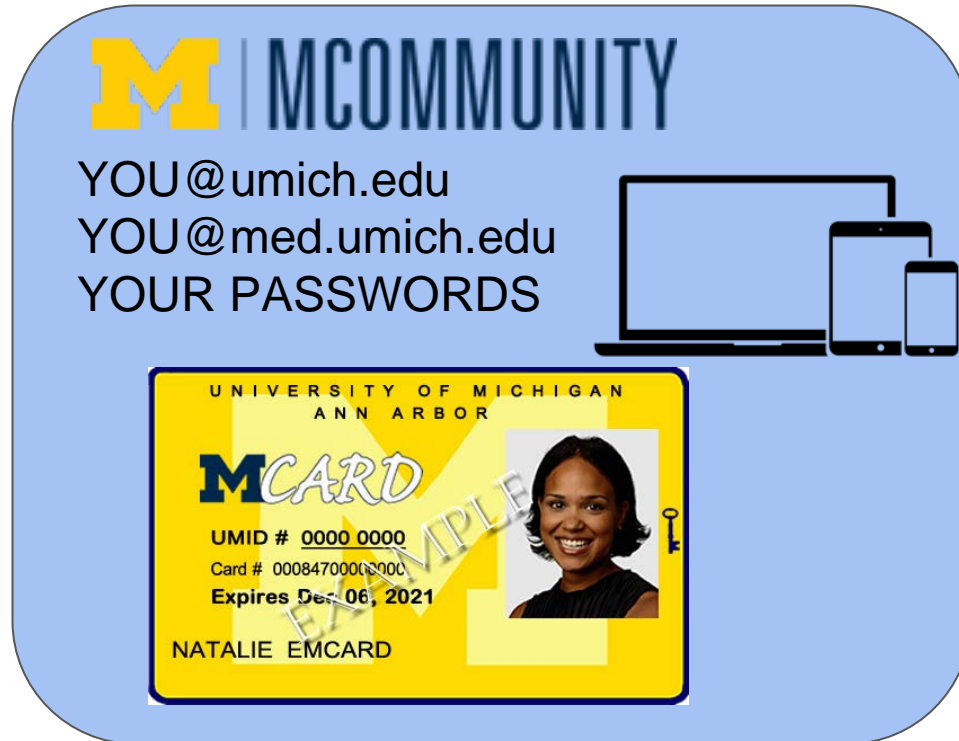


# What is IAM?

Identity & Access Management (IAM) makes it easy for you to get appropriate access and to collaborate with others at U-M and beyond. This helps you protect your privacy and the integrity of information belonging to you and to the university.

- **Identity management** connects you, and only you, with your online identity at U-M.
- **Access management** lets you into the systems and devices you are eligible to use—and keeps out those who are not.

# Your Digital Identity & Access at U-M



# Where We Are, Where We're Headed



# EIAM Program Purpose

- Coordinate and develop a unified Identity and Access Management (IAM) effort across all U-M campuses, including Michigan Medicine.
- Create unified solutions that begin to address problems that have been identified:
  - Lack of governance
  - Multiple management systems
  - Manual processes and outdated technology
  - Customer dissatisfaction



# Program Objectives for First 18 Months (Wave 1)

---



## Visibility

Promote **university-wide transparency** re: key decisions, progress, and benefits realization via IAM governance process and program office.



## Capability

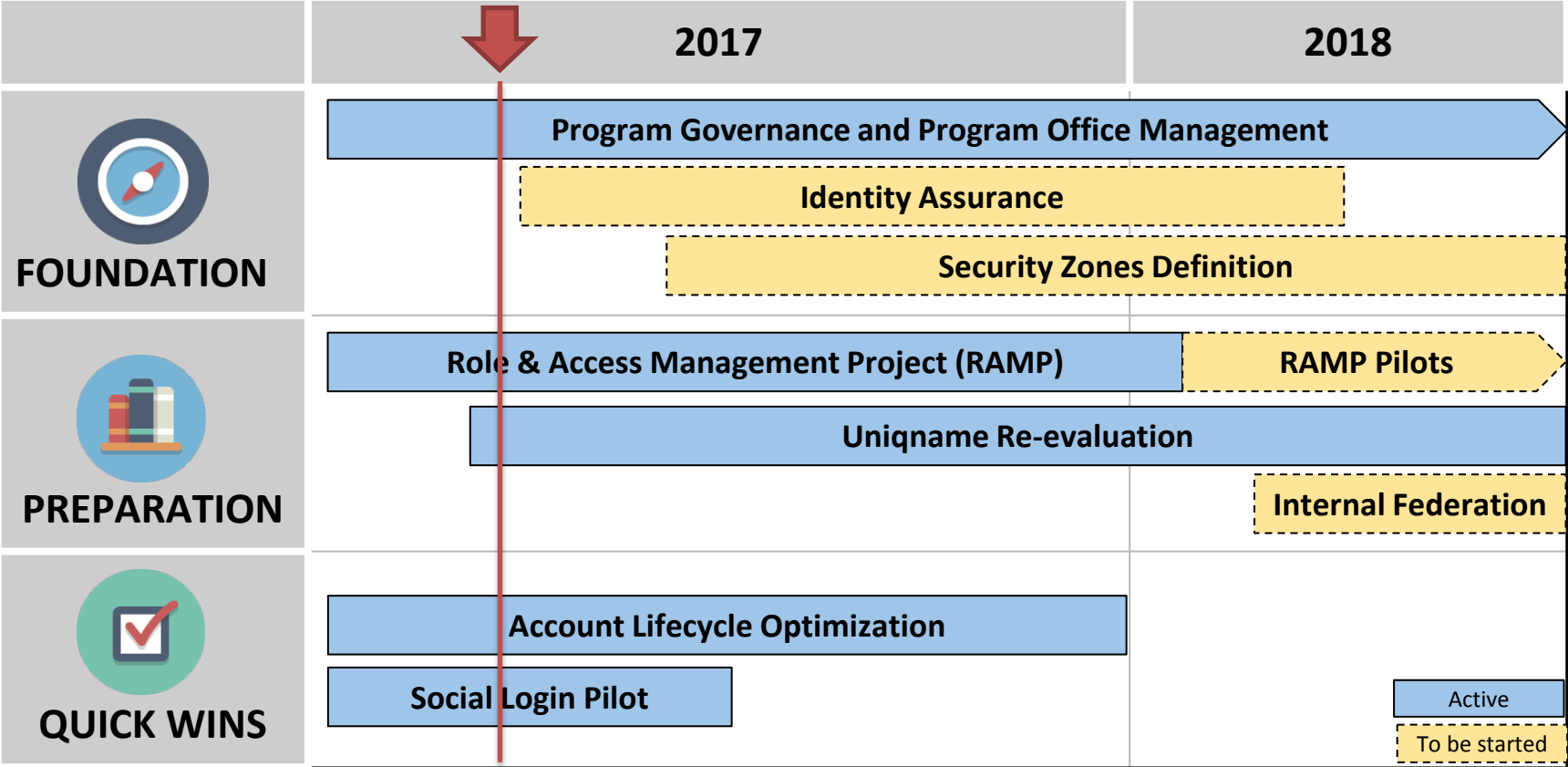
Campus and Michigan Medicine collaborate to identify, design, and deliver unified solutions, including a **Role & Access Management framework**, that benefit all U-M communities.



## Productivity

Decrease administrative burden; make **internal and external collaboration** easier; improve **onboarding and offboarding**; access some U-M resources with **social IDs**.

# Wave 1 Timeline



# EIAM Projects Underway

<b>Social Login</b>	This effort will conduct a pilot to allow non-U-M affiliates such as contractors, vendors, or parents to use their social identities (Google, Facebook, Yahoo, etc.) to log in to a low-risk U-M provided service.
<b>Role and Access Management Project (RAMP)</b>	This effort will establish a framework and conduct a pilot to improve the processes for assigning, managing, analyzing, and reporting on roles and access, including automation of tasks.
<b>Account Lifecycle Optimization</b>	This effort will deliver incremental enhancements to the existing employee or affiliate on-boarding and off-boarding processes and functionality.
<b>Uniqname Re-evaluation and Recommendation</b>	This effort will document the administrative, technical, and end user challenges associated with our current uniqname design and use, then conduct an impact analysis on alternatives, and develop a plan to move forward.

# How You Can Help

[Complete this Google form](#) to document pain points related to the following:

- Employee, student, staff, faculty or “Friend” onboarding and offboarding
- Giving access, removing access to systems
- Requesting and changing unqiunes
- Compliance related to on-boarding/off-boarding

**Please complete the form by Friday, March 17, 2017**



# Questions & Feedback

[iam-program@umich.edu](mailto:iam-program@umich.edu)

# Appendix

Additional Project Information

# Uniqname Re-evaluation and Recommendation

## WHY RE-EVALUATE UNIQNAME?



### User Challenges

Using parts of user's name and 8-character structure limit logical/desired combinations



### Administrative Challenges

Creation may require manual intervention; changes can be complex and labor-intensive

## PROJECT GOALS



### Improve Usability

Provide recommendation on how to improve user experience with uniqnames/email addresses



### Look Ahead

Meet the requirements of a growing user base and changing technological expectations



# Account Lifecycle Optimization

## WHAT'S THE PROBLEM?



### User Challenges

The onboarding/offboarding process is sometimes painful for the user and the staff that support the process.



### Technical Challenges

Processes are conflicting and overly complex making them difficult to maintain and support.

## PROJECT GOALS



### Improve Usability

Provide better user experience from an onboarding and offboarding perspective.



### Look Ahead

Provide an optimized on/offboarding experience for all University of Michigan Users.





# Role and Access Management Project

## WHAT'S THE PROBLEM?



### User Challenges

Manual processes vs. automatic assignments; Access requests by application vs. role.



### Administrative Challenges

Minimal record keeping; lack of visibility/reporting; limited awareness of job changes.

## PROJECT GOALS



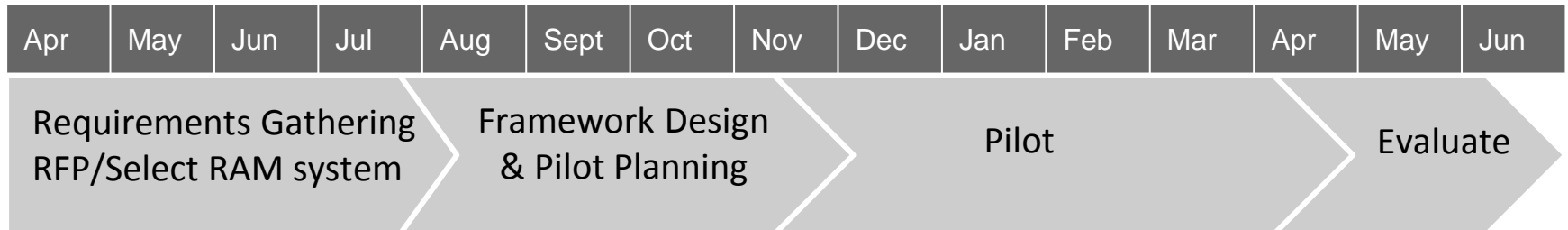
### Establish Framework

Improve processes for assigning, managing, analyzing, and reporting on roles and access.



### Conduct a Pilot

Select and pilot a Role and Access Management system.



# Social Log-in

## WHAT'S THE PROBLEM?



### User Challenges

Access for non-UM affiliates is confusing; UM Friend Accounts can be a burden



### Technical Challenges

UM Friend Accounts technology has become outdated (e.g. lacks seamless application integration)

## PROJECT GOALS



### Conduct Pilots

Engage social login vendor and validate integration approach



### Look Ahead

Establish guidelines when social login can be used; Inform next steps with UM Friend Account strategy

