



Customer Success Story

Identity Manager
Access Manager

University of Groningen

The University of Groningen wanted to connect its 28,000 students with online services to help them excel. It wanted to deliver secure access to each student without driving up costs. The University of Groningen uses NetIQ® Identity Manager and NetIQ Access Manager™ to enable federated control of identities and privileges for both internal and cloud-based services—all with minimal manual effort.



Overview

Founded in 1614, the University of Groningen is one of the Netherlands' oldest Universities. Today, the organisation employs 5,000 people and offers more than 175 degree programmes.

Challenge

The growing popularity of cloud-based services is transforming the way students, educators and administrators communicate, collaborate and work. Responding effectively to new requirements requires a fresh approach to identity management.

Sander Liemberg, project manager at the University of Groningen, said, "Today, we have more than 70 applications for our students and staff. With more than 5,000 new students joining at the beginning of every academic year, the challenge is to ensure that we can set each user up with the credentials and permissions to access the services they need."

Henk-Jan Zilverberg, the university's IDM specialist, said, "With the number of applications

growing, we wanted to make it easier for users to access our services. As part of a large project involving stakeholders from across the university, we decided to create a web portal. By uniting our cloud-based applications under a single policy, the aim was to eliminate the time-consuming process of managing separate usernames and passwords for each service."

Solution

For many years, the University of Groningen has relied on Identity Manager and Access Manager to deliver automated, federated management for all users.

"NetIQ solutions are the core of our identity management infrastructure, which is crucial to the university's IT services," said Liemberg. "Every year, Identity Manager helps us to provision thousands of new student accounts securely at the touch of a button. The NetIQ solution also provides self-service capabilities for common requests such as password resets, enabling our lean team to manage an extensive user base."

To facilitate the new web portal, the university turned to its trusted NetIQ solutions.

"The web portal project was a huge initiative and early on in the process we realised that single sign-on [SSO] capabilities would be a key enabler," said Zilverberg. "Automated form filling, identity injection and traffic routing capabilities were all prerequisites to create the web portal, and our existing NetIQ solutions supported every requirement."



university of
 groningen

At a Glance

■ Industry

Education—Higher

■ Location

Netherlands

■ Challenge

With a growing number of applications and a rotating roster of students and faculty, the university struggled to keep up with its identity and access management.

■ Solution

Use Identity Manager to provision thousands of new student accounts securely at the touch of a button and Access Manager to offer each user a customisable dashboard that persists between sessions.

■ Results

- + Granted the ability to manage all identity and access rights with a single system
- + Provided the ability to enable and further enhance accessibility and security

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SANDER LIEMBERG

Project Manager
University of Groningen

**Our NetIQ solutions have never let us down,
and we are confident that NetIQ software will
enable us to further enhance the accessibility and
security of the university's online services."**

HENK-JAN ZILVERBERG

IDM specialist
University of Groningen

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Thanks to Access Manager, any user logging into the web portal is automatically logged into the cloud-based applications they have permission to use. In addition, the solution enables the university to offer each user a customisable dashboard that persists between sessions.

"SSO enables us to serve personalised content to each user," said Liemberg. "For example, students are automatically logged into their faculty's intranet, and employees gain access to clerical applications for email, salaries and vacation planning.

"The granularity of Access Manager is a great benefit and helps ensure we are compliant with university best policy. For instance, if a former employee needs to see their paychecks, then we can offer him or her access to that system in isolation."

Results

Today, the University of Groningen authenticates over one million SSO sessions per month, offering timely access to course materials, journals, cloud-based storage and more.

"Prior to the web portal solution, students and employees had multiple usernames and passwords for each of the university's cloud-based services," said Liemberg. "The university now manages all identity and access rights with a single system, enabling IT to provide instant access for everyone. This means one-click access to apps and class schedules, news, and electronic reservation systems for public computers. It also offers a single interface where academic staff can get access to administration tools and the university's interactive whiteboard environment."

Based on the success of the web portal project, the university is now planning to build on its Identity Manager and Access Manager solutions.

"We are now working to deliver role-based, self-service provisioning for applications to students and employees," said Zilverberg. "Our NetIQ solutions have never let us down, and we are confident that NetIQ software will enable us to further enhance the accessibility and security of the university's online services."



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