New Identity Management (IdM) Services

Implementation Process
Thursday, May 4 - Monday, May 8th

Connie Reitfort – Director Identity & Access Management Services
Identity Governance and Access Management – Phase I

Authoritative Source Systems: HR, SIS, Custom Directory
Target Resources: Active Directory (WolfTech/Affiliates) Credentials, G Suite (Google Apps), Kerberos, Open_Idap, CIFS Home Directory, AFS Space
System Integrations: Policy Violation, AutoEmail, Workshop, Service Now

Key Features of new IdM System:
– Identity and attributes source of record
– Extended employee & student privacy
– Employee and student preferred names
– Automated account provisioning & deprovisioning of services
– Access to services is based on affiliations with university and roles
– Student notifications 4-2 weeks prior to account disables
– Employee & supervisor notifications prior to account disables
– Self Service, knowledge based password management
– Password expiration policy adjusted based on application security roles
– Legal Holds
– IdM is managing target resources real time
Self-service User Identification and Authentication (UIA) security questions (REQUIRED!)

Ex: What was your brother’s first girlfriend’s hair color?

• The **first time you attempt to change your password** you will be required to set up three UIA security questions and answers.

• Even if you had already set these up in the old UIA system, you will be prompted to **set them up again** in the new IdM system.

• After the new IdM system goes live, you may set up your (UIA) security questions and answers **before** you need to change your password.
Self-service password change and reset (NEW!)

• The password change interface will dynamically show your password’s strength as you create it.

• If you forget your password, you will be able to reset it yourself at anytime from anywhere, without assistance from the NC State Help Desk or local IT staff.
Password expiration notifications (NEW!)

• You will receive a seven-day, a three-day, and a one-day email notice prior to your password expiration date.

• Password change requirements will be extended for many campus users.
  – 30-day requirements will change to 90 days.
  – Some 90-day requirements will change to 180 days.
  – 12-month requirements will not change.

• The first time your password expires (or you change it) in the new IdM system, you will be required to create UIA security questions and answers.
During the May 4-8 IdM implementation

• You will **not** be able to:
  – Change or reset your password for a short period during the latter part of the implementation. Please check [SysNews](#) for updates.
  – Update your online Campus Directory entry, but you will be able to look up directory information.
  – Request new Workshop Accounts or change passwords on existing “checked-out” accounts.

• IT personnel will not be able to:
  – Create new accounts or reactivate existing ones, including Unity and Workshop accounts.
  – Reset passwords during the latter part of the implementation.

• Passwords will not expire during the implementation period.
Access Management needs your help …

• New Employee Hires – avoid “duplicate” identities

• Employee Death Notices – please enter appropriate actions in HR system to discontinue services

• Retired Employees – please enter appropriate actions in HR system if continued access to services required.
IdM Major Projects (next steps)

• Guest(s) / Affiliate system

• SAR (System Access Request) replacement

• Unified Directory Services

• Key Attributes eduPerson and eduCourse

For more information >> OIT website: Identity Management
Impact for Hire/Rehires/No Pays

• JAR actions approved BEFORE 5:00 PM on Wednesday, May 3rd will be assigned a Unity ID during the nightly feed and will be business as usual.

• JAR actions approved AFTER 5:00 PM Wednesday, May 3rd:
  
  – Unity IDs and Gmail accounts will **NOT** be created until after the system is turned back on the night of Monday, May 8th.
  – Onboarding Center will schedule appointments with hires once their Unity IDs are created.
  – I9s can still be completed