

Coppin State University

CASE STUDY



“It all comes together with Netegrity® IdentityMinder® eProvision. The provisioning, the dynamic workflow, the flexibility to apply policies the way you want. With all these capabilities, it was very exciting to think about the possibilities.”

*Ahmed El-Haggan, Ph.D.
Vice President, Chief Information Officer, Coppin State University*

THE CUSTOMER

Industry
Higher education

Headquarters
Baltimore, Maryland

Netegrity Products
Netegrity® IdentityMinder® eProvision

Benefits

- Reduced IT administration costs
- Improved user experience and satisfaction
- Better management of student turnover accounts
- Greater security
- Enhanced audit compliance capabilities

Since being founded as a one-year accreditation program for teachers more than a century ago, Coppin State University has evolved into a comprehensive, urban liberal arts college. Part of the University of Maryland system, the college offers a range of undergraduate and graduate programs and most students come from Baltimore's schools. Along with a campus-based education, Coppin supports business internships. Always, the goal is to effectively prepare its students for the real world. And that world is connected online.

Ahmed El-Haggan, Ph.D., vice president, chief information officer and an active computer science professor at Coppin, explains: "We are training our students to be Web citizens so we must have technology fluency on our campus. Already, students are exposed to these capabilities in whatever Web business they conduct in their everyday lives. It's in our best interest and theirs to immerse them in the technology they will be using when they graduate."

■ The Challenge >>

Coppin was challenged with providing network services to a demanding and ever-changing customer base — its student population. Recognizing that demand would be unpredictable, the university wanted to provide a self-service approach. The goal was to empower students to create, use and update email and Web accounts as needed, satisfying their requirements without unduly burdening existing staff and budgets or compromising network security. The school also planned for email to be the first of many

high-value services, and it was looking for a technology path that would not dead-end its future vision: to have all account management on campus be driven from its PeopleSoft human resources package.

■ Netegrity Solution >>

Netegrity IdentityMinder eProvision proved to be cost-effective, easy to implement and scalable, and offered the provisioning, dynamic workflow, self-service and flexible policy-based administration the college considers essential. In support of the Coppin vision to automate all account management from a single application, IdentityMinder eProvision comes with standard connectors to email, network services and PeopleSoft, the Coppin solution for human resources management.

Just months into the first phase of the project, more than two-thirds of the Coppin student population had immersed themselves in email service. That, according to Dr. El-Haggan, was a significant early indicator of success. "It's an unbelievable response, and it's because we're providing real value and keeping it simple."

Students set up their own email accounts with no forms to complete, no calls to make, no signatures to collect. They are made aware of policies and adherence is automated and audited. Students can change their password anytime 24 hours a day. They have whenever, wherever access to network resources, keeping their satisfaction high and calls to the help desk low. According to Dr. El-Haggan, historically, the highest number of help desk calls at Coppin has

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been related to password resets. Simply automating that capability through IdentityMinder eProvision saves countless hours, while positioning Coppin services alongside those of "every other Internet business."

■ The Benefits >>

With Netegrity IdentityMinder eProvision, Coppin State University launched on-demand email services for students in just 40 days. Other benefits include:

- IT administration savings of more than \$150,000 a year
- Improved user experience and satisfaction
- Greater productivity as network specialists spend their time and talent on value-added projects rather than administrative duties
- More efficient management of student turnover through automated provisioning and de-provisioning of user accounts
- Improved communications with targeted distribution capability, i.e., from a single professor to a class list or from a department chair to enrolled students
- Increased fundraising potential from Alumni
- Improved system security through better account management
- Enhanced ability to meet account management audit requirements

■ The Future >>

Coppin State University expanded the Netegrity implementation before the fall 2004 semester began. The college has divided the next phase into three parts all of which are linked to the completion of the PeopleSoft implementation. The PeopleSoft HR package will be the central source of data for all Coppin's HR, financial and student information, and the authoritative source for all provisioning activities.

First, existing student accounts will be transitioned to PeopleSoft using standard Netegrity connectors. Then, whenever a student is added to the human resources package, accounts for the network, email and Web will be created automatically. Just as critical, updates to PeopleSoft will drive account updates — including role changes that impact authorization and student departures, which will automatically close accounts. As a further safeguard, an extended period of inactivity on any account will also terminate access.

Second, in support of the Coppin Alumni Relations program, an alumni database will be created and provisioned email services offered.

Third, it will be easy to extend services to additional user constituencies such as faculty and staff, when required.

Ultimately at Coppin, Dr. El-Haggan anticipates that entry into PeopleSoft will trigger laptop deployment and tracking, as well as PBX and VPN accounts creation.

"The sky is the limit," says Dr. El-Haggan.

About Netegrity

Netegrity, Inc. is a leading provider of security software solutions that securely manage identities and their access to enterprise information assets, letting business in while keeping risk out. Netegrity provides a comprehensive identity and access management product line for continuously evolving computing environments, including legacy, Web, and service oriented architectures. Netegrity's flexible, standards-based offerings increase security, reduce administrative costs and enable revenue enhancement. Supported by a vast network of over 1,200 trained integration consultants and 200 technology partners, Netegrity solutions are licensed to more than 350 million users at over 870 organizations worldwide, including more than half of the Fortune 100. For more information, visit www.netegrity.com.

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