



Intragen specialises in Identity & Access Management (IAM), Service Oriented Architecture (SOA) and related infrastructure management. We have a successful track record in delivering great solutions to our clients on time and in budget. Our way of doing business is honest and straightforward and we do everything possible to get the best result for you. By re-investing expertise, knowledge and best practices within our teams, we build better solutions from pre-made components designed to solve problems.

CASE STUDY

Hogeschool Inholland



“Intragen is a reliable and trustworthy partner who is always there for us.”

“The flexibility and their judgement to locate the required professionals at different stages of the project are outstanding with Intragen. And they excel with thinking along as well!”

“Intragen’s staff are knowledgeable, capable and able to think conceptually and creatively to address issues. Whenever there are obstacles with the live-gang of processes, they act promptly.”

“Intragen is driven, committed and is prepared to put in whatever is needed and also to put in extra effort concerning the deployment of professionals.”

John Faqiri, IDM Project Manager at Hogeschool Inholland.



Industry: Higher Education

Business Challenge

Hogeschool Inholland had to manage the complexity of having thousands of students at multiple campus locations distributed throughout The Netherlands. Additional access requirements for staff and externals made the management of access difficult with so many systems. Paid printing, password resets and management of thousands of directory groups added up to a very complex landscape. Furthermore, the time taken for managing user information throughout several information systems was too long. Also, the University needed to manage issues of data quality and security whilst addressing productivity concerns. When the existing manual procedures were not carried out properly due to data entry mistakes or procedural errors, rectifying provisioning and data updates took too long.

Solution: Process improvement supported by identity management

The University opted for a phased approach for the identity management programme. Each project phase has new priorities, systems and business cases.

By simplifying the on boarding process for staff and automating the updates from Human Resources (HR) to downstream systems, access rights and personal data are automatically updated as HR data changes. Additionally, updates from Student Information Systems (SIS) were incorporated for management of student access.

Students have the ability to synchronise and reset their password in Active Directory from the Windows desktop login.

Lastly, delegated administrators can initiate changes without involving the IT administrators, simplifying procedures and aligning the IT organisation with the business.



Key benefits:

- Now phase 2 is completed, Hogeschool Inholland has a good foundation to realise the I&AM programme.
- Previously there was no control of authorisations. The account management system was separated from the administration system. Connecting these systems gave more control in issuing authorisation.
- Mutations are now immediately carried through in the authorisation system. When leaving the Hogeschool Inholland an account is closed automatically.
- The authorisation process has been improving and secured, especially modifying the user management process in a clear and effective manner was essential.
- The Service Desk and Student Desk have delegated administration for passwords which has enabled Hogeschool Inholland to handle requests immediately.
- Self service for password resets and synchronisation has reduced the number of calls to the Service Desk and Student Desk.

University-wide identity and access management programme

The programme

Adopting a phased approach, Hogeschool Inholland began with student accounts and their access rights. With the large churn of the student population, phase 1 was designed to handle the student life cycle. Phase 2 is primarily used to stabilise the environment, particularly with the problems we had with the creation of accounts for external (non-Inholland) students. The focus was on employee accounts, external and contract students accounts and training of the employees. Lastly, desktop password reset was deployed to over 4,000 desktops integrated into the identity management system.

Hogeschool Inholland developed a repository for all people, which led to optimal performance for all users.

Automated identity management helps explicitly by providing both a standard login and password. Additionally, it helps by standardising and clarifying exit procedures. Identity Management is a vehicle to maximise standardisation. It helps to make the procedures uniform and standardised, which greatly improves flexibility. The benefit is that one size fits all, which is best for implementing infrastructure. Identity management enables this uniform procedure across the organisation, thereby enabling flexible processes.

Benefits of the project

- Automated “lights out” management of student accounts, improving efficiency
- Automated “lights out” provisioning and deprovisioning of staff, granting correct access rights
- Self service password reset, reducing helpdesk costs
- In control of user access, satisfying compliance requirements
- The Service Desk and Student Desk have delegated administration for passwords which has enabled Hogeschool Inholland to handle requests immediately.

The consulting partner

To select a consulting partner, Hogeschool Inholland looked for an organisation that was able to provide the correctly skilled individual at each stage of the project. Additionally Inholland were looking for a partner to help with their strategy and one which had a solid track record in higher education and technology.

