School District of Hartford

As it upgraded to Microsoft Office 365, the School District of Hartford wanted to ensure that the new web applications could be accessed as securely as other internal systems. By synchronizing user data between web-based services and NetIQ Identity Manager, the School District of Hartford can now manage access securely, easily and efficiently while reducing administrative time and effort.

Overview

Based in Hartford, Wisconsin, the School District of Hartford provides elementary-level public education. The district employs approximately 200 staff and has over 1,700 students.

Challenge

Operating in Hartford, Wisconsin, the School District of Hartford provides public education to all elementary students in the city. The School District of Hartford runs three schools, educating over 1,700 students.

The district's 200 staff members rely on Microsoft Office applications to complete their everyday work tasks. When the School District of Hartford chose to upgrade to the latest version, Microsoft Office 365, the IT team identified an opportunity to integrate

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>
> **Ryan Radschlag**
> Network Manager
> School District of Hartford

the Office platform with other internal systems and directories.

"A new feature of Office 365 is the inclusion of web applications in subscription packages, in addition to traditionally desktop-only programs," explained Ryan Radschlag, Network Manager at the School District of Hartford. "This enables staff to log in to previously internal-only systems at home or on-the-go. To ensure the Office 365 browser-based services were as secure as desktop applications, we wanted to strengthen our identity management processes—without massively increasing the administrative burden for our team of two."

Solution

A long-term user of NetIQ Access Manager by OpenText™, the School District of Hartford chose to deploy NetIQ Identity Manager by OpenText™ to complement its existing solution. Capable of supporting a wide range of applications and services, NetIQ Identity Manager was a natural choice for the organization.

Using the NetIQ Identity Manager Office 365 Driver, the IT team integrated its local data repository, NetIQ eDirectory by OpenText™, with the Office 365 Active Directory service to synchronize user accounts across both systems.

At a Glance

Industry

Education

Location

Hartford, Wisconsin

Challenge

To ensure the Office 365 browser-based services were as secure as desktop applications, the school district wanted to strengthen identity management processes without increasing the administrative burden.

Products and Services

NetIQ Access Manager
NetIQ eDirectory
NetIQ Identity Manager

Success Highlights

- Centralized user management processes
- Freed up a significant amount of time and resources for the IT team, boosting productivity
- Gained greater control over access to web-based Office 365 applications.

"Deployment was quick and easy. The Identity Manager Office 365 Driver is a great add-on solution and exactly what we needed," Radschlag said. "We were able to synchronize existing accounts very easily, using data from eDirectory to automatically provision staff with a unique account and password."

"We wanted user identities to remain transparent across the organization," Radschlag continued. "Now that all Office 365 applications and internal systems run through Identity Manager, we can offer users a single point of access and a seamless user experience."

NetIQ Identity Manager provisions and synchronizes user accounts across systems automatically, requiring little or no manual input. "Not only does having a single set of credentials across all applications make life simpler for staff, it has also significantly reduced administrative workload—a great advantage for our small IT team," Radschlag said.

Results

With the NetIQ Identity Manager solution in place, the School District of Hartford gained greater control over access to web-based Office 365 applications.

"Having a single, centralized point of management is fantastic as we can now monitor access to all systems much more efficiently," Radschlag said. "The Identity Manager solution's compatibility and flexibility with other products gives it a real edge over competing offerings." Identity Manager easily integrates with both eDirectory and Office 365 and ensures flexible, identity-based user access management across the district's IT environment. In addition, automated user synchronization freed up a significant amount of time and resources for the IT team, boosting productivity.

Building on this success, the School District of Hartford plans to integrate its student information system with NetIQ Identity Manager. This will transform lifecycle management of student user accounts, enabling automated provisioning and deprovisioning of accounts as children enter and leave the district's system.

"We are very happy with the Identity Manager solution and hope to expand its scope within our organization in the coming years," Radschlag concluded.

About NetIQ by OpenText

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.

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