

The London School of Hygiene & Tropical Medicine

With limited IT resources, the School was struggling to create user accounts rapidly and accurately for each intake of students. It also wanted to simplify and accelerate access to applications. By deploying NetIQ Identity Manager and NetIQ Access Manager, the School automated its account provisioning process, saving time and effort, and provided single-sign-on capabilities to staff and students.



Overview

The London School of Hygiene & Tropical Medicine is a world-leading center for research and postgraduate education in public and global health, with 3,500 students and more than 1,000 staff working in over 100 countries.

Challenge

Between 700 and 1,000 new graduate students enroll at the London School of Hygiene & Tropical Medicine each year, and the organization's small IT team is responsible for creating user accounts for each student in ten or more course modules and eight main applications. Including all the inevitable amendments to module choices and personal details, this process was a month-long job for one IT staff member.

“It was the flexibility of integration with a broad set of vendor-specific web services that really sold us on [NetIQ] Access Manager.”

Steven Whitbread
Systems Officer
London School of Hygiene & Tropical Medicine

The process was inefficient and also delayed granting access to systems.

Historically, students and staff also had to remember multiple credentials for accessing their applications. The School has approximately 20 core applications, and each user typically requires a subset of around 5. Additionally, the School provides authenticated federated access to 80 third-party online journals and databases. The organization wanted to streamline access and to reduce the incidence of forgotten passwords.

Solution

The London School of Hygiene & Tropical Medicine deployed NetIQ Identity Manager by OpenText to automate the creation and deletion of user accounts. When the enrollment team adds a new student to the central student records database, NetIQ Identity Manager provisions him or her to the central identity vault and to the lightweight directory access protocol (LDAP) tree; it then creates accounts in the relevant applications based on each student's profile. The solution also handles provisioning for up to 3,000 distance-learning students in a Moodle virtual learning environment (VLE), which is part of a broader University of London initiative.

LONDON
SCHOOL of
HYGIENE
& TROPICAL
MEDICINE



At a Glance

Industry

Healthcare & Medical

Location

London, U.K.

Challenge

The organization wanted to streamline access and to reduce the incidence of forgotten passwords.

Products and Services

NetIQ Identity Manager
NetIQ Access Manager

Success Highlights

- Eased the pressure on the helpdesk team and improved the overall security through streamlined access
- Improved user experience and reduced IT workload

“With [NetIQ] Identity Manager, there is now practically zero manual administration around student account creation.”

Shamina Humphreys
Directory Services Officer
London School of Hygiene & Tropical Medicine

“[NetIQ] Identity Manager gives us much greater speed and accuracy in the creation of user accounts and reduces manual administration,” said Shamina Humphreys, Directory Services Officer at the London School of Hygiene & Tropical Medicine. “In the past, there was a weekly batch run throughout the year for changes and updates, so students could be waiting for up to a week to access a new system. Now, it’s practically instant.”

With NetIQ Access Manager by OpenText, the School has a single point of control for security and access management. The software provides single-sign-on capabilities, so staff and students need remember only one set of credentials for all applications. This saves time and effort, as well as reduces the likelihood of forgotten passwords.

In the near future, the School will extend the solution to cover access to web-based resources for its 3,000 distance learners.

“It was the flexibility of integration with a broad set of vendor-specific web services that really sold us on [NetIQ] Access Manager,” said Steven Whitbread, Systems Officer at the London School of Hygiene & Tropical Medicine. “This capability makes it easier to manage security across dozens of different

services, as well as making things much faster and simpler for users.”

Results

NetIQ Identity Manager enables the efficient and timely creation of new student accounts and access rights. Built-in business rules put students into the correct groups more reliably than before, so there are also fewer errors to correct after enrollment.

As their account expiry date approaches, the solution automatically prompts users to back up their important files before it automatically deprovisions their accounts.

“With [NetIQ] Identity Manager, there is now practically zero manual administration around account creation, which used to take one person a whole month to complete,” said Humphreys. “Users also now see almost instantaneous response to change requests.”

Students and staff can now log in once rather than multiple times to access key applications, reducing delays and removing the need to remember multiple complex passwords.

This streamlined access has eased the pressure on the helpdesk team and improved the overall security at the School.

Connect with Us
www.opentext.com



“The solution has both reduced our workload on the IT side and improved the user experience for staff and students,” said Whitbread. “It also makes it easy for us to extend secure access to new applications as we introduce them.”

About NetIQ

NetIQ provides security solutions that help organizations with workforce and consumer identity and access management at enterprise-scale. By providing secure access, effective governance, scalable automation, and actionable insight, NetIQ customers can achieve greater confidence in their IT security posture across cloud, mobile, and data platforms.

Visit the NetIQ homepage at www.cyberres.com/netiq to learn more. Watch video demos on our NetIQ Unplugged YouTube channel at www.youtube.com/c/NetIQUnplugged.

NetIQ is part of Cybersecurity, an OpenText™ line of business.

opentext™ | Cybersecurity

OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention, detection and response to recovery, investigation and compliance, our unified end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time and contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience and simplified security to help manage business risk. © 2021 Micro Focus or one of its affiliates. Micro Focus, Access Manager, NetIQ, and the Micro Focus logo, among others, are trademarks or registered trademarks of Micro Focus or its subsidiaries or affiliated companies in the United States and other countries. All other marks are the property of their respective owners.

CyberRes
A Micro Focus Line of Business