

HIGHER EDUCATION

CASE STUDY

NOTTINGHAM TRENT UNIVERSITY

Streamlined User Lifecycle Processes with IAM

OVERVIEW

-  **Challenge:** The university had outgrown their in-house Identity and Access Management (IAM) system.
-  **Process:** Inragen collaborated with Nottingham Trent University (NTU) to define and optimise functionality of the solution.
-  **Outcome:** Increased automation of identity governance processes and security risk mitigated.
-  **Future:** Ongoing partnership between NTU and Inragen for training and upskilling NTU team for a future-proof system.



ABOUT NTU

Nottingham Trent University is the 9th largest university in the UK with over 33,000 students and 3,000 staff members. The university has seen huge growth over the last 10 years both in academic success and student numbers. The growth of the university population introduced new challenges for the IT team both concerning manual administrative tasks and security controls.

“

Without the product in place we wouldn't be able to onboard people. They wouldn't have access to anything. They wouldn't even be able to have email.

Matt Mason, Technical Services Manager, NTU

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CHALLENGES



Prior to their collaboration with the team at Infragen, Nottingham Trent University (NTU) had outgrown their in-house-built identity and access management (IAM) system.



Their previous system heavily relied on manual tasks and did not have the **flexibility** or **scalability** required for a growing higher education institution.



Universities commonly face the challenge of an **ever-changing user population** and having a system that causes delays is detrimental to on-boarding and off-boarding time, which creates both a **poor user experience** and poses a **security risk**.

On top of this, there were problems relating to the provisioning of access, causing **incorrect access permissions** and **difficulty revoking access**. This led to security concerns which highlighted the need for a new solution with flexible access provisioning and automation to reduce the time and effort required by the IT staff, as well as eliminating the **risk of human error** that comes with manual tasks.

It was important for NTU to collaborate with experts in identity and access management (IAM) to ensure a logical, future-proof architecture to the systems involved.

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It has taken away the manual effort from our help desk and is now automated.

Matt Mason, Technical Services Manager, NTU

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PROCESS



Infragen collaborated with the IT team at NTU, managing a project to optimise the functionality of NTU's One Identity Manager solution.



To align the project with NTU's objectives and desired security state, Infragen firstly took the time to understand what NTU wanted to achieve from their IAM system.



To avoid downstream access management issues, the team began with an analysis of NTU's source data to identify any issues there, such as in the student record system and HR system.



The IAM system that Infragen implemented for NTU connects the identity source with the target systems, such as email, printers and door access, for secure and seamless access provisioning.



The system is fundamental to the university's operations, without which the students and staff would not have access to the resources and applications they need to succeed in their studies or work.

Access Control During the Pandemic

Flexible access controls have been particularly valuable for higher education institutions during Covid-19 where graduations have been postponed and students still require access until they have officially graduated.

FUTURE

Over the last fifteen years, NTU has embraced technological development in its creation of digital spaces for students and staff alike. This has been further accelerated by the Covid-19 pandemic, where online resources and meeting spaces have become vital to academic success.

The university now utilises more cloud services than ever before, and their evolving identity and access management solution enables them to provision access to the right people at the right time to the resources they need to succeed.

NTU are still working with Inragen to train and upskill their IT team for ongoing maintenance and continuous optimisation of their systems wherever possible. Matt Mason described one part of his role as having to see where technology can help the students to succeed and having seamless access control is a fundamental part of that.

OUTCOMES

1

Defined processes for joiner, mover, and leaver user management.

2

Optimised functionality of the Identity and Access Management solution.

3

Access security risks mitigated with flexible access control processes.

4

Automation of manual tasks - IT team can dedicate time to more meaningful tasks.

5

Expert training and support for future maintenance.



To find out more about Inragen's offerings and how we could help your organisation with identity and access governance and security, contact one of our team today.

 **inragen**
SECURING YOUR IDENTITY