

# University of Southern California iVIP Guest/Affiliate System

---

Online documentation available at: <http://www.usc.edu/its/iam/ivip/>

Questions about the USC iVIP system can be directed to [IAM-admin-1@usc.edu](mailto:IAM-admin-1@usc.edu).

Throughout this document the terms "VIP", "iVIP", and "affiliate" are synonymous.

The terms "member", "affiliate" and "affiliation" are adopted from the eduPerson standard <http://www.educause.edu/eduperson/>, which is a widely adopted standard for expressing academic identities in enterprise directory services and transactions.

## Overview

The iVIP program provides an efficient and secure process for departments within the university to sponsor individuals (VIPs) who are not regular USC students, faculty, or staff for inclusion in USC's Global Directory Service. As a result the VIPs can be given access as needed to a variety of electronically provided or managed services.

Examples of iVIPs include:

- Volunteer faculty
- Visiting faculty who is/will not be on USC payroll
- Affiliated organization employee
- Medical Resident and Intern
- Research Fellow
- Exchange Visitor for whom USC employment is not expected
- Visiting Scholar
- ROTC Officer
- Temporary Agency staff
- UPC Health Center patient
- Vendor

## Historical Overview

The iVIP program was initiated in 2006 as a joint effort of the USC Office of Organization Improvement Services and Information Technology Services (ITS) at the behest of the Directory Services Executive Committee. The initial scope was to provide a web application that would allow department administrators to enter an identity into the USC Person Registry, establish a USC ID number (a unique persistent non-reissued random 10 digit identifier, called the "USCID"), with the intent of allowing affiliates access to web applications including the USC Portal and Blackboard and to be visible in the USC Online White Pages. The USCID is also used by departments to track information about an identity in offline systems.

After 10 months of development the scope was expanded to include account-based services such as email and VPN, and to facilitate the handling of common transition cases (both member to affiliate and affiliate to member).

Over 6000 people have been entered into the iVIP system and there are currently trained administrators in over 40 University departments. There are a dozen services defined in iVIP, including MyUSC Portal, Blackboard, Email, VPN, White Pages Listing, White Pages Access, Licensed Software Download, USCard Services, USCweb Services, and Library Electronic Resources. Sponsored VIPs can also be granted access to almost 100 more restrictive departmental electronic services by service administrators using the USC MyGroups web application to manage service authorization groups in the enterprise directory ("GDS").

Prior to 2006 affiliates were given access to electronic services in a variety of ways:

- entered into the Student System ("SIS") as an inquirer
- entered into the Payroll and Benefits system ("PPBS") as an active employee and then changed to inactive status shortly after an account had been created with access to services such as Blackboard
- entered into the USC email accounts system ("MU") using Social Security Number and Date of Birth
- manually entered into department databases

The iVIP program allows appropriate access to resources in a more efficient, correct, and secure manner.

## Sponsoring VIPs

VIPs are sponsored by the department with which they are affiliated. Each organizational unit (i.e., school or administrative division) determines whom to sponsor and the services to be requested. "Sponsors" make these decisions on behalf of the organization unit. Each sponsoring unit also has "Department Administrators" who access the iVIP system to create iVIP accounts and request services. Department Administrators must take a training class before they are provided system access.

Sponsors are responsible for the accuracy of the identity information and are also responsible for indicating which electronic services or resources the VIP is authorized to use. Access to University resources is a privilege extended to VIPs by a sponsor. Registered students and employed staff and faculty members are provided access to collections of University services due to their direct legal relationship with the University. VIPs are by default given access to no services and must be sponsored for each service they require. Each service a VIP is sponsored for is required to have both an initiation date and expiration date. The initiation date can be between 1 day and 365 days into the future. The expiration date can be up to 14 months after the initiation date.

A VIP can be sponsored for services by only one sponsor at a time. This single sponsorship helps when there is a need to address security and support issues.

Each department is expected to have two employees assigned as sponsors, as well as a lead administrator and multiple iVIP administrators. All administrators are required to be employees of the University and must complete iVIP training. (Training sessions are offered monthly by the Office of Organization Improvement Services.)

## Creating iVIP records

iVIP is part of the University's identity and access management (IAM) program. Identity and access management is the business function that identifies individuals in an organization and manages their access to resources by associating user rights and restrictions with the established identity. Along with the Student Information System and the Payroll and Benefits system, iVIP is a system of record in IAM.

Because iVIP is part of the larger IAM program, a personal identity record with a USC ID number must be created for each iVIP before services are requested. To create the record, a minimal amount of personal information is required:

- First (Given) and Last (Family) Names
- Date of Birth
- Initials (used when creating an account)

And two of the following pieces of contact information:

- Email address (strongly preferred)
- Personal Phone Number
- Mailing Address

The information required to create an iVIP record is intentionally limited, so as not to be onerous or intrusive for the VIP. This information is used to avoid creating duplicate records and for contacting the VIP when necessary, so it is essential that the information that is provided be accurate and specific to the individual.

Additional information that may be recorded includes:

- USC ID (recorded if the VIP is a former employee, student, or returning VIP)
- USC Affiliation type (exp. medical resident, volunteer, visiting scholar, vendor)
- Home institution
- Salutation (Miss, Ms., Mrs., Mr., Dr.)
- Suffix (Sr., Jr., Esq., II, III, IV)
- Academic Degree (MA, MS, MBA, JD, MD, DDS, PhD)
- White Pages preferences (available when sponsored for the White Pages Listing service) - preferred name, email, phone, title, address
- Sponsored services with service initiation and expiration dates

If an administrator does not have all of the information necessary at the time of entry the iVIP entry can be retained in their work queue until it can be completed and submitted.

## Process Overview

1. Department sponsor chooses to sponsor an individual into iVIP.
2. Department iVIP administrator collects information about individual and enters it into iVIP, including service requests, if any.
3. iVIP system searches the PR and either creates a new USCID record or returns the existing USCID to the administrator.
4. Sponsoring department and iVIP (if email provided) receive an introductory email which includes the USCID and provides instructions for the account activation process ("First Login").

5. Account is created automatically on the earliest recorded service initiation date with authorization to sponsored services. Accounts are created in the format initials\_### where ## are three random digits.
6. If a VIP is a former member then their former account will be re-enabled rather than creating a new account.
7. When a service expiration date is reached the VIP will lose access to that service.
8. When a VIP no longer has an active service their account will be disabled.

## Roles

### ***iVIP Program Director (PD): Manages University Guest/Affiliate Users program***

- Data steward for information unique to iVIP system
- Communicates with Department Executives about program and delegation of department sponsorship and administrator privileges
- Provides training and certification for department administrators
- Creates, modifies and disables department LA and DA user accounts
- Manages databases for sponsor, administrator and user records
- Develops and produces, as necessary, standard reports
- Reviews and approves requests for custom reports, if needed
- Conducts periodic reviews of sponsors, administrators and users by department
- Works with appropriate LA to resolve problems with individual sponsors, administrators or users
- Coordinates with service providers on terms and conditions for iVIP user access to respective services

### ***iVIP System Director (SD): Responsible for developing and maintaining input screens, databases, and other system requirements***

### ***iVIP Super-admin (SA?): Responsible for system-wide functions and support. Ability to deactivate entries, create new services, alter email templates, view all VIP records.***

### ***Department Executive (DE): Delegates authority to Department Sponsors, Lead Administrator and Administrators; typically deans, academic department chairs, and vice presidents***

- Inform iVIP PD of Lead Administrator for his/her unit
- Set expectation that unit will comply with appropriate policies and procedures

### ***Department Lead Administrator (LA): Manages the sponsorship process for unit***

- Submits names of authorized sponsors
- Submits candidates for Department Administrators
- Completes training program for DA's and LA's
- Reviews and responds to regular reviews of sponsors, administrators and users in respective department
- Serves as point of contact to resolve problems or inform units and sponsors of policy or procedure changes

***Department Sponsor (DS): Faculty or staff member with delegated authority to sponsor a iVIP user on behalf of department***

- Inform DA of person to be sponsored and requested services
- Support DA in requesting required information from user

***Department Administrator (DA): Responsible for operational interface between sponsors and iVIP system***

***Service Manager (SM): Person with management responsibility for respective service***

- Determines, with appropriate consultation, terms (user information required, time limit on service eligibility, etc.) under which the respective service is available to G/A users
- Allowed access to Service Provider report screens in iVIP, with ability to terminate access for individual iVIPs
- Able to receive automated notifications of iVIPs sponsored for a service who do not meet required criteria (such as affiliation)

***Service Administrator (SA): Administrator of a service. Has responsibilities regarding accounts within a service.***

- Allowed access to Service Provider report screens in iVIP, with ability to terminate access for individual iVIPs
- Able to receive automated notifications of iVIPs sponsored for a service who do not meet required criteria (such as affiliation)
- Sponsor/Administrator Eligibility
- Must be benefits-eligible USC employees
- Must be identified by dean or V.P.
- Administrators receive training and restricted access
- User may have multiple sponsors for multiple services but only one active sponsor at a time

## **System Integration**

The iVIP system interfaces with the USC accounts system ("MU"), the USC Person Registry ("PR"), and the enterprise directory ("GDS").

The iVIP-PR interface is a real-time web service process and is used to create person entries and query for person entries.

The iVIP-MU interface is a batch job that provides information about active VIPs that require accounts. This batch process creates the accounts in the MU system. This process currently runs nightly.

iVIP interfaces with the GDS in two ways. First it uses LDAP queries to retrieve information about sponsors, departments, and administrators from the GDS. This information is used to enforce restrictions on administrators. Second there is a batch job that provides information about active VIPs and the services they are authorized for. This batch process is needed to ensure that the GDS authorization groups are updated properly. This process currently runs three times each day.

## Policy/Technical Decisions

- VIPs do not receive any electronic services by default. They must be sponsored for individual services.
- Sponsored services must have both an initiation date and an expiration date. The service initiation date can be no more than 365 days in the future and the expiration date cannot be more than 14 months after the initiation date.
- All departments should have at least two sponsors.
- A VIP cannot have more than one active sponsor at a time.
- iVIP administrators must be USC employees and have completed iVIP training.
- VIP accounts are generated based on user initials. If a user was formerly a member then their former account will be reenabled.
- When VIP email service expires, email sent to the VIPs USC email address will bounce back to the sender.
- VIPs cannot be sponsored for a service to initiate on the day the VIP entry is created.
- VIP services cannot be initiated or expire on Sundays. (The necessary backend processes do not run on Sunday).
- A person who is both a member and a VIP at the same time will appear as a VIP in all electronic services until their VIP services expire. This may limit their access to member services.
- Department sponsors must be in the department they sponsor VIPs for.
- Department administrators need not be in the department they administer VIPs for.
- iVIP demographic information is stored in the iVIP database and the Person Registry and the directory service; service information is stored in the iVIP database and the directory service
- Limitations
  - There is no self-service mechanism for VIPs
  - There is no self-registration mechanism for VIPs
  - Currently any service listed in iVIP can be sponsored for any VIP by any sponsor
  - Interfaces to the accounts system and directory service happen multiple times a day but are not real-time
  - Initiation and expiration of services is specified by date but not by time

Brendan Bellina  
1/13/2011