EDUCAUSE
Industry and Campus Webinar
Doing More with Less: Identity Management and Information Security Strategies
Tuesday, June 16, 2020
1:00PM – 2:00PM Eastern
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>> Hello, everyone. Thank you for joining us today. We're going to give you a minute or two before we get started. So we'll see you just a couple minutes past the hour. Thank you so much.
Hello everyone and welcome to today dollars industry and campus webinar doing more with less
I'd identity management and strategy. EDUCAUSE is pleased to welcome today's speakers
Kevin Phan and Andrew Sroka. Our virtual room or learning space is subdivided into several windows and our presenters slides are now showing in the presenters screen and the public chat space on the left you can use to make comments share resources or questions for presenters. We'll hold Q&A until the end of the presentation, but we encourage you to type your questions into the chat during the webinar. Technical difficulties click on the top right oh corner of the chat window and a drop-down menu an and slides will be archived later today on the website.
Institutions are now facing undented challenges in every aspect of day-to-day operations. Declining resources and uncertain enrollment are forces campuses around the world reinvent themselves and the raise to provide online learning resources has thirst management into the spotlight. How can you maximize the level of help service that your campus stakeholder and processes require? Learn how one university leveraged its program to reduce costs and minimize requirements. We'll share strategies to help you stay focused in these uncertain times. Chief Information Officer from Pepperdine University and served in other capacities prior to the appointment in 2012 including director of assistance and networking and Andrew Sroka. Directive is simply put the right tools if the hands of people who need it most. Make it functional and make it work. With that, let's begin today's industry and campus webinar identity management. I'm going to pass it over to you Kevin and Andrew.

>> Thank you. Once again, I'm the Chief can testify officer for Fischer Identity. We're at headquarter and it's ninety-one degrees so I appreciate taking the next hour or so and spend the time indoors with all of you. Kevin, would you like to introduce yourself?

>> Hi everyone. I'm Kevin Phan. It's seventy right now in Malibu California so I really don't understand your weather.

>> Thanks. So for everyone that's participating in the call today to say that we're living in interesting times in high education is a calculated understatement and I have don't know if the world is ever going to really return to any memory of normal for us but what I do know is the foundation of higher education in this country and abroad has been fundamentally in some ways
permanently change this rapid shift in response to the pandemic not just for student learning but for all of campus operations in many ways has created challenges that for many organizations were overwhelming and not just technically. We were supporting an IT load and with the pandemic came more cuts for many of you. Layoffs and furloughs and budget holds or freezes at a time when the focus on technology and security was at its highest level ever. You were being asked to do more with less. Today we want to talk about one campuses experience and discuss strategies and concepts for doing just that. First, Kevin, if you could tell us a little bit Pepperdine.

>> Pepperdine is a Christian university and a liberal arts college and focus with the balance of Christian value with strong leadership and also academics. We have over eight thousand students across our Malibu and Southern California locations. We also have international campuses. And really the whole point of Pepperdine is trying to enable our students for higher learning and also being good stewards of the world.

>> Awesome. Thank you, Kevin. So kind of just setting the stage a bit for our discussion today. Along long time ago when I was a young marine recruit, I remember one of my drill instructors saying something that always stuck with me. The quote was we work with what we have, not with what we want. At the time he was talking about me but we can apply that concept to a greater technology when it come higher education and security in these times. As we said we're faced with unprecedented challenges. COVID is obviously the bigger part but the uncertainty that now that education has been altered to be digitally focused for a lot of campuses, what's the new normal for institutions and what's the new normal for information security and specifically in this conversation identity management as we go forward? Declining resource, enrollment uncertainty that's not just this semester and next semester but how is this going to play out over the next eighteen or 24-months as we make transitions to different technologies to enable distance learning? Are we ever going to return to the normal campus capacities that many institutions have lost over this. So, we wanted to use this opportunity to talk specifically about one organization experiences to provide you with some different insights in key areas. Obviously it's how to maintain quality or availability and when you are faced with these limited resources and then of course how to prioritize information and identity security for online education as we make these shifts to online learning platforms there's an a number of competition making it difficult to maybe maintain a focus on learning platforms and then finally manage stakeholder expectations during the pandemic. This is a CIO perspective on how to keep your organization committed to security now that those have become fundamental to the digital learning platforms you are relying on. I'm going to ask several questions of Mr. Phan and the hope is attendees can gain insight to their own challenges but we're going to try to hold the bulk of the Q&A to the end but as we see things coming through the system that might be interesting to have direct response we'll pull them in as necessary. At the end of the session we'll have additional Q&A with open-ended questions and response calls but for right now I want to get into Pepperdine, Kevin Phan and how he and his organization has been dealing with life as we currently know it. Kevin, by way of background on how your organization has responded to the
challenges including COVID and everything else going on in the world, maybe what were some of the first changes that you experienced with the COVID and the move to digital learning?

>> Well I think our experience have been a little different than most campuses just because we have so much experience with the fires in Malibu that it sort of made the callus for us to think how can we provide the high level of education when there's external factors happening on campus that will affect campus, right? So, years ago, we experienced this and through the IT organization as a whole we looked at different technologies to help us during these major events and the transition to Zoom to online learning was minimal, just because the majority of the staff was already using some of this product and then the transition, our major focus was not the technology but assisting faculty how to use the technology we already have. It's nothing new, our focus was on education and in empowering our faculty to provide the same level of service to our students. So it is never technology and a lot of what we forget in the IT world is we try to throw technology at problems instead of looking at what is the underlying issues and how can we accomplish these issues. Of course, utilizing the technology as a tool but at the same time how do you communicate and articulate the functionality to your end user.

>> Right. So because you guys had already been pretty much prepared for online learning and had the tools in place, you know for organizations that maybe are jumping into it new with this some of the things you guys learned setting that up that might be an interesting point of the conversation.

>> I think what we've done before was we actually engage with the faculty to understand their needs and their requirements so that instead of just throwing technology or solutions to them they are actually part of the selection process. Right? So there's never -- this is another solution or technology that IT is trying to force down on my already impacted schedule. This is actually coming from the faculty selecting the product. And then there's a sense of ownership to that so then and the key thing is to engage your faculty and grow a thick skin. You know, they are going to give you different perspective and it's okay. Right? You just need to listen and to understand what their needs are.

>> Thanks. I think that's a great point is involving those stakeholders in those decision processes so that you get some buy-in at that point. But as you have your traditional personal that were in the organization that were already using the distance learning tools and some of those things and now you have a larger number of those people moving into those tools without the experience that the other faculty may have and now you are doing a lot of this remotely from people's homes and from wherever they live. So, how do you ensure that core security of those systems and end user security in your faculty are staying prioritized on keeping those systems safe and secure?

>> First I think it's going to be awareness, right? Awareness training. We develop an extensive training program and also engagement with the faculty so that there's always -- so that they feel
we're there for them, and also, at the beginning there's always going to be doubt. You know, insecurities and just fear really. And then as long as you put the resources at the forefront trying to educate them and even have -- I know some of our client services folks they set up the one-on-one schedules, a quick fifteen, 30 minutes just to run through some of these tools and how a faculty would use those tool sets and that's really it. Like once you teach someone the tools and the more, they use it, you know, they'll be just like second nature.

>> Awesome. Thank you.

>> It's never the tech. It's the training.

>> It's the process. Awareness and support and the training. So, we're going to move from this stage into more identity centric and security centric around Pepperdine’s experience. We do have a poll question that we want to put up here because there's diversity in regard to how organizations are managing identity. We're curious to see where all of the participants are in this solution. There's been a great shift from homegrown and it's been spurred by a number of issues the loss of historical resources and talent within an organization, you know, a number of new vendors coming into the management space with all sorts of different offerings and an abilities. We just really interested in taking a look at where people are in this solution. We see that there's a big number, a big percentage of organizations that are still on their homegrown solution and that's not necessarily bad if the organization can manage and maintain and support it going forward but there are hybrid solutions where I can see that there's a significant number of campuses moving over to some sort of blended of homegrown or on-premise or Cloud based solutions. So I appreciate the response on that. That will take us into the next section here. So, prior to everything that's already happening in the world right now, Kevin, Pepperdine made the decision to outsource identity access and management with the Fischer Identity as a product and you previously managed on-premise with your own team taking on the bulk of administration pay load. What were some of the reasons why you took such security component to the Cloud?

>> Yes. Wow. It's been almost more than five years now since we selected the official product and yes, of course like any other higher education our identity management system was a homegrown system. You know, with a bunch of text files, exports from our main frame and then once we made a conscious decision to move to people's soft that spearheaded the new thought process of how can we manage identity, more of a solution that is automated and actually with new requirements from our student body and also human resource, right? Because we actually quantified all of the amount of time and effort from not only from the business units, how they enroll a student or how they on board a staff member, to all the paperwork and the security and identity processes, once a student or faculty or staff member gets hired. There’s was a two year effort try to go quantify what we have and where we need to be and having the business units be part of that is essential because they are the one that's going to dictate and identify what is the success criteria. It is not IT. It is them. Right? So we started on our journey and there's always at
the beginning it was unknown. We had some hurdles but like any organization we need to identify those hurdles and how do we overcome those hurdles. A lot of that was our own -- we were stuck in our own ways and we wanted to do everything. But in reality, you really can't, right? So I always believe in that 80/20 rule, so defining what are our nonnegotiable and 20% is identifying those we can live with or without. So we focus on that. Then once we went through that process with end user engagement and then also going live, it was nerve wracking but at the same time we saw the efficiency gains from the other departments. It wasn't IT that was the one that stated this fact. It was a char quantifying and also telling how much resources it actually alleviated in their department. From on boarding perspective to the full lifecycle of termination. Right? So, and then of course we took a very conservative approach where it was an on-premise and then when we decided once the equipment and software needed to be refreshed we took a hard look on what's the time it takes for my staff to keep the product updated, like any good organization should and how much would it be time saving versus cost versus time effort and we made the decision to go with the model. And we never looked back. At first, any transition there's going to be three to six months of insecurity, unknowns, right? But then now my staff loves it because they are able to focus on other projects instead of doing day-to-day managing, the OS level, database end user requests where everything is through the workflow and if there's a problem we call Fischer Identity and that in itself needed some culture change. I have a very talented group of individuals that love to fix everything, and then letting them let it go, having things let go. You know? And calling Fischer Identity but now they are working on other projects. We're working on integrations with our document management system and we're doing more with our OC I project and transitioning again our people soft program to or ball service management and Cloud and enabled us to do more things. That's really it.

>> I think you bring up a number of really interesting points that we see in a lot of especially established legacy homegrown identity solution universities that are starting to explore moving that into a modern proposal is how many aspects of the organization are actually impacted by identify? It's not a security problem. It affects campus to HR to management recruiting and everything you are doing is to facilitate the processing of identities throughout the entire organization. So, we look at identity management modernization as a benefit for IT and help desks when we're not really recognizing the full value of the solution if we leave it there. So it's accelerating, automating and help desk and also the amount of administrative overhead on those campus groups, your HR people and your other staff. So I think that's something that needs to be really well articulated when you initiate a project is that you need all those people involved, you need all of them to be committed to making the solution work and as you said, sometimes that means letting go of old processes that have become part of the DNA of the organization. So also, you spoke about being able to free up staff for bigger products and I'm watching some questions over here that are coming through about, you know, now we need to extend services to different campus stakeholders, recent graduates, alumni and retirees and so forth. A lot of what you are getting from that benefit of outsources is you can dedicate the staff to some of those other problems but I hope that we get to some of those questions at the end of this session. So we're
going to move into our next poll question. So, we were talking about doing more with less today and so we're interested where your solutions are now. And what those numbers look like. But we're also interested in what's the ideal for an organization? If you can have a solution of any solution that you want within IAM solution what is it? Is it onsite but managed by a vendor in support with my own personnel or Cloud based solutions that are managed by my own team? We are just simply going to AS. We're a Cloud based solution managed with no intervention by the community or my own personnel so seeing the predominant responses here and this question is Cloud based and managed by your own team. That's interesting. We're going to talk about some different dynamics of that as we move into the next section, but I appreciate your responses on that. So our next kind of block of conversation for Pepperdine and for Kevin, something that I want to go back to that you torched on was that you were already somewhat prepared for distance learning and because of your regional concerns and your location, I know that a lot of organizations have online learning platforms that may have been originally built out as an extension of campus experience and not the primary mode. We talked about those systems might be used now at capacity and may not have been designed or planned for. What are some of the security risks that they might need to be looking at that would come out of a situation like that? If you are rapidly expanding a distance learning platform that has been used at some level now we're taking it full time with everybody from all over the world logging into the same solution all at once and doing that in a very, very short time.

>> Right. So for new systems for the online aspect we needed to understand who they are and authenticate and validate their credentials. So, because of Fischer Identity and also our integration with Active Directory that was seamless. We identified who they are and also what type of roles and access is given, right? So, of course there's going to be risk. But I would recommend to everyone that if for any technology that you are planning to deploy there has to be a thorough testing cycle, right? Because there's never -- for anyone that will tell you it will go well, they've never done a true major project because there's always going to be problems and it's just the fact that you have to identify them early and address those issues is key for you to be successful. For those who believe in the magic word of oh there's never going to be issues, they are lying. There's always going to be issues. It's how do you address those issues and how do you test it and now, part of that also leads into navigating and competing against organizational needs. You have to prioritize what you are going to do for that year. Do you have 100% commitment from every organization within your division and then also do you have buy-in from your stakeholders? Right? Because all of our projects is not driven by IT. It is driven also by our survey and also the needs of the campus. Right? Every group is our standard to that our commitment is to work on three projects for any division, right? And it is up to them to tell us what's their priority list and that's the only way we can focus. If you are taking in so much and you don't have the resources you will fail. I don't care who you are. You will fail just because, you know, you are trying to appease people. At the same time you don't have enough resources and then now you over commit and under deliver and now your organization is under the
microscope. So I would rather, you know, under promise and over deliver just because at the same time it's credibility, right? We are a service organization and our deeds are the one that drives who we are. And then it sets onto that managing stakeholder expectations. We will tell you what we do well and things of areas that we need support or additional help. There has to be, too, transparency. I'm not going to sacrifice the organizational reputation just because I can't say no. Right? It's not a no. It's just, okay, you still have to tell me which priorities do you want us to work on and to be able to do that you have to do things core services like networking, applications, has to be up. Right? So minimizing your down time because that's what end user implementations are and also providing an outlet for them to train them because if they don't see you or they never see what you are trying to do to help that organization you are just a black hole. Right? And that's the key thing.

>> Do you think that that works as a general strategy for managing IT within the organization but in times of crisis like what we've seen, you know, everyone has an urgent project all of a sudden. How do you maintain that focus and that commitment to meet the status quo of your service oriented culture when all of a sudden the world is on fire and everybody needs everything done now. They need it done in front of everybody else's project. It's got to happen now.

>> Well, again, you have to remain calm and then you just have these conversations with the major areas. And because of what you've done before in the past it sort of gives you that credibility chip where you will do what you say and say what you do. Like that's pretty much it. There's no, I can't sugarcoat things. There's always going to be problems, but then all I can do is to make sure that if there is a problem I'll be there, right? Or if there's something that I see a potential issue, I'm going to be honest about it and instead of focusing on the problem, how do we focus on solutions? That's how I manage my division. I don't care about the problems. I want solutions, right? Solutions is the one that will get us over the hump really quickly. And then also self-reflection, right? Who are we within the organization? Are we yes men or are we partners and leading by example, that's really it.

>> I agree. So what's the role of that organization within the greater organization? One of the things I keep thinking about is even prior to everything that's going on now one of the things I've heard from CIO's is it's sometimes exceedingly difficult to convince higher ups in your organization of the importance technology needs. Do you think that now our focus is now really dead on distance enablement and remote learning that those people that might have been kind of a little more hesitant to invest in broad spectrum securities are more cognizant of the importance of those systems?

>> They know and hear the lingo, but it is within the leadership of IT to articulate the functionality and why. They have to break that down on how it would affect that organization if they decided not to adopt or don't focus on it. You will have a breach and here's the cause-and-effect of that breach, how much it will cost the University, not just financially but credibility
wise. So imagine alumni database was breached because you didn't explain that situation or that incident to try to prevent that, then you failed at your job. So there has to be people within the organization be able to articulate these types of problems. It cannot be all technical folks.

>> Understood.

>> The right person for the job. There always has to be those that are able to speak to the executive team and also that falls under your credibility, right? Did you do what you say you are going to do?

>> I got ya. While we're in this section of the conversation about risks and challenges we've got a couple of questions in the sidebar that are pertinent for right now. Timothy Jones from buffalo state college one of their challenges has been faculty are less comfortable with online communications in the first place, suddenly having to rely on those to give instruction on how to better run their classes so the fundamentals are easy to teach is but hard to reach and I think you spoke to that as one of your concerns as well.

>> Right. So I don't know if I was in your shoes and what we've done within IT we have a faculty Outreach Program within our client services team and that's embedded with the different schools and how we've done that was did a lot of Town Hall sessions, group or even personal training because you know when you are talking to faculty you are talking to an ego, right? To an ego that now they are at their realm and now they are being thrown into an area where they have no idea. You just have to be humble and show that you are trying to enable them and really based on the faculty having trust with the IT organization that's helping them. Trust goes both ways.

>> It does indeed. There's a couple of questions I think that we can probably add here too. So we have one in here, a mayor challenge for us is faculty retirement user. Retired faculty to operate almost as if they are still employed. There were situations like that at Pepperdine where you are deep provisioning people but still being required to keep them as almost active as they were when they retired.

>> Yes that's the twenty rule. We have a manual process for that. Not every faculty is able to maintain their identity. It's only in their ties. So our numbers are really low within the year and there's a process already in place to maintain, to identify who they are and what level of service do they have? But everybody else if you are an adjunct or moving on then you fall under the termination, the off-boarding process.

>> So a question. A challenge they have is making significant changes to the student alumni processes with recent graduated. They want to send services to recent graduates for a number of reasons. Fischer Identity deals with this in a number of ways because of the multiple affiliations
we see. Kevin, your perspective on how do you keep your recent graduates closer than maybe a more specific alumni rule in the university architecture?

>> That was a discussion with the alumni affair's office. They gave us the requirement and also working with HR and legal depending on the level of service. So is what we've done for the alumni there is a transition period that we provide them but then the at same time we provided an alumni Google environment and provided tools to transition all of their course work and all of their data from the student organization, the student environment to the alumni environment and we decided to keep that separate so that it's more of a self-help environment where the alumni environment has no ties to the Fischer Identity environment and we made it so that it is no different than your external Google account but we created an alumni an area so that all alumni as part of this transition process were able to communicate to them when, when's the expiration date and the tools to transition their files and also their level of access to the Google environment would be no different than what we experienced as a student. Within that environment they are able to see all of the alumni and be able to, you know, communicate with their classmates.

>> Awesome. Thank you. We're going to transition into our kind of last full question before we get into the kind of the end game content here. So, we asked you guys in the last question about what your perfect scenarios would be which is always a great question to lead into why can't you do it? The biggest barrier to achieving goals now is it budget, resources, competing project or buy-in? This is a loaded question and we understand based on our conversations with our customers and prospects and the Universities we're affiliated with a bunch of constraints are probably the number one issue for all of you with some resource in competing projects. As we start looking at how that impacts strategy it's looking at more cost effective and more cost-efficient ways of achieving those projects and goals than historically your budget would have supported. We'll let that run for a second here. I think clearly we're all in the same boat where 2020 has had a significant impact on our budgets and probably for a lot of organizations well before the pandemic the budget issue has probably been the largest concern for most institutions so thank you. Our kind of final block before the final Q&A session is really trying to look at, what's next that makes sense for identity services and identity management for universities and so Fischer Identity, Pepperdine provides proactive administrative work for certain elements of the identify solution but where we think that the trend is, they'll have to offer more comprehensive management services to help organizations especially in higher education bridge that budget/resource, competing budget gap. We're looking at the larger scope of managed identity services and if that could or would benefit on organization like Pepperdine. If Fischer Identity were to take a more direct role in the execution of tests plans for Q&A after upgrades or infrastructure and infrastructure support, UI management and customization or quality controls going beyond general software support, do you think organizations will find value in a service portfolio like that?

>> I think so because one, you have to understand what your staff's capability and from a
staffing perspective you have to look at they are people and number two, how much time are they doing their day-to-day work verses projects, right? What projects that's already been committed by the university and then also just that is the future, right? The future of providing service and of course, any organization they have to quantify and also allow that to happen, right? I'm not saying you have to adopt that from day one. There's always going to be times of transition and then see how the team, you know, yield off. You have to engage with them and look at their comfort level of, okay, so their experience of an outsource vendor. So of course, talking about Pepperdine we've already done some of that and I can tell you the first three to six months it was rough, right? But now four or five years later, they don't even care. All they know is Fischer Identity made an update. Did it work this weekend? Yes, great. If it didn't, we fall back and understanding why there was an issue and then we schedule another time. So for the staff member that used to work on the weekends, all they have to do is get a phone call or e-mail from Fischer Identity stating we've done your, upgrade, can you test? They've done a testing script and within an hour or so I get a text back, everything is operational. Thank you. It's that easy. But to get there was like pulling teeth.

>> Sure.

>> That's how it is and you have to talk to your employees to ask them what are their fears and why. And identify and address every single one of those fears, right? Just because we're all human, we're seeing things taken away from us, of our job duties but not understanding that now because of this optimization process, I'm able to do something else, right?

>> Right.

>> And for a leader within that organization has to be able to articulate what you are trying to do and how to get there, right?

>> Sure. You know, we've kind of touched a couple of times in the conversation on how widely impacting identity management is within the organization, how many systems are actually touched in an ecosystem and one of the things that we did, Fischer Identity provides ability to dashboard through the management services that can look at daily trending and analytics supports associated with your solution to see where there's issues that are not identity problems or IT problems but maybe business problems in systems or workflow problems that are resulting from changes in a source of authority or changes in some other part of the organization that are now getting funneled into your platform and the ability to proactively to catch potential business problems and other program trends that would be able to be used to inform you for decisions about planning, future planning, the extension of a solution or changes to the solution. Is this something that organizations would find beneficial?

>> Well, I think that solution will work if within your organization you don't have the expertise
or the knowledge or background to do it. There's so many systems that are, you know, deployed every year not only from a central IT perspective but also understanding from a school-level. So to catalog all that, it takes time and effort and if someone is providing that solution to partner with you, to have that catalog and also to understand dependencies, that's just weight in gold because you want to make certain changes within identity or a different product, you have to understand all of the dependencies, what that change will do. Right?

>> Understood.

>> It all depends on where you are at, your understanding of not only the technical level but also the application level of your organization.

>> Sure. Interesting, thank you for that. I think one of the end cap questions here is, all of our higher education institutions have been going through the same thing over the last several months and they've been adapting in different levels and degrees but for you and Pepperdine what's your focus now? Where is IT going in your organization now that, you know, we've kind of stabilized from all of our knee jerk requirements and how important is your identity program and growing your governance program now that, you know, with your users that are spread out all over the place and they need access to critical sensitive assets within the organization and that population is going to continue to grow.

>> So, right now we are -- instead of I don't have to worry about our online presence. Now, I'm or our effort, I can tell you right now, all of IT, all ninety-eight of us is all hands-on deck trying to get the classrooms ready for the fall semester. Right? The University already made the decision of bringing, you know, classes back on campus and then with all the regulations and also providing an outlet for those that feel ad risk, not comfortable coming on campus, we have an outlet for them. That's our effort right now. We're not dealing with technology or identity. I don't have to worry about that right now. I just have to worry about opening up the school and being there for the kids to come back, right? And that's a more powerful message than scramble trying to find an online solution that will work. As IT leaders we need to look at what is our greatest risk and where we need to be even for worst case scenarios. I'm blessed sometimes. I think about all the fires and natural disasters that we have to deal with in living in Malibu so that sort of helped us along the way, but it's always been in my mind where what happens when the schools are shut down? The kids and faculty needs to continue teaching and you have to find avenues of doing that, right? So those are the things that we have to work around and for myself at Pepperdine we're always constantly looking to better enhance what we have, but at the same time things are working so well that we're focusing on other projects like my Oracle Cloud infrastructure, that is taking I want to say 80% of my time because we're transitioning from our system from one Oracle platform to another and it is similar to what we've done with identity when we first engage with Fischer Identity. I needed an entire team to make this work.
Okay. I think that's the great takeaway. Just remembering that everything within that organization is the business of education and everyone is there to support that mission. And make the right decisions and make the right choices in order to enable that to happen and Kevin, I really appreciate your conversation today and your insights and as we wrap up in our last five or six minutes here, we just had some retrospective questions for self-reflection for attendees here and to really see how or ask questions to inform strategy for the future and again, we're not scrambling as Kevin has pointed out. There's no knee jerk IT solution that makes sense in any organization because we need to be fundamentally thought out and mature and stable and well-integrated with the mission of the university. But you know, these were just kind of where we thought, the things that we're hearing from people out in the industry and people that we deal with. We're not going to spend a lot of time and they are not full questions but think about how you are affected by these things and as we move into our Q&A again, I want to thank Kevin for his insights but more importantly all of you. There's been great conversations going back and forth within the chat and questions and I appreciate that as well. But we do want to kind of get into some questions here in our last few minutes if that's okay with Jamie. We have another Steven son university, Jim and Kevin, can you talk about the alarming within the Fischer Identity platform?

The platform itself will give you certain types of reports and that goes directly to my STAFF'S team. So the organization I run the information security and systems network and also project management, so from that area there's always requirements or reporting and also access. You have to talk to Fischer Identity to get the level of access that you want and that's also part of their suite of services, right?

Sure.

I was going to say we always had a great relationship with Dan. I see that Dan is on. He's your CIO and with any major issues or communication has always been there and I would encourage folks to exercise that, right? Not to allow I'm just waiting for something from Fischer Identity, instead of why you don’t contact Fischer Identity, these are my requirements, can you meet my requirements for reporting and things like that.

And that's back to Jim's question. Within the Fischer Identity product portfolios there's everything from our product is architected in such a way that it can be deployed and managed on my platform whether on-premise or hosted facility or Google Cloud or some combination of those events it's the same product stack and functionality. You are not changing anything to move between platforms but within that we have services of differing levels so reporting and alerting and different things like that might vary with how much administration that the vendor takes on as opposed to your own staff, how deeply you want us embedded into day-to-day operations. There's solution management team that if you are in our identity as a service product versus your on-premise service we have different visibility and can trigger different things but
any type of alerting security monitoring that a customer might want can be built into a solution. We're getting down to the end of our time. We're appreciative again. We're lucky to be able to have time with Kevin and hear his story and perspectives on things. I appreciate everyone for participating today and for Dan and the team for taking some of these questions. We look forward to any other questions. I'm sure we can make anyone available that anyone needs to but I'm going to turn to over to our moderator because we are about up with our time.

>> Thank you so much Kevin and Andrew and on behalf of EDUCAUSE thank you all for joining us today. Before you signoff today click on the session evaluation link in the chat window. Your comments are important to us. The sessions recording and presentations slides will be posted to the website later today. Please feel free to share it with your colleagues. Please join us on Tuesday one o'clock Eastern to hear about working together to improve cyber-security. On behalf of EDUCAUSE, this is Jamie FARRELL. Thank you so much for joining us today.

>> Thank you, guys

End of Session