Identities are People, Too: IAM Tooling that Works

IAM Online
Wednesday, December 13, 2017
2 pm ET | 1 pm CT | Noon MT | 11 am PT

Does your team spend time performing tasks that could/should be (or worse, are) self-service? Do you worry about disconnects between the intention and execution of your IAM policies?

Do your IAM tools require training?

Join us for the IAM Online webinar, "Identities are People, Too: IAM Tooling that Works." The webinar will take place December 13, 2017, at 2pm ET, and will cover case studies of development efforts (and lessons learned) at Duke to progressively improve interfaces to IAM services, such as:

- Growing an alternate electronic credential service to 180,000 accounts that play nicely with NetID login (and aren't mutually exclusive)
- Delegating account admin and authorization functions to nontechnical staff via interfaces that don't leave room for misinterpretation
- Re-thinking self-service so end users can be partners in managing identity
- A guided registration system for service providers that takes the guesswork (and excuses!) out of Shibboleth integrations

We'll also discuss specific techniques for identifying where users are getting lost in a process, and developing metrics-informed solutions your community can get behind.

Presenter

Mary McKee, Senior IT Manager, Duke University

Connecting: At the time of the webinar, go to the Adobe Connect IAM Online page (slide sharing and audio). See the InCommon website for more details, including back-up phone bridge information.

About IAM Online

IAM Online is a monthly online education series brought to you by Internet2's Trust and Identity community and the EDUCAUSE Higher Education Information Security Council (HEISC).