

2011 CAMP
Campus Identity Governance Panel
Thursday, June 23, 2011

Panelists:

Brice Bible, Chief Information Officer, Ohio University
Mark Rank, Middleware Architect, University of Wisconsin-Milwaukee
William Schmoekel, Director of IT Services, Owens Community College

Moderator: Rodney Petersen, Senior Government Relations Officer, EDUCAUSE

Why is campus governance important?

Brice Bible (Ohio U)

- Needed a modern identity mgmt. infrastructure. A new student system drove the need to look at governance.
- Replaced several environments used to create identity with one large environment

Mark Rank (UW-Milwaukee)

- IdM grew up organically in different silos.
- Bringing IdM governance in place was a reaction to the institution's expanding research portfolio. As we worked with research funders and federal agencies, we realized would become important
- Aligning our goals with where institution wants to go.
- Started looking at governance – started with identity and security committee – expanded to include stakeholders.

Bill Schmoekel

- At community college, we had to do this – some adjuncts come at last minute. Students wait to register at last minute. IdM helps us onboard those adjuncts and students much more quickly.
- Worked with enrollment people and HR – get people in quickly
- Governance now become something we really need to think about
- Upper mgmt. seeing value in this.

Governance Systems/Committees

UW-Madison has a long-standing identity management governance group – deans and directors. Chairs are ex-officio – head of HR and head of enrollment mgmt. (two big data sources). Scheduled monthly meetings. They will charter subcommittees to do various things – make recommendations – then they are the deciders.

Bill Schmoekel. – This is not an IT function only. 10-20 percent is IT and the rest of the college has to be involved. IT can't make the decisions – business rules, for example.

Mark Rank – You need a body that has approval authority – the buck stops here – for some policies. Our steering committee operates a level below the dean level, but they serve as a good liaison. They move things up the chain or take things to faculty governance body, when necessary.

What's the appropriate role for IT?

Brice Bible – Most of the participants in our group are “chiefs” (chief HR, chief registrar). We have a data governance group and security management groups that provide policy and direction around those topics. Try to make sure that things overlap where necessary. The Madison approach – having the provost sponsor – is good. In our case, it took the IT leadership to pull this together. No one else felt responsibility for overall identity mgmt. We've taken the lead with blessing from president. Over time, as people understand IdM better, we're hoping others take the lead.

How have you considered questions related to privacy?

Brice Bible - recently dealing with questions related to access to email. Is a privacy question and a termination question. IdM group doesn't have full authority, but is a place to debate. Head of HR feels responsibility for deprovisioning of employee accts. Have had a smaller group go off and work that question.

Bill Schmoekel – can't be IT making the decision by themselves.

Mark – increasingly as looking at cloud-based solutions, a lot of the privacy issues that were annoyances have now become critical issues.

How does identity governance related to other IT-related governance issues (security, etc)?

Brice Bible – once data leaves campus, who is responsible? Data governance has other policies related. Need clear definition of roles/responsibilities. Who is responsible for data governance? Who determines what data can and cannot leave campus?

Mark Rank – we are seeing the need for a standing steering committee for IdM as an indication of where we are in maturity. It is basically a technology committee – operational issues tend to get addressed.

Brice Bible – It depends on topic of the day. We're actively working on access to data. As get better at business analysis and decision-making. Access to the right data at right time, then deprovisioning that access, has become more high-profile, which gives higher profile to IAM governance.

Research and Federal Agencies

Mark Rank – For our institution, the whole effort around IdM is driven by increasing research portfolio. At the same time, we see other areas that would benefit from coordinated effort (like financial aid).

Bill Schmoekel – At a community college, a lot of students have federal financial aid, so that will be a driver.

Brice Bible – Those are major drivers – student loans and research funding from the federal government.

Rodney Petersen – EDUCAUSE is exploring possibilities with federal agencies. The Dept of Ed seems very interested in security, since they are the sixth largest bank in the country in terms of student loans.

Challenges

Brice Bible – Trying to adopt standards. Going from loose approach to standard approach. Plus, we have communication as a responsibility, particularly as we move to a more standards-based model. Don't want this to look like a heavy-handed IT thing.

Mark Rank – A challenge is maintaining momentum and alignment – keeping up with the IdM technology and recognizing things will change and keeping institution aligned.

Bill Schmoekel – This affects the whole institution and everyone need to be involved.

What is the relationship between security and IdM?

Brice Bible – as part of IT improvement program – replacement of ERP and dealing with home-grown identity environment – created better IT controls, better security in terms of data classification. In my case, the IT security office can look back into the IT operation and provide guidance, standards for security practices. They can also look forward and be engaged with univ. community in terms of classification and governance. We use IT security as coordinator.

Mark Rank – Security and IdM are peer offices in our organization, with significant overlap in roles, responsibilities, concerns. But is to our advantage to have some separation of duties. We rely on security for risk assessments, for example, and that wouldn't work if we were in the same organization.