



*Spring 2015*

# Identity and Access Management (IAM)

It's really coming!

Presented by

Brian Mertz (Tech Services) and Mark Pollard (AITS)



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# Identity and Access Management

Project Overview



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# What is IAM?

- Identity and Access Management (IAM) is the set of business processes and supporting infrastructure for the creation, maintenance, and use of digital identities. These processes ensure the right people are able to securely access the right services.





# What are the project goals?

- Reduce the number of user IDs and passwords required to access University systems and services
- Establish one University credential (i.e. ID and password)
- Reduce the number of times that faculty/staff are challenged to authenticate during a session
- Track affiliations more efficiently
- Provide capabilities for faculty and researchers to collaborate across different Universities by allowing them to securely access external resources with their University IDs





# What are the project goals?

- Expedite and improve overall access processes for guests and affiliates including research collaborators, contractors, visiting students, conference attendees, and others
- Provide a central authentication system to support applications across a variety of platforms and scope including mobile, departmental and centrally-supported applications
- Provide self-service functionality where appropriate allowing University and external colleagues to request and revoke access
- Retain one's identity for life





# What are the Project Phases?

- Authentication (SiteMinder)
  - Implemented
- One ID and Password (OIDPW)
  - Implemented at Springfield, coding for Urbana implementation and planning for Chicago implementation
- Identity Provisioning and Administration (IPA)
  - Gathering Functional Requirements
- Business Intelligence and Reporting (BI)
  - Phase has kicked off
- Access, Auditing and Compliance
  - Not started





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# Authentication

SiteMinder



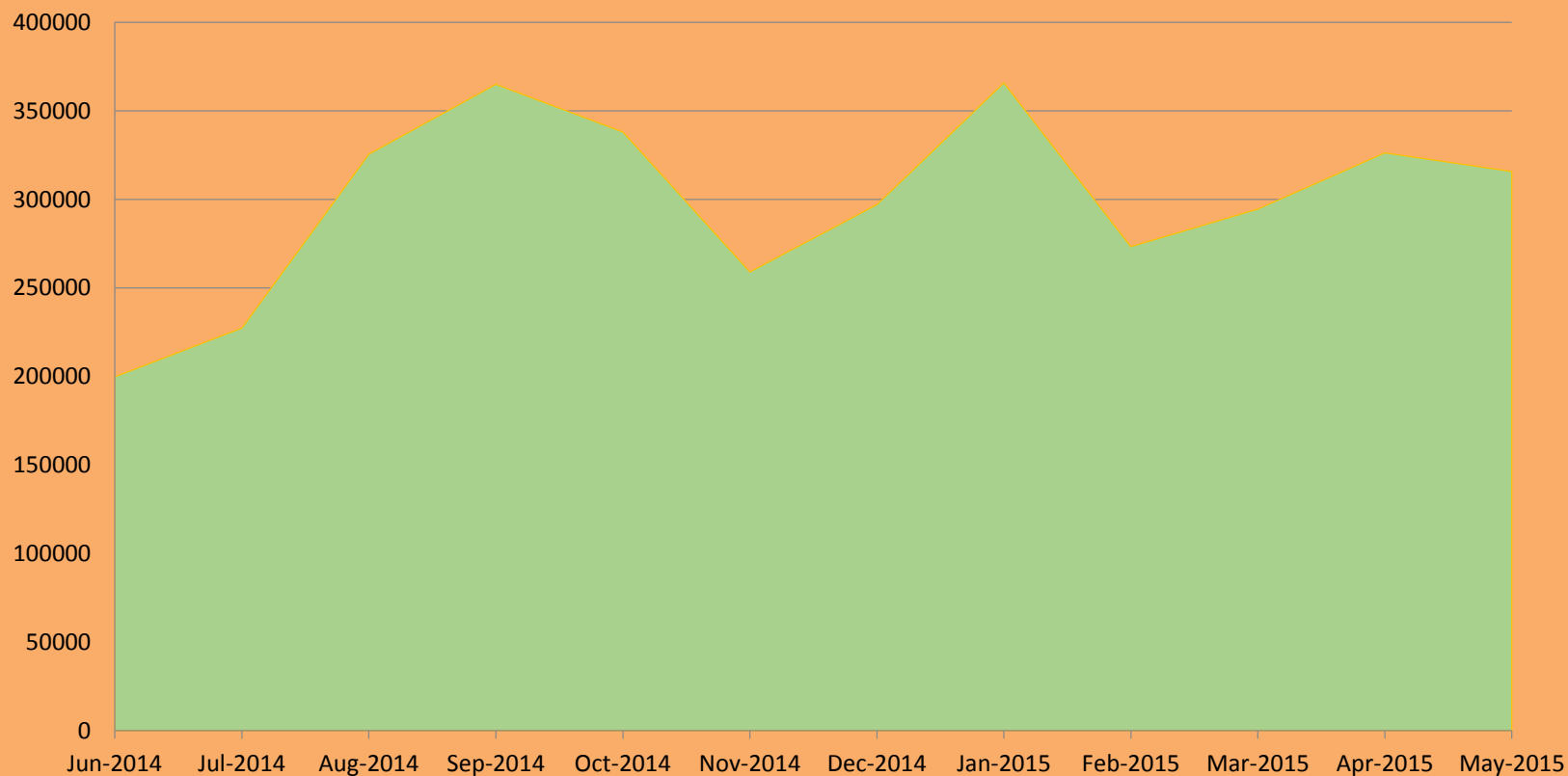
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# Authentication - SiteMinder

SiteMinder Logins



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# Identity and Access Management

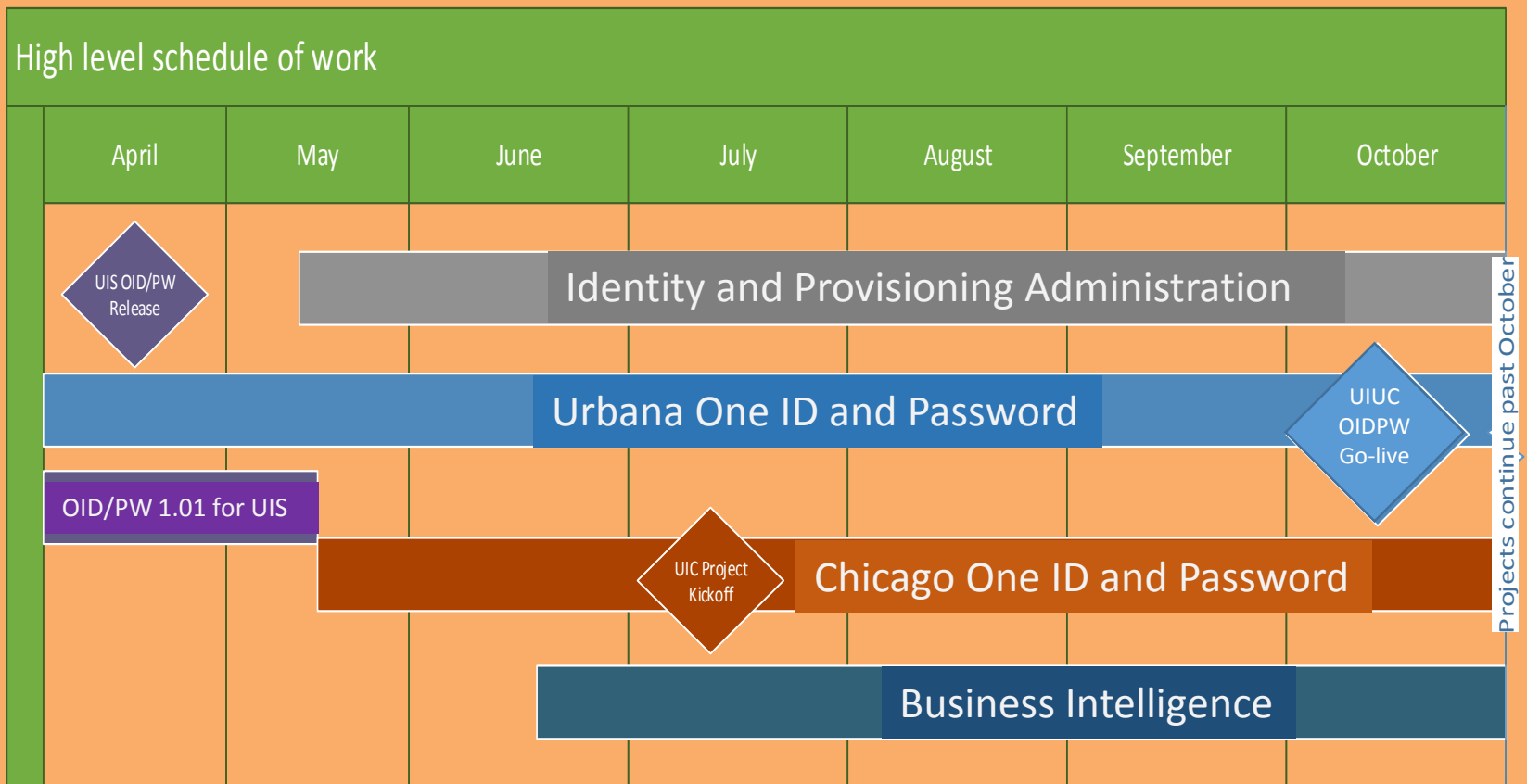
Project Timelines



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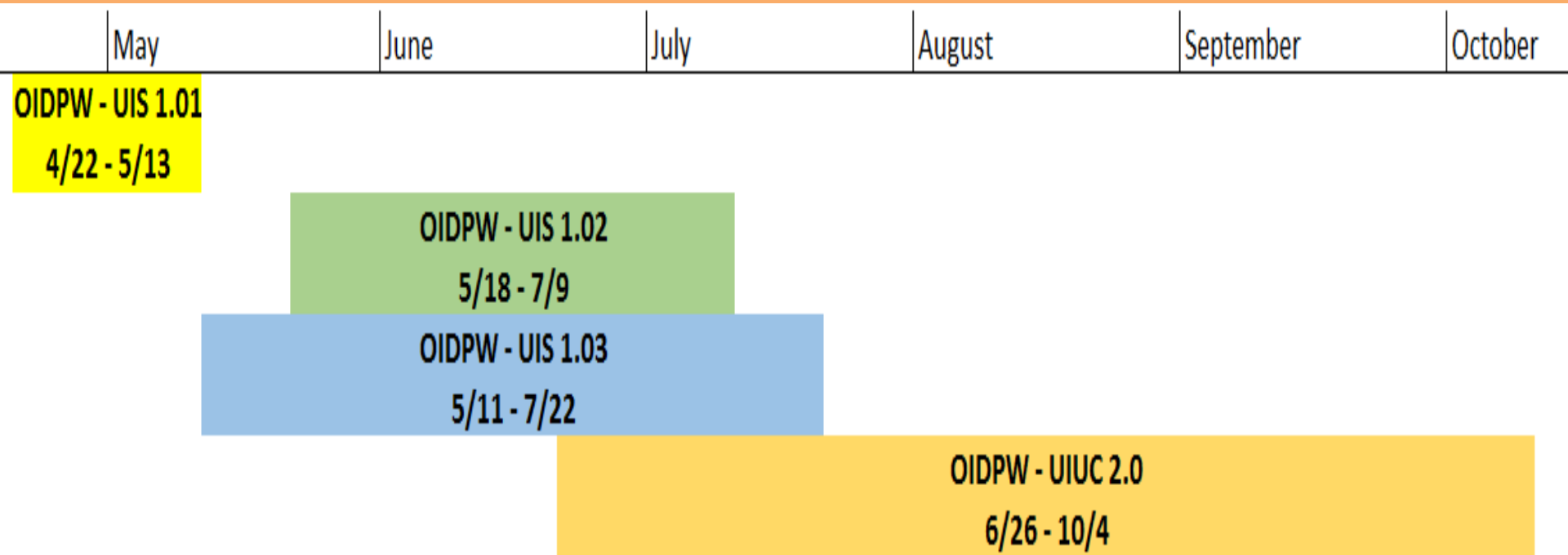
# IAM High Level Time Line



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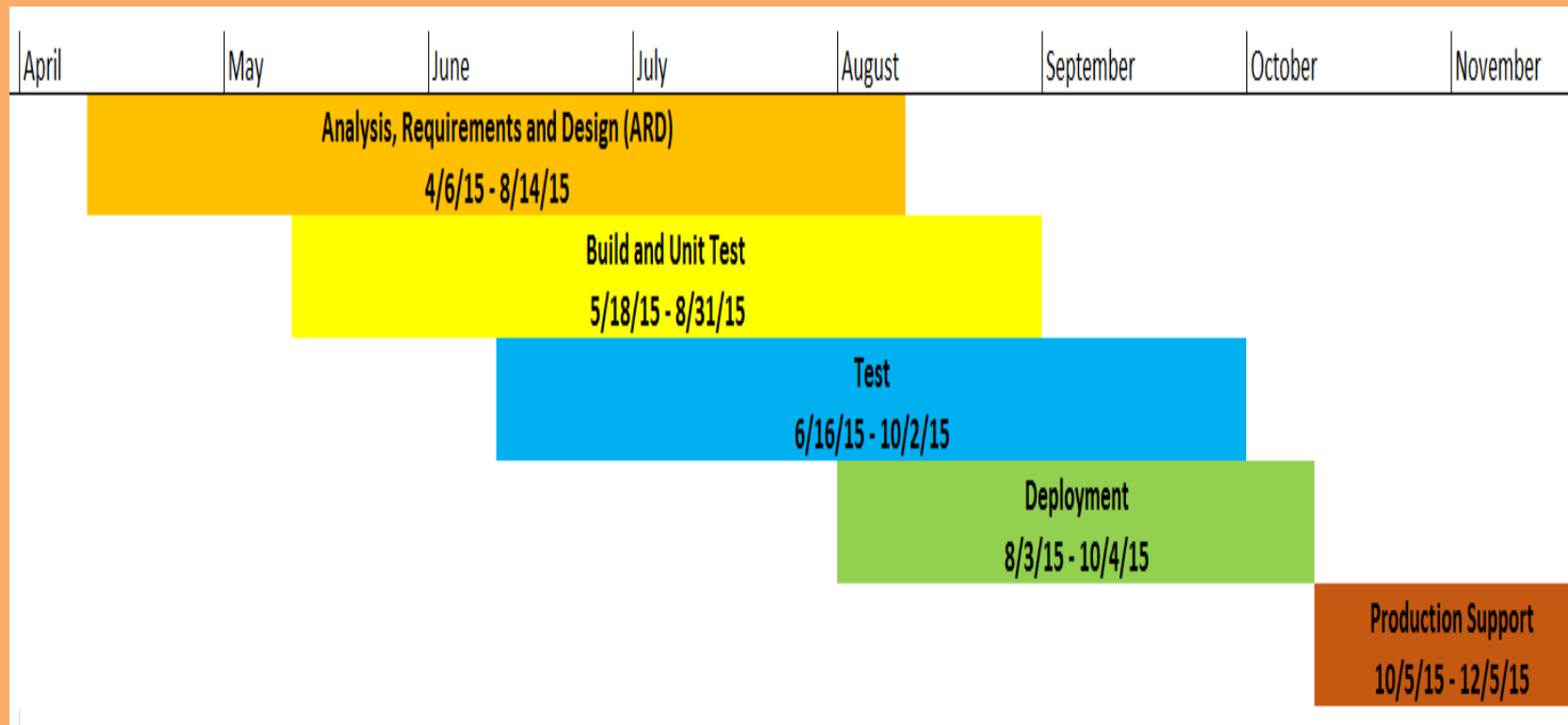
# OIDPW Time Line Snapshot



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# OIDPW Urbana Timeline





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# One ID and Password

Springfield Go-Live



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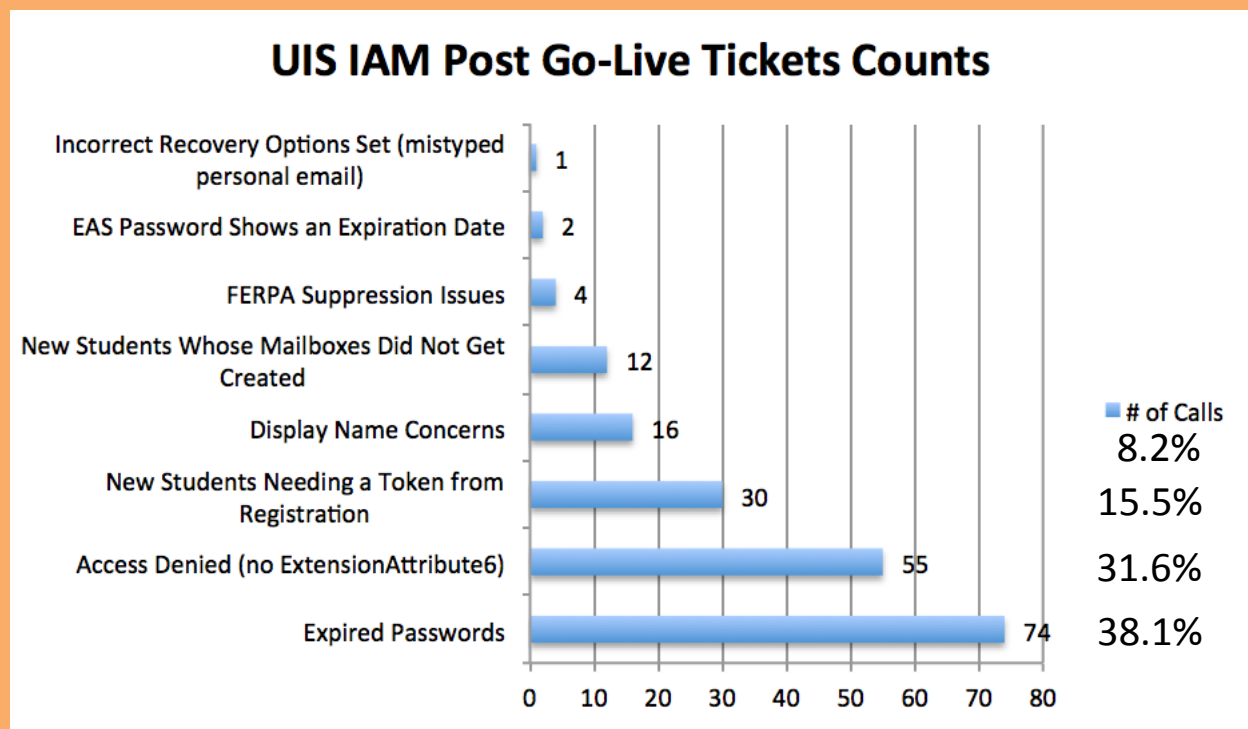
# Scope at UIS Go-Live

- New Student NetID Creation & Claiming with activation code
- New Employee NetID Creation & Claiming via NewHire
- Change Password and Modify Recovery Options
- Sync password to EAS & UIS AD
- Recover forgotten password via text, e-mail or voice
- Recover forgotten NetID
- IAM Support Application (Help Desk tool) view user info and send user password reset code
- Logging of all transactions





# Help Desk Tickets from 4/20/15 - 5/4/15



TOTAL IAM TICKETS = 194



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# Help Desk Tickets from 4/20/15 - 5/28/15

- TOTAL IAM UIS ticket count = 356
- 38 issues have been reported since go-live that required a fix
  - 36 have been fixed and migrated to production
  - 2 issues are still open
    - Issue with New Hire Process - employee's job data does not arrive until late in the hiring process – A solution is identified and will be fixed soon.
    - EAS\_PROD or midPoint are missing first/last name





# UIS OIDPW Statistics

Emails were sent to 6000 people to set recovery options and approximately 2000 new admits to claim their NetID.

# of Unique Users as of 6/03/2015	
Password Resets	2,232
Recovery Options Set	2,633
Opt Out	51
Total	4,916





# UIS Feedback

- No complaints about the new process or any feedback that the process is difficult
- Many happy emeriti and retirees who can now reset their own passwords.





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# What's Changing

Urbana ODPW Go-Live



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# Urbana Go-Live Scope

- Provide Urbana users access to MidPoint
- Add Google link in password change page
- Add Urbana branding
- Add page for existing Springfield users that profiled to sync passwords to Urbana accounts at go-live
- Add new hire capability for Urbana
- Add new Urbana student & new Urbana affiliation users





# Urbana Go-Live Scope

- Resolve outstanding issues targeted for 1.X releases
- Resolve remaining conflict IDs
- Add ability in IAM Support Application for super/security users to add/edit/delete help desk agents & registrars & expire after one year





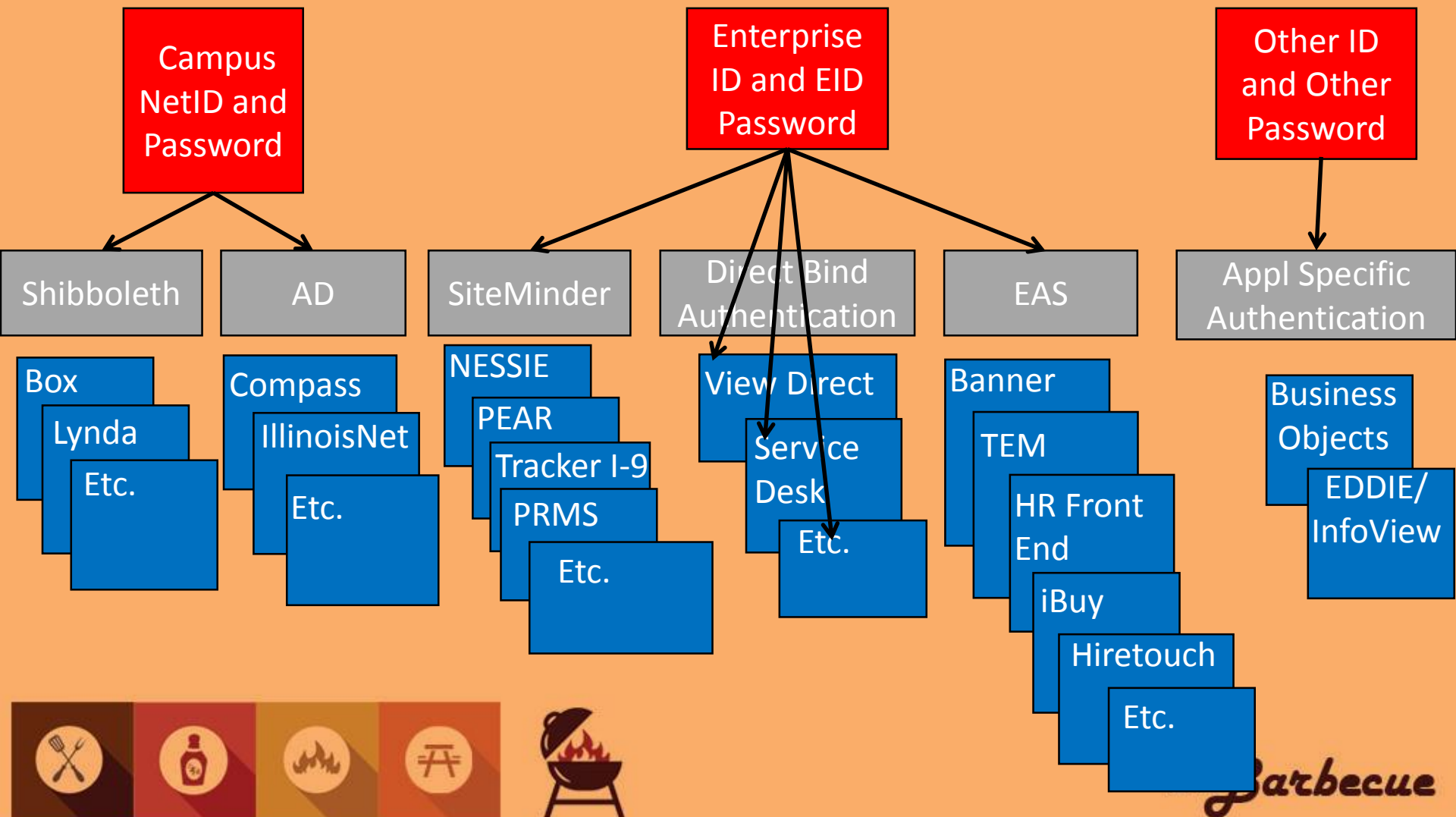
# Items Post October Go-Live

- Add Illini Alert to password change and forgotten password scenarios (Everyone should have gone through password change this summer)
- Email notification of password expirations
- Extending Password length from 15 to 127 characters





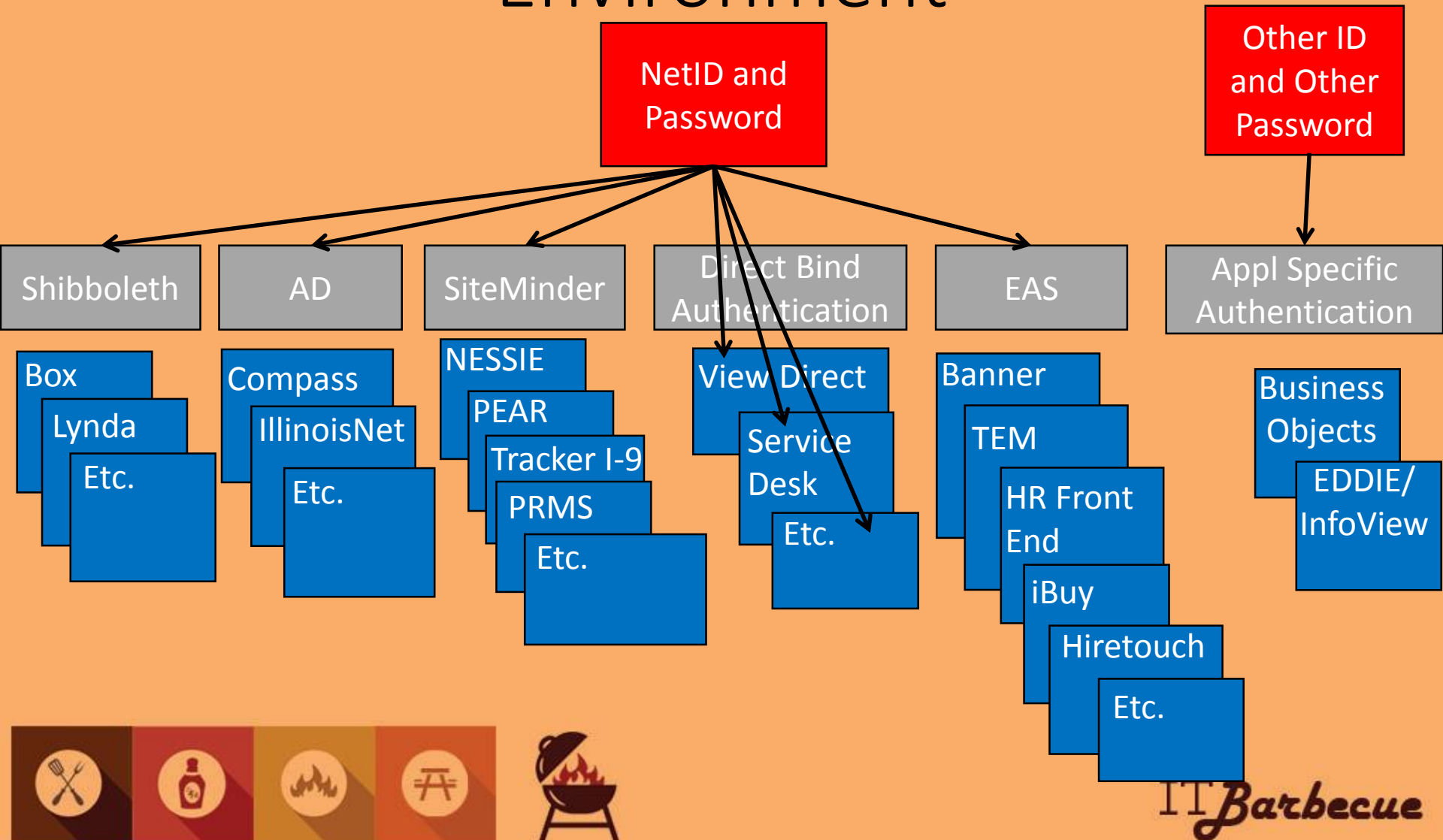
# As Is ID and Authentication Environment





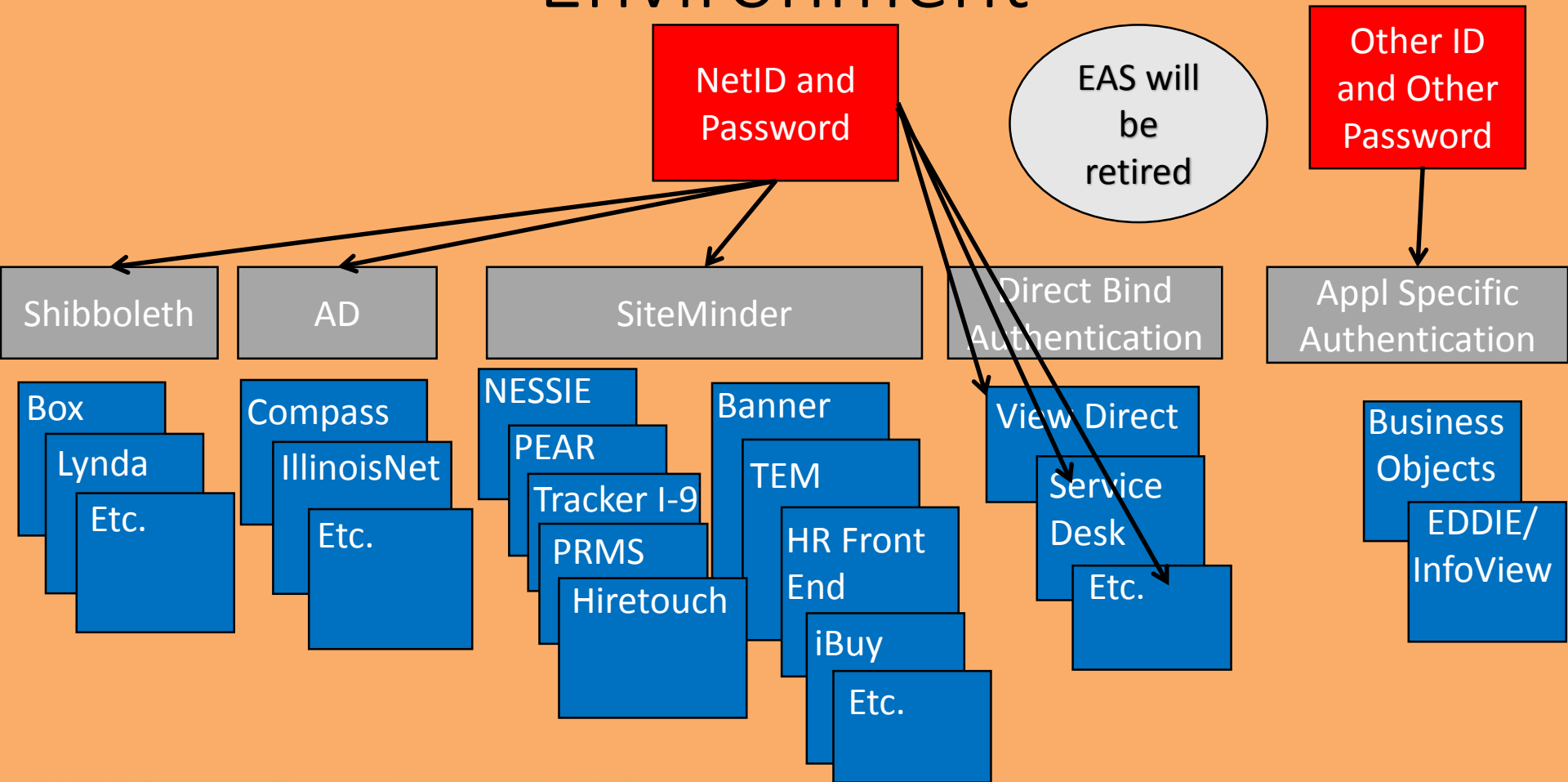


# To Be ID and Authentication Environment



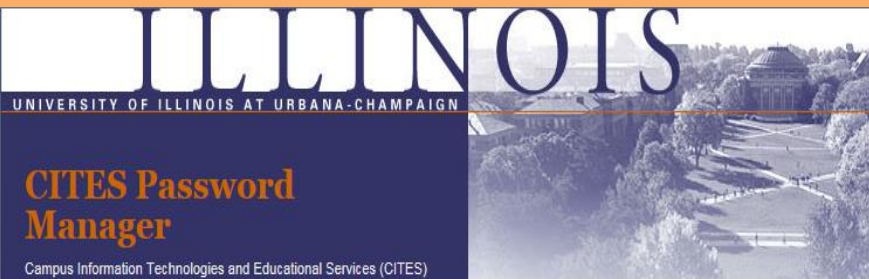


# To Be ID and Authentication Environment





# As Is Password Management



## Step 1: Identify Yourself

**Note:** To use this Reset Password application, you must have already set your security questions.  
[Set and Manage Security Questions](#)

NetID:

UIN:

Continue

## Help

For help with passwords, contact the CITES Help Desk:

217-244-7000

[consult@illinois.edu](mailto:consult@illinois.edu)

<http://www.cites.illinois.edu/help/>



## Answer Security Questions and Reset your Password:

Enterprise ID: mpollard

Security Question: What was the first concert you attended?

Answer:

New Password:

Confirm New Password:

Password Reset

[Strong Password Criteria](#)

For access problems, questions, or comments, contact the AITS Service Desk at (217) 333-3102 (Urbana & UIS) or (312) 996-4806 (UIC).

You can also e-mail the AITS Service Desk at [servicedesk@uillinois.edu](mailto:servicedesk@uillinois.edu)

Enterprise Authentication Service, Version 4.1.7



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# To Be Password Management

The screenshot shows a web browser window with the URL <https://identity.uillinois.edu/iamFrontEnd/iam/start>. The page header includes the University of Illinois logo and a navigation bar with links to various services like Apps, Google, My Yahoo, AITS SharePoint, IAM SharePoint, SOEEA Time Report, CA Clarity PPM, AVSL Calendar, Decision Support, IAM Registration, IAM Password MGR, IAM ISA, IAM HelpDesk, and DS Knowledge Center. The main content area is titled "Identity and Access Management" and "Password Management". It features a central box with the text: "Your NetID and password unlocks services across the university." Below this, it explains that a NetID is a unique identifier assigned to all University of Illinois campuses. To the right of this text are two buttons: "CHANGE PASSWORD" and "MODIFY RECOVERY OPTIONS". At the bottom of the box are links for "I forgot my password" and "I forgot my NetID". The footer contains the University of Illinois logo, a dropdown menu for "To view support information" (currently set to "Springfield"), contact information for the University of Illinois at Springfield Information Technology Services (ITS), and phone numbers for help after hours: (217) 333-3102 and (312) 996-4806.

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# Self Service Password Recovery Options

Browser window: Password Reset Options />

Address bar: <https://dev.identity.uillinois.edu/iamFrontEnd/iam/identity/registration>

Navigation bar: UNIVERSITY OF ILLINOIS

## Identity and Access Management

### Password Reset Options [more information](#)

Non-University Email Address

Text-Enabled Non-University Phone Number  
+1   
Country Code Phone Number

Voice Callback Non-University Phone Number  
+1   
Country Code Phone Number

[Skip this step](#)

Footer: UNIVERSITY OF ILLINOIS | [Select Campus for Support](#)

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Taskbar: Windows 8 icons, system tray showing 1:12 PM 1/16/2015



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# Opt Out of Password Recovery

## Before you skip this step...

The University Help Desk can only help you change your password through this self-service portal. If you do not provide any contact information and your password becomes unusable (expired, forgotten, or locked), you will be directed to go in person to a Campus Help Desk.

Your contact information will only be used for password changes, computer account security events, or as authorized by law. For more information, please refer to the [University Web Privacy policy](#).

ENTER RECOVERY INFORMATION

- ☐ In order to opt out, you must click this box acknowledging that you will not be able to reset your password online. You must also click the opt out button below.

OPT OUT

jcdelino@gmail.com



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# One Set of Password Rules

RESETTING A PASSWORD:

## Step 2 of 2: Set New Password

Must be at least eight (8) and no more than fifteen (15) characters in length.

Must contain at least one (1) uppercase letter.

Must contain at least one (1) lowercase letter.

Must contain at least one (1) number or (1) special character (no spaces).

Must NOT contain four (4) sequential characters of your NetID.

Password and confirm password must match.

New Password (required)

Confirm Password (required)

SET PASSWORD

[Back](#)

[Cancel](#)



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# Urbana ODPW Go-Live

Benefits



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# Urbana OIDPW Benefits

- People will have one location to maintain their passwords
- People will have a new more secure self service options to recover their password
- People will have one password and one set of password rules
- Will not be able to use same password within the last three years





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# Urbana ODPW Go-Live

Communication Plan



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# Urbana ODPW Communication Plan **CAMPUS (Assumptions)**

1. This is a login and password, not



2. Capacity will shape our messaging options
3. The best communication tool that we have is the expiration of passwords





# Urbana ODPW Communication Plan

## CAMPUS (Actions)

1. Normal messaging
  1. Website
  2. Emails
  3. Social media
  4. Campus media (Inside Illinois, Daily Illini, etc.)
2. Clean up references to Enterprise ID/NetID
3. Password expiration notifications





# Urbana ODPW Communication Plan

## IT Pro (Actions)

- IT Pro Forum Presentation - Now
- Caffeine Break – September
- Knowledge Base articles (external and internal)
- Working with Help Desks
- Announcements in Fall closer to go live
- **What else do you need?**
  - **Email Brian Mertz ([bmertz@illinois.edu](mailto:bmertz@illinois.edu))**



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# Urbana ODPW Go-Live

Client Considerations



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# NetID and Enterprise ID are different

- Only register your NetID in the New Identity Management System ([identity.uillinois.edu](http://identity.uillinois.edu))
- You will manage your Enterprise ID within Enterprise Application Services (EAS)
- When your password expires for your NetID, you will need to change that password utilizing the new Identity and Access Management System
- When your password expires for your Enterprise ID, you will need to change it in EAS
- This dual method will continue until UIC goes live (currently scheduled for 2016)







# NetID and Enterprise ID are different

- Logging into Campus and Enterprise Applications
  - You will still need to utilize your NetID for campus application (LMS, etc.) and your Enterprise ID for enterprise applications (Banner, etc.)
  - Because your IDs do not match today, there is no change in the process for logging into specific applications.
  - We recommend that you use different browsers for logging into applications with your different IDs.







# Urbana Person with a Chicago NetID

- You will manage your Urbana NetID and your Enterprise ID using the new Identity and Access Management system.
- You will manage your Chicago NetID and password via the ACCC password management application.
  - <http://accc.uic.edu/answer/how-do-i-change-my-password>
- You will manage your Chicago NetID this way until Chicago goes live with One ID and Password.





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# IAM Project

Keeping up to date



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# How do I keep up to date with the IAM Project?

- You can go to the project website
  - [web.uillinois.edu/IAM](http://web.uillinois.edu/IAM)
- You can talk with your IAM Communication Team Members
  - Brain Mertz ([bmertz@illinois.edu](mailto:bmertz@illinois.edu))
  - Mark Pollard ([mpollard@uillinois.edu](mailto:mpollard@uillinois.edu))
- You can talk to your IAM Campus Implementation Coordinator
  - Tracy Tolliver ([ttollive@illinois.edu](mailto:ttollive@illinois.edu))
- You can talk with your favorite IAM Team Member
  - [http://web.uillinois.edu/iam/project\\_overview/organization](http://web.uillinois.edu/iam/project_overview/organization)





# How do I keep up to date with the IAM Project?

- You can talk to an Urbana IAM Steering Team Member
  - Stephen Anderson (sanders1@uillinois.edu) – Ex-Officio
  - Kelly Block (kjb@uillinois.edu) – Ex-Officio
  - Kimber Blum (kimber7@uillinois.edu) – Ex-Officio
  - Cindy DeBrock (debrock@uillinois.edu) – Co-Chair
  - Susan Flanagin (sflanagi@uillinois.edu) – Ex-Officio
  - Dick Harris (rsh1@uillinois.edu)
  - Mark Henderson (mhenders@uillinois.edu)
  - Gloria Keeley (debrock@uillinois.edu) – Co-Chair
  - Kristi Kuntz (kakuntz@uillinois.edu)
  - Marla McKinney (mmckinne@uillinois.edu) – Ex-Officio
  - Jill Wilberg (jwilberg@uillinois.edu)
  - Butch Zunich (zunich2@uillinois.edu) – Ex-Officio



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# One ID and Password Demo

- <https://www.youtube.com/embed/mEh8H4-9b1g>



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# Questions?

