

# King's College London

## Oxford Computer Group Deploys Microsoft ILM 2007 and Omada Identity Manager to Dramatically Improve Staff and Student Identity Administration at Leading London University

### Customer Profile:

Based around 5 campuses in London and with nearly 20,000 students, King's College London is in the top group of universities for research earnings with an annual turnover of £364 million.

### Business Problem:

King's College London recognized that its venerable home-grown registration system was reaching the end of its useful and supportable life. The College wanted to replace it with a robust, efficient and extensible system that would provide a stable platform for future system development.

### Solution:

A solution based on Microsoft Identity Lifecycle Manager (2007) and Omada Identity Manager.

### Benefits:

- Improved efficiency and reduced administration costs
- Improved security
- Stable platform for subsequent development
- Speed of implementation
- Supportability

**KING'S**  
*College*  
**LONDON**

**University of London**

### Client Background

King's College London is one of the top 25 universities in the world (Times Higher 2008) and the fourth oldest in England. A research-led university based in the heart of London, King's has 20,000 students from more than 140 countries, and 5,400 employees. King's has an outstanding reputation for providing world-class teaching and cutting-edge research. The College is also a member of the Russell Group, a coalition of the UK's major research based universities.

### The Business Problem

The College's ISS department is responsible for delivering all IT and information services to the College's staff and students. Its Connected Campus programme is a three year initiative designed to align all of the technological and information initiatives with the objectives of the College's ten year Strategic Plan. The programme will play a key role in supporting the College's vision of enhancing quality and distinction in all of its business activities by supporting it with a world-class infrastructure.

A key activity in the Connected Campus programme is to refurbish the College's core IT infrastructure. The existing IT infrastructure consisted of disparate 'home-grown' systems that had been developed over many years. Maintaining and supporting the systems was becoming an increasing concern. The College recognized that its venerable home-grown registration system was reaching the end of its useful and supportable life and would have to be replaced.

As with all Higher Education Institutes (HEIs), the user population of King's College London is extremely diverse. Not only does the College welcome around 5000 new students every academic year; but roughly the same number of accounts need to be deleted annually when students graduate. At the same time temporary accounts are regularly required for visiting academics, researchers and NHS clinical staff. Creating and synchronizing so many new user accounts was causing a significant burden for the College's IT and help desk staff.

King's College London was keen to introduce an identity management process that would be less labour intensive to sustain. The College also wanted a robust, efficient and extensible system that would provide a stable and secure platform for future system development.

### Client Comment

Lynne Tucker, CTO of King's College London commented, *"Like many higher education colleges our user registration system was home-grown. It was running on legacy systems and the support required from a human and technical perspective was immense. We also had the problem that when staff moved on they were taking valuable knowledge about the systems with them. We wanted to move to standard modern technology and to minimise the amount of bespoke elements."*

She added, *"This implementation was not primarily concerned with making cost savings, although this will be an inevitable benefit. Our main concern was to reduce the complexity of our systems and to introduce a streamlined identity management system that would securely manage our diverse and transient user population."*



## The Solution

In a move away from home-built technology to market-leading technology, specifically Microsoft, the College approached Oxford Computer Group (OCG) to deploy Microsoft Identity Lifecycle Manager (ILM) and Omada Identity Manager (OIM). This would enable the College to define and automate the process used to manage the entire lifecycle of its digital identities and associated entitlements.

*“With its highly flexible and user-friendly architecture, Omada Identity Manager will eventually provide us with a robust and supportable system, and an extensible platform which can be enhanced to meet our longer-term needs,”* said Lynne Tucker.

OCG has extensive experience and a successful track record of implementing combined Microsoft and Omada solutions with leading enterprises around the world. Together with ILM and OIM, OCG include their own components to provide an integrated and comprehensive solution for dramatically improving provisioning and role-based user management systems.

ILM 2007 is one of OCG's core Identity and Access Management solutions. It uses a meta-directory approach to provide identity synchronization, provisioning and credential management. It also supports and maintains multiple identity stores to provide clean, consistent identity data in each of the connected systems. ILM 2007 is highly robust, scalable and has what OCG believes to be the best synchronization and provisioning engine available.

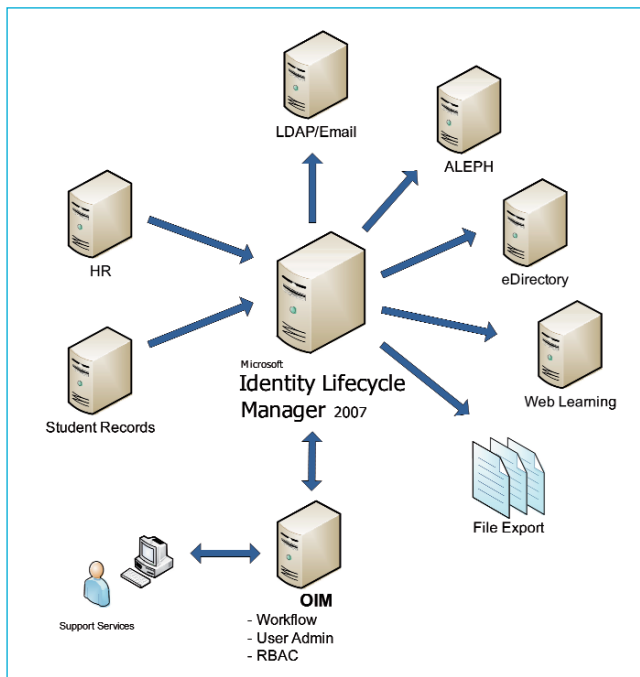
OIM integrates seamlessly with ILM 2007 and various systems including SAP and Active Directory. It offers further functionality including:

- Advanced Role Based Access Control
- Workflows with approvals
- Self-service
- Delegated administration
- Segregation of duties
- Compliance reporting and audit trail

The College solution is being implemented in two phases. The first phase of the project provided automatic provisioning of staff, students and non-standard accounts to many of the College's systems and databases, as well as providing helpdesk staff with a delegated administrative interface that will significantly improve their ability to manage all their user accounts. Future phases will add Role Based Access Control and linkage to other systems such as the Telephone Directory.

Dave Nesbitt, Lead Solution Architect with OCG comments, *“We had to replace a venerable home-grown registration system and address the complex and ever-changing needs of a diverse user community. It required some custom ILM management agents to connect to King's e-learning, and library and information systems including Blackboard and ALEPH. We believe it will transform the way King's College London works and will significantly ease the burden on administrative staff.”*

## King's Identity Management Platform



## The Benefits

### Improved efficiency and reduced administration costs

The College's new identity management platform integrates with its existing infrastructure to automate and centralize identity lifecycle processes and administration. As a result, any changes the helpdesk staff make to identity data, such as access rights, will automatically synchronise across all systems. The College's future plans to introduce delegated administration will further improve operational efficiency as it will delegate the power to create new users and specify permissions to other departments, thereby reducing the burden on the helpdesk to an even greater extent.

The new platform makes use of open standards such as XML, LDAP and SQL wherever possible, and is enhanced by code written in the Microsoft .NET framework, thereby ensuring the system will be easy to maintain, support and extend going forward. The ILM solution will significantly reduce the workload and overheads previously associated with manual intervention and support.

Dr Mary Davies, Deputy Director of Information Services & Systems, & Director of Customer Services said, *“The project has huge potential to empower our helpdesk and has brought significant benefits. Not only does it mean our help desk can complete a lot of the identity management related tasks that we previously relied on a few specialist developers for, but it has streamlined our processes to provide a faster and more reliable service.”*

### Improved security

The new system provides King's College London with far greater control over its systems, databases and data. Security has been significantly improved as ILM allows for automated disablement and deletion of accounts that are no longer eligible. It also enables the College's administrators to easily provision and de-provision users' accounts, identity information and permissions.

Lynne Tucker commented, *“Provisioning and de-provisioning user accounts was previously a manual process and was very labour intensive. Manually creating and deleting accounts posed huge security risks. The new technology integrates with our key directories and synchronizes and manages identity information across our core applications. This has dramatically improved our ability to control user accounts and accessibility.”*

### Stable platform for subsequent development

OCG has provided King's College London with a modern and extensible environment that will provide a stable platform for future growth and technological development.

Lynne Tucker adds, *“We now have a modern technological platform that does not require specialist support and has provided us with the ability to streamline our data flow. This platform will now enable us to implement better procedures and policies and to serve systems that were not served or supported before.”*

### Speed of implementation

A key reason for selecting OCG was the company's extensive experience and proven track record in implementing combined ILM and OIM solutions.

The project was run using OCG's proven methodology – Oxford Identity Methodology. This has been developed over numerous successful implementations and includes processes, documentation and design templates to deploy successful solutions in a timely manner. OCG's methodology provides an extensive toolkit that significantly reduces project lead times and ensures that the technology provided is of a consistently high standard to assist with future maintenance and support.

### King's Gets Connected

A final word from Karen Stanton, CIO of King's College London, *“The identity management environment at King's is highly complex and OCG's experience, expertise and determination played a huge part in the success of this project.”*



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### About Oxford Computer Group

Oxford Computer Group (OCG) is an IT service company that specializes in identity and access management. With worldwide operations OCG has an enviable repository of expertise, solution components and training courses. OCG has deployed 300+ enterprise-wide identity and access solutions and our instructors have trained over 3000 people on Microsoft IDA technologies. We understand identity and access management – benefit from our experience and capability.

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