Roadmap

- Introductions
- A Journey to Today
- What students really want
- Transforming the Student Experience
- Key Collaborations
- Identity Management in the Cloud—Implementation Tips
  - Planning, Preparing, Communicating
  - Strategies: Secure Authentication & MFA, Password Management
  - Working with Campus Departments
  - Working with Cloud Vendors
- Wrap Up and Q&A

"The only thing that is constant is change."
—Heraclitus
Introductions

Tammy Clark - Vice President, Information Technology & Security (tclark@ut.edu)

Bill Arnold - Director, Information Security (warnold@ut.edu)
• 24/7 Wireless Access
• Ubiquitous Access
• Mobile friendly
• Fewer accounts & passwords to remember
• Ease of finding and accessing applications and information (one stop shopping)
• Secure Access
• Self Service
Intro to Polling

Poll Question #1: Which student 'requirement' has presented the biggest challenge to implement at your campus?
You can respond once

0. User and Mobile Friendly cloud applications
0. Heavy Reduction in User Accounts and Passwords
0. One Stop Shopping (Access to apps and information from a single location)
0. Secure Access
Poll Question #1: Which student 'requirement' has presented the biggest challenge to implement at your campus?

- **A. User and Mobile Friendly cloud applications** (52%)
- **B. Heavy Reduction in User Accounts and Passwords** (10%)
- **C. One Stop Shopping (Access to apps and information from a single location)** (29%)
- **D. Secure Access** (5%)
- **E. None of the above (We've got this!)** (5%)

Respond at PollEv.com/utampa

Text UTAMPA to 37607 once to join, then A, B, C, D, or E
Campus Committee

“What if we don’t change anything at all ... and something magical just happens.”
# Finally, Clarity with the Cloud

<table>
<thead>
<tr>
<th>Wish List</th>
<th>Cloud Advantages</th>
<th>UT Impact</th>
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</thead>
<tbody>
<tr>
<td>Robust data security</td>
<td>Many (most) SaaS vendors deploy industry standard data protection methods and processes</td>
<td>IDaaS and more granular roles/permissions that are managed by Information Security</td>
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<tr>
<td>User friendly</td>
<td>Easily accessible, mobile and desktop friendly, higher uptimes</td>
<td>Easier to read screens, pertinent information displayed configured by business owner, and users less dependent on VPN</td>
</tr>
<tr>
<td>Configurable processes</td>
<td>Functional areas now have total control of their destiny without waiting on IT organization</td>
<td>Legacy enhancements bottlenecked with legacy IT are now in functional area and better prioritized to their needs</td>
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<tr>
<td>Simplify the IT footprint</td>
<td>Consolidation of many data centers into less and innate disaster recovery</td>
<td>Decreasing number of dedicated staff to manage</td>
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</tbody>
</table>
Poll Question #2: What are the most important things you need to accomplish (at your institution) to enable a transformation of your students' technology experience?

- Respond at PollEv.com/utampa
- Text UTAMP A to 37607 once to join, then text your message

Keywords:
- user-focused
- better experience
- LMS use
- ease
- dashboard
- need simplification
- communication
- faculty
- innovation
- consistency
- timeliness
- quality
- accessibility
- break silos
- communication
- leadership
So What do Students (and Faculty) Really Want?

(So yesterday)

Today
MyUTampa (Powered by Okta)

- Self-Service Access
- Single Sign-On
- Multi-factor (Workday)
- Access Core Academic Apps in Portal
- Workday Integration
Transforming the Student Experience

MyUTampa

Workday Student@UT

www.ut.edu
Poll Question #3: How could a student technology transformation impact other areas of your campus (Academic, Student Life, Admissions, et al)?

Respond at PollEv.com/utampa
Text UTAMPA to 37607 once to join, then text your message
Key Collaborations

VP Academic Affairs

Student Technology Transformation

VP Enrollment Management Services

VP Student Affairs

Student Government Officers

THE UNIVERSITY OF TAMPA

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Identity Management in the Cloud - Implementation Tips

- **Planning, Preparing, Communicating**

- **Strategies: Secure Authentication & MFA, Password Management** (one size does not fit all)

- **Working with Campus Departments** (Requests for new apps in MyUTampa and the vetting process of ensuring the app is ready to go in and authorized users have been told what to expect by the department ahead of time)

- **Working with Cloud Vendors** (Not all vendors are ready to integrate into IDaaS)
Planning, Preparing, and Communicating Transformation

Planning the Implementation
- Gain insights from other schools
- Plan a Phased Rollout -- Timelines
- Develop in sync with Workday Module

Testing and Readiness for Go-Live
- Set up in Preview Tenant
- Customize and Rebrand Access Portal
- Conduct Training Sessions
- Demonstrations for Senior Staff

Advertising and Communicating about the Service
- Send Series of Global Messages
- Distribute Flyers around Campus
Secure Authentication & MFA
Password Management

- Types of MFA available
- MFA at Login Page or by Application
- MFA On-Campus vs Off-Campus
- Built-in Password Reset function
Operations and Support

- Low Overhead
- Mobile Friendly
- Automated provisioning of applications as much as possible
- Completed 18 applications and currently testing 4 others
- Delegated general tasks to Help Desk
- Trained Admissions Counselors to help with prospective students
- Acquired consulting hours for vendor post production support
- Posted FAQ’s and how to instructions on website
Working with Cloud Vendors

Critical Factors

- Vendor support for SAML or Shibboleth
- Cost associated with doing SSO
- Vendor’s pace in completing backend work
- Vendors that work with InCommon members only
- Secure Web Authentication
- Develop a standard list of questions
Student Tech Transformation Experience

- The combination of a cloud/mobile SIS experience coupled with SSO is a **game changer** for students (staff and faculty as well)
- Effective Identity Management solution is a **must** when your apps reside in the cloud
- **IDaaS** provides a great benefit to the campus as students, staff and faculty can locate and access applications from a single place that is both user and mobile-friendly, reducing the number of logins/passwords to remember, and increasing their user **satisfaction** with technology services
- This **transformation** endeavor requires **collaboration** across the university—not just another IT initiative
- Not all vendors **ready** for SSO/IdaaS, so be prepared to ‘**think outside** the box’
Questions?