

Employment Coordinators Meeting - Tuesday, March 24, 2009, 9:00 a.m.

Identity and Access Management Overview

In a nutshell, Identity and Access Management is knowing who you are and providing access to what you need.

Who – your affiliation or role with Lehigh (staff, faculty, student, alumnus, parent, etc.)

What – computing/electronic resources

In March 2008, we officially launched our Identity and Access Management (IAM) Team, which is part of Client Services in Library and Technology Services.

Our team is made up of the people who handle computing accounts in LTS:

Sara Rodgers – Team Leader

Kelly Decker – Applications Assistant (departmental or “in” accounts and general account issues)

Ann Marie Guttman – Security Coordinator (Banner security)

Margaret Petrovich – Client Communications Coordinator (special accounts and general account issues)

We are currently implementing a new system (Oracle Identity Manager) to help us with IAM.

Changing Landscape

- Expansion - user affiliations/roles, resources
- Complexity
 - Changing roles
 - Multiple roles
 - Reduce role inflation
 - Self service options
 - Single sign-on
 - Federated identity management
- Compliance
 - Federal Accts (FERPA, HIPAA, GLB, Breach Laws)
 - Privacy (under attack!) – ex. phishing scams

Working with Computing Accounts

Important pages for accounts:

- Account Services: <http://www.lehigh.edu/account>
 - Open account (new employees)
 - Change password
 - Reset PIN
 - Update Directory Information (only in LDAP)
 - Check quota or temporarily bump quota
 - Links to landing/login page for provisioned resources
 - Campus Portal
 - Email
 - Wireless
 - VPN
 - Banner INB
 - Banner SSB
 - Blackboard
 - MyLibrary
 - Lehigh Phonebook (Find a Person)
 - High Performance Computing
 - ColdFusion
 - Google Apps
 - Oracle Calendar
- Helpdesk: <http://www.lehigh.edu/helpdesk>
 - Quota increase requests – under Computer Accounts
 - All of the services listed on the Accounts Services pages
- LTS Forms: <http://www.lehigh.edu/~ltsforms> for requesting computing accounts
 - Child/Spouse – Margaret
 - Departmental (“in account”) - Kelly
 - Wage, Research Scholar - Margaret
 - Beowulf Account – Kelly

Lehigh University Computer Account Creation

