



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:



Internal IAM

MULTI-YEAR PROJECT



Consumer IAM (CIAM)

GOING LIVE IN Q4/FY19



Two-Step Verification

GOING LIVE IN Q3/FY19

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

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.

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

BENEFITS FOR SPECIFIC AUDIENCES