

Username mhill1@austincc.edu
Unit Review Leader: Stan Gunn
Unit Name: Information Security

1.

What improvements have been planned/implemented:

A single sign-on (SSO) and sign-out system for authentication and access control of college information systems.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

The effective administration and management of multiple login credentials for independent software systems has long been an unmet need for at least a decade. Coupled with the college's desire to implement the Emporium learning model at the revitalized Highland Mall campus has moved the priority of this improvement to the forefront.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

Determine the mean number of applications students have to separately pass credentials to and then measure the reduction of those sign ins and sign outs.

Determine the mean number of applications employees have to separately pass credentials and then measure the reduction of the sign ins and sign outs.

3a. Baseline data: the data used to determine improvements were needed

Students must separately login to a minimum of two systems but this is a rare case scenario and does not include wireless or academic systems access.

Employees must separately login to a minimum of three systems but this scenario is for entry level employees only. Separate logins for systems climb as an employee is assigned additional responsibilities.

Due to the complexity of myriad systems different password rules are in effect which hinders enforcement of higher education password security standards.

3b. Target goals: the data that shows your improvements have achieved your goals

1. SSO is fully tested and ready for implementation when the first classes begin at Highland Mall.

2. SSO is fully implemented college wide within one year after Highland Mall using lessons learned and implementation experience knowledge.

3c. Current data: where you are currently in reaching your target

We are currently in the research phase to determine the best fit for ACC in conjunction with budget and staff constraints.

Narrative:

Our current identity manager product which does have SSO capabilities is ending end of life support due to parent company corporate consolidations and buyouts. Two vendors have demonstrated their products and a new workgroup has been formed with members of both IT and IRT to begin discussing needs and requirements.