

Eastern Michigan University

www.novell.com

SUCCESS STORY

With a Novell identity and access management solution, Eastern Michigan University reduces password management by 80 percent.

OVERVIEW

Founded in 1849, Eastern Michigan University is a comprehensive university located in Ypsilanti, Michigan. The university has approximately 24,000 students and 2,000 faculty and staff.

CHALLENGE

Eastern Michigan University wanted to provide its students and faculty with faster access to applications without having to remember multiple passwords. Integrating applications into its SCT Banner portal would provide users with access to multiple applications with a single set of credentials.

To provide a single ID and password, the university needed an identity management solution that would work across multiple systems. The university was also concerned about safeguarding security to comply with federal FERPA and HIPAA regulations.

SOLUTION

Eastern Michigan University had been using SUN iPlanet* as its main LDAP directory, but wanted a

solution that would integrate multiple systems, including Novell ZENworks. The university selected Novell eDirectory™ to create a single, global directory and Novell Identity Manager to synchronize identities across applications.

“We started using Novell Identity Manager to synchronize with SUN iPlanet and found that it just made sense to use Novell eDirectory as our primary directory,” said Scot Putney, systems engineer at Eastern Michigan University. “The Novell solution works across multiple platforms and is far easier and less costly to manage.”

The university moved 105,000 student and alumni users from iPlanet to eDirectory without a minute of downtime. After the transition, users were prompted to change their passwords the first time they logged in and received authorized access to applications within minutes.

“We implemented our Novell solution nearly a year ago and haven’t looked back since,” said Putney. “Giving our users a single name and password was a huge step and we could not possibly have done it without Novell Identity Manager.”



“We started using Novell Identity Manager to synchronize with SUN iPlanet and found that it just made sense to use Novell eDirectory as our primary directory. The Novell solution works across multiple platforms and is far easier and less costly to manage.”

—Scot Putney,
Systems Engineer,
Eastern Michigan University

Novell.



In the past, individual departments manually entered user identity information. The university has nearly eliminated all its manual processes for identity management, freeing up staff to concentrate on running systems, rather than time-consuming user administration. The Novell solution enables a single person to manage identities across the university, which has significantly reduced administration time and costs.

The Novell identity and access management solution authenticates users to the portal and synchronizes user identities across more than 50 applications, providing secure access to e-mail, class registration, grade submission, campus user groups and more. Changes to the university's SCT Banner system are automatically reflected in Novell eDirectory to maintain an up-to-date source of user information.

"Our Novell solution gives us confidence in our ability to protect the privacy of our students," said Putney. "We can easily comply with all HIPAA and FERPA regulations to safeguard social security numbers, grades and other confidential information."

The university also leverages Novell File System Factory to provide students personal storage on the network. File System Factory integrates with Novell eDirectory so students get access based on their identity. File System Factory also manages storage for the life of the user account, and cleans it up when the user leaves the system.

Using Novell ZENworks, the university has standardized more than 700 PCs in its campus labs and can easily distribute regular patches and anti-virus updates. Students now log on with a single ID and password to access a consistent desktop

from any location. Easy access has dramatically increased lab use, while reducing user issues and the number of helpdesk calls.

"Updating our lab computers used to be a never-ending task," said Putney. "Novell ZENworks allows us to distribute applications, track inventory and provide support without leaving our desks. The product paid for itself immediately."

The university also plans to move towards Open Enterprise Server and is evaluating Novell Linux Desktop for some of its labs.

"Novell products are great—I can't say enough about them," said Putney. "When I demonstrate them to others, I always get instant converts. It's the 'wow' factor that wins people over."

RESULTS

With a Novell identity and access management solution, the university has reduced the number of user passwords by 80 percent to give students and faculty secure, single sign-on to applications. Automated identity management has significantly reduced the processes required for user administration.

Novell ZENworks allows university IT staff to distribute applications throughout its computer labs in minutes which has nearly eliminated all travel to individual labs and machines.

"Our goal is to make it extremely easy for students to access what they need," said Putney. "When access is difficult, they won't use the applications and that affects their learning. Our Novell solution will help us integrate additional applications and provide secure authentication almost effortlessly and at no extra cost."

© 2005 Novell, Inc. All rights reserved. Novell, the Novell logo, the N logo and NetWare are registered trademarks, and eDirectory as a trademark of Novell, Inc. in the United States and other countries.

*Sun is a registered trademark and iPlanet is a trademark of Sun Microsystems, Inc. All other third-party trademarks are the property of their respective owners.

Novell Product Training and Support Services

For more information about Novell worldwide product training, certification programs, consulting and technical support services, please visit:

www.novell.com/services

For More Information

Contact your local Novell Solutions Provider, or visit the Novell Web site at: www.novell.com

You may also call Novell at:

1 888 321 4272 U.S./Canada
1 801 861 4272 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.
404 Wyman Street
Waltham, MA 02451 USA

www.novell.com