Providing Penn’s users with simplified, secure access to the University’s vast array of electronic resources and services with two IAM improvement projects and one related initiative:

**IAM MAIN DRIVERS**

- **THE IAM TEAM**
  - Collaborating with representatives from the Schools and Centers to envision, design, implement, and operate modern, enterprise-class IAM policies, procedures, and technologies.

  [www.isc.upenn.edu/iam](http://www.isc.upenn.edu/iam)

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**AT A GLANCE**

- **BUSINESS ENABLEMENT**
  - Enable Penn to support new business opportunities, e.g., online learning.

- **USER EXPECTATIONS**
  - Improve end-user experience, including ease of use, privacy, security, and productivity.

- **TECHNOLOGY DEBT**
  - Replace 15-year-old, custom-built identity management systems and processes with standards-based, modern solution.

- **THE PACE OF TECHNOLOGY**
  - Re-engineer Penn’s capabilities to securely and efficiently leverage cloud-delivered applications and services. Provide application developers with modern identity and access APIs and tools.

- **NEED FOR EFFICIENCY**
  - Enhance security by assigning privileges automatically based on known user identity data and predefined rules. Streamline request-approval processes and automate account de-provisioning.

- **ACCOUNTABILITY**
  - Provide an audit trail for – and periodic recertification of – user access rights to ensure users have the correct privileges and to explain how and why they receive them.

- **REGULATORY AND SECURITY**
  - Strengthen Penn’s overall security posture and ability to comply with emerging global regulatory requirements.

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**Penn Users**
- Significant user experience improvements
- Accelerated onboarding process
- Improved collaboration

**Business Process Owners**
- Real-time provisioning and de-provisioning of user accounts and identity data to partners inside and outside of Penn

**Service/Application Owners**
- Ability to add, update, and remove users’ accounts and privilege data automatically
- Improved workflows and reduced manual processes

**External Affiliates**
- Improved user experience with straightforward self-registration and social-media-SSO capabilities