

Brandenburg University of Applied Sciences

Brandenburg University of Applied Sciences wanted to simplify management processes to provide students and staff with better services and to ensure simple and fast access to relevant resources such as teaching materials. The institution implemented NetIQ® Identity Manager and standardized its user management processes across various systems and environments. It increased efficiency through automated workflows and a self-service portal.

Overview

Brandenburg University of Applied Sciences offers nearly 3,000 students degree courses in the fields of business administration, economics, engineering, information technology and media.

Challenge

To deliver better services to students and staff, Brandenburg University of Applied Sciences wanted to simplify student and staff account management across systems and departments to ensure timely, easy access to resources such as teaching materials. It also wanted to tighten security standards to improve access control to its IT infrastructure. Specifically, it aimed to ensure that former

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Head of the Computing Centre
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students' accounts would be automatically deactivated and subsequently deleted according to its security policy.

Solution

The organization evaluated several identity management solutions and decided to work with partner araneaNET GmbH to implement Identity Manager. Thomas Bluhm, Head of the Computing Centre at Brandenburg University of Applied Sciences said, “The Identity Manager solution proposed by araneaNET met all our requirements and was by far the most cost-efficient option.”

Working through the requirements Brandenburg University of Applied Sciences provided, araneaNET implemented Identity Manager in a high-availability configuration to standardize user management workflows across various systems and environments.

The team connected Identity Manager to existing systems, including its main administration application and the e-learning solution. Moodle. In addition, Brandenburg University of Applied Sciences integrated a wide range of directory services with Identity Manager to simplify user management in all departments. Today the



At a Glance

- **Industry**
Education
- **Location**
Germany
- **Challenge**
To deliver better services to students and staff, the university wanted to simplify student and staff account management across systems and departments.
- **Products and Services**
eDirectory
Identity Manager
Self Service Password Reset
Sentinel Log Manager
- **Results**
 - + Centralized management of staff and student information
 - + Increased security and compliance in self-service portal
 - + Reduced errors with automated workflow

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organization centrally manages NetIQ eDirectory™, Microsoft Active Directory, OpenLDAP and Apple Open Directory all through Identity Manager. Using Domain Services for Windows in Micro Focus® Open Enterprise Server, the organization directly connected its EMC file storage system to Identity Manager.

araneaNET customized the solution to support the existing email system and enable Brandenburg University of Applied Sciences to manage mailing lists from within Identity Manager.

The organization integrated several tools and management functions into a self-service portal with the user applications feature of Identity Manager to provide reliable single sign-on for students. It also implemented the web-based NetIQ Self Service Password Reset tool to enable students to change their passwords without needing to open a support request.

Brandenburg University of Applied Sciences also deployed NetIQ Sentinel™ Log Manager to create a central record of all identity management activity. This solution helps facilitate problem solving and supports compliance initiatives across the heterogeneous IT landscape.

Results

Brandenburg University of Applied Sciences has increased internal efficiency by automating IT workflows through centrally managing student and staff information. “Before this project, account creation was decentralized,” said Bluhm. “This meant that different administrators

in different departments managed systems in their own way. With Identity Manager, we have standardized these processes across all departments, speeding up account creation and freeing system administrators from repetitive manual tasks.”

Automated workflows are less error-prone, helping ensure that students and staff can automatically access the correct systems.

The self-service portal empowers users to manage their passwords independently, reducing the workload for the support team and streamlining the process.

Security and compliance policies support the entire student lifecycle, including events like enrollment and changes between departments. After a grace period following graduation, these policies also help delete a user’s account.

When users log into the Identity Manager self-service portal for the first time, they must accept the terms of service and change their initial password, increasing security and compliance.

“With Identity Manager, we have consolidated our user management processes and implemented a reliable foundation that will help us with future projects,” said Bluhm. “For example, we plan to introduce a campus card that will enable students to use smartcards—with their user identity embedded—to access services and pay for their lunch in the canteen.”