



Hamilton

Modernizing Identity Management

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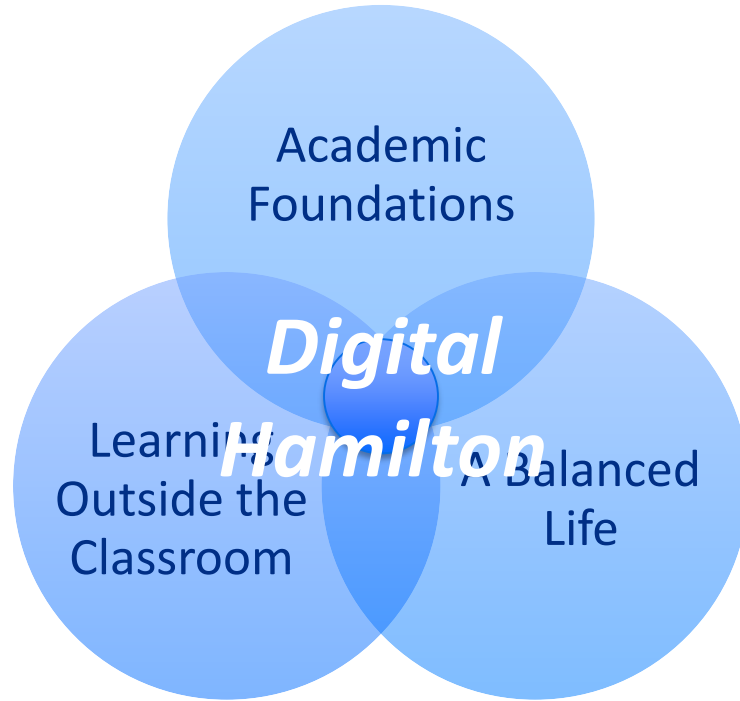
Director of Information Security and Privacy

SUNY SAIL Leadership Academy

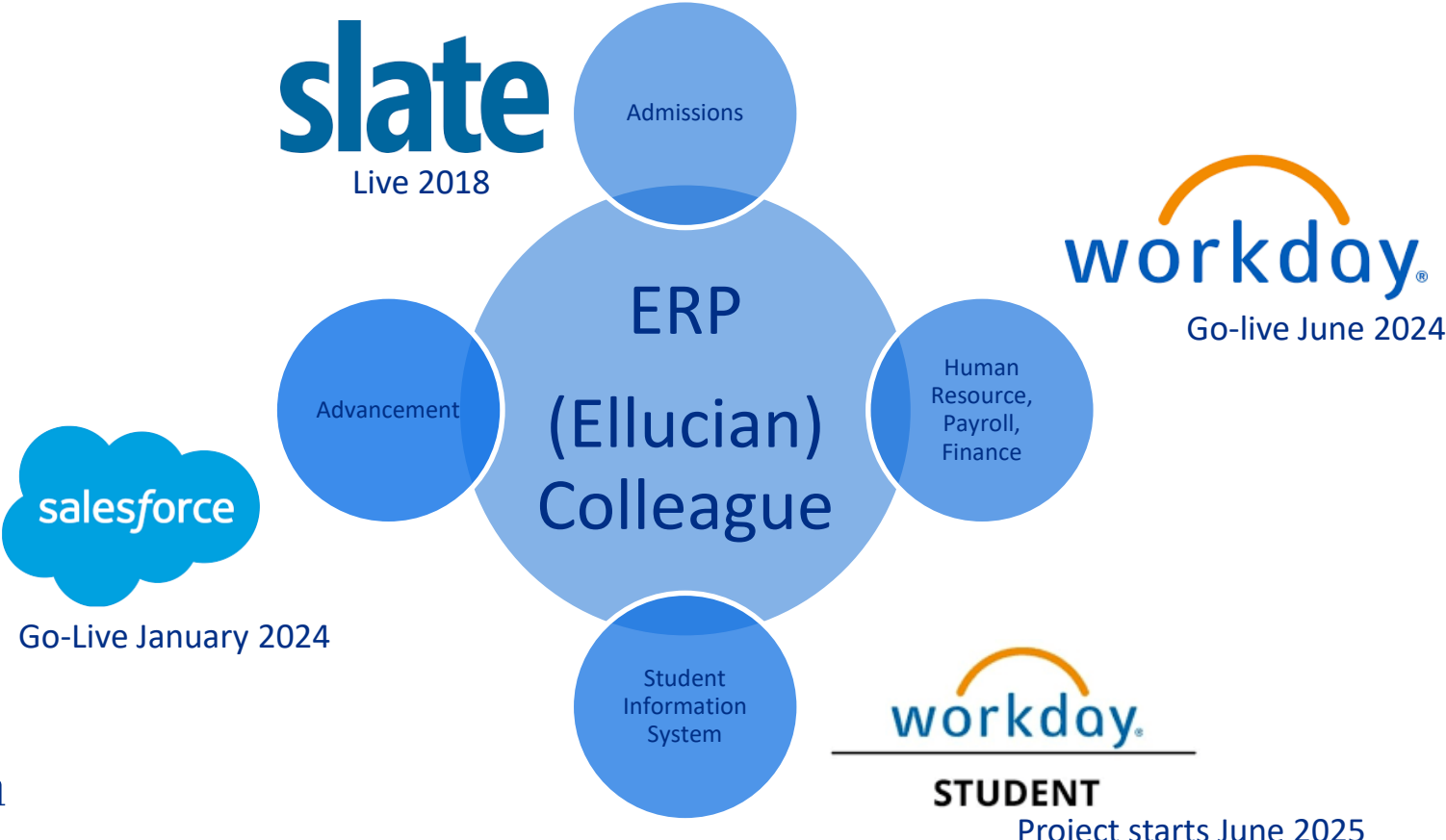
Applied Learning Project

May 9, 2023

Know Thyself



Digital Hamilton == Modernization



What is IAM?

Identity and Access Management

Set of processes, technologies, and policies that are used to manage the digital identities and access rights of students, faculty, staff, and other members of Hamilton College

- It is your username
- It manages your password
- It provides Single Sign-On



Change Preparation (Management)

1. ERP Readiness Assessment (Fall 2021)
2. Internal examination of existing identity (and access) management (Spring 2022)
3. IAM Readiness Assessment (Summer 2022)
4. IAM RFP (Fall 2022)

RapidIdentity Cloud

Project Plan Mission Statement

Better manage access to sensitive data and prevent unauthorized access, while also providing a streamlined and secure user experience for students, faculty, and staff

Goals

- On-schedule project (go-live early August 2023)
- Minimum Viable Product
- Ensure each user has unique and accurate identity
- Increase efficiency of existing workflows and processes by reducing number of systems and people involved
- Increase security, auditing, access
- **Seamless experience**



RapidIdentity **Login**

slate

Google Workspace

ExLibris Alma ExLibris Primo

DocuSign



Shibboleth.



PowerFAIDS Simplify financial aid.



aws

Hamilton



Starfish



PeopleGrove



tableau



OnBase by Hyland

workday



Active Directory



Blackboard transact



Compass Software

medicat



Blackboard

Marketo

Hamilton

Login

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RapidIdentity Project Plan

Phase 1: Kick-off and Planning (completed)

Phase 2: Requirements Gathering and Design (February - March 2023, in-process)

Phase 3: Configuration (April - May 2023)

Phase 4: Test (April - June 2023)

Phase 5: Production Deployment (April - July 2023)

Phase 6: Knowledge Transfer (July 2023)

GO-LIVE early August 2023



Phase 1 and Phase 2 (completed)

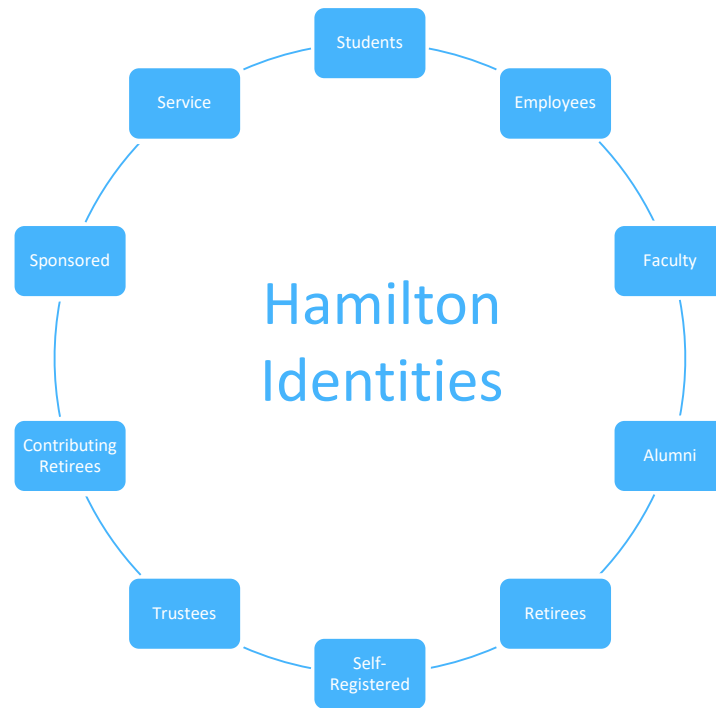
Discovery conversation

Design and planning

Identification of existing processes

Lifecycle definitions

Account cleanup and validation



Phase 3, Phase 4, Phase 5

Test Tenant configuration

Data load

User Acceptance Testing

Training and Knowledge Transfer

Policy updates

Change Management – new processes, *that's the way we've always done it*

Communication! Communication! Communication!

Shadow system live July

A more seamless experience

Onboarding, offboarding easier

Automated processes rather than manual steps

One-stop shop

Better auditing capability

Updates to policies

But what does this mean for the majority of end users?

- Account Claim enrollment
- Recognize new Single Sign-On pages

Risks and Concerns

1. Privacy and Data Security
2. Integration with Existing Systems
3. User Adoption and Enrollment
4. Cost and Budgeting
5. Training and support
6. Chosen Name Policy
7. Culture (*eats Strategy for Breakfast*)



Path to Success

1. Leadership Support
2. Managing Relationships
3. Communication



***Identity
Management is
a marathon,
not a sprint!***

