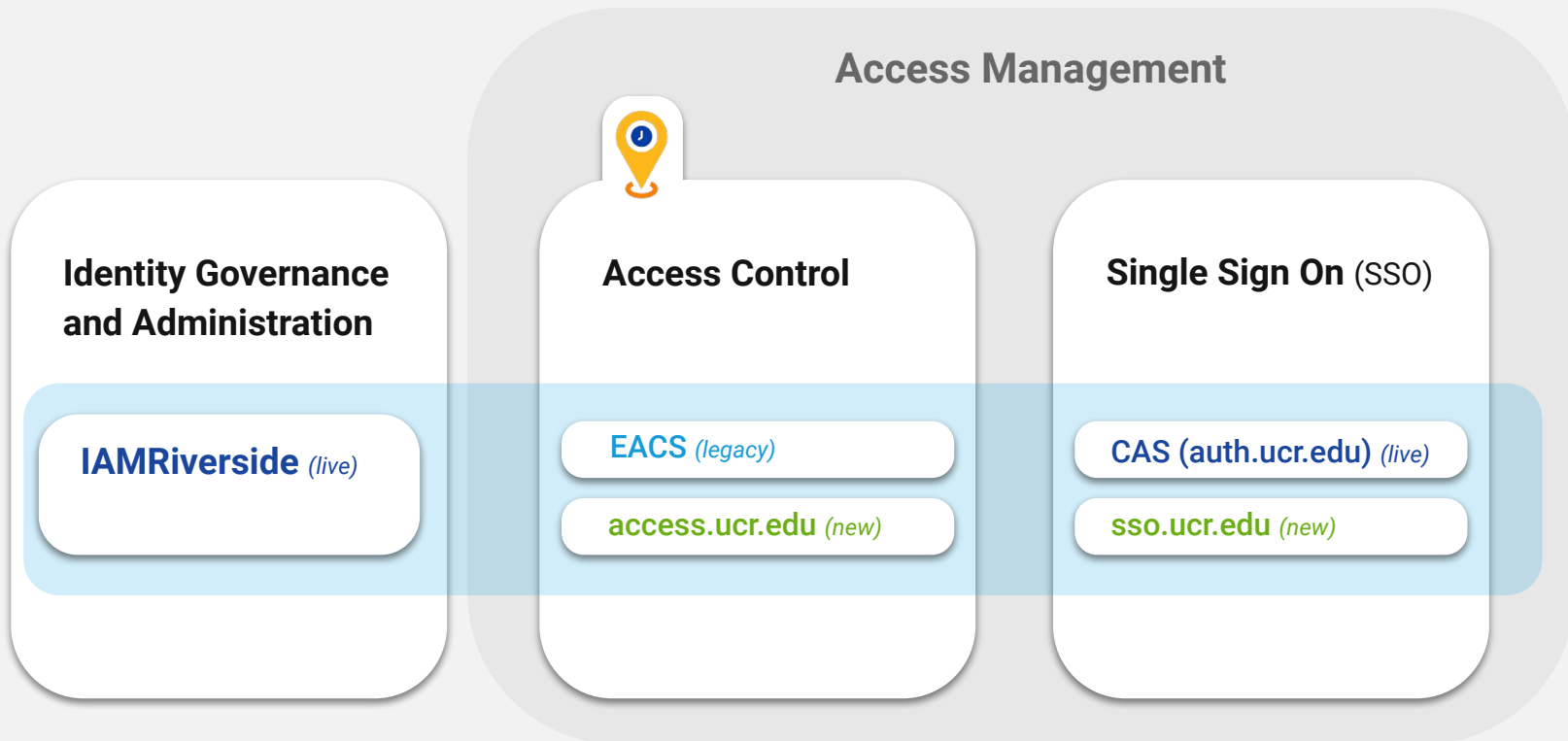


Access Management

Focus Group Discussion
& Supplementary Items

Identity and Access Management at a Glance



Access Management User Challenges

User Experience

- When I log into this site - <https://iamriverside.ucr.edu/identity/self-service/ucr/autologout.jsf> - it makes me log in twice. First time it gives an error then it lets me in.
- It is clunky, when I search a name using the first name/last name fields I have to click the arrow in the circle for it to search. It's not very user friendly.
- The reprocess user button has never worked for me.
- IAMRiverside: I would like the ability to search by ucrCID in IAMRiverside and it would be helpful if a student's college and major were visible in IAMR.

Access Management

- Inability to change access.
- No flexibility with expiration dates.
- Unwinding duplicate accounts created.
- **Setting up employees who service multiple departments - have to go into each dept. to grant them access.**
- **When someone is hired into a role, we should get access to certain systems automatically and when termed, they should be removed automatically.**
- **Auto-provisioning and deprovisioning**

Identity Assignment

- Not matching student identity between Banner and UCPATH so that student employees and contingent workers do not have access to required training after being hired.

Role Management

- **When assigning a system with multiple roles (for e.g. Oracle), we should have a checklist of functions at one time and not have to assign one by one roles (for e.g. iReport).**
- Roles of CSC, SSC and/or departments. Essentially who is responsible for what?

NetID

- NetID creation
- Lack of communication on NetID escalations.
- Multiple UCR NetIDs being issued for students or affiliates when processed in UCPATH as employees and contingent workers.

UCR Access Management Framework

Institutional SAA

A person who assigns people to Functional SAA roles.

Functional SAA

A person who manages access to apps that serve a particular purpose on campus, e.g., business and financial apps. Functional SAAs assign people to either one of these roles:

ORG SAA roles

For people who manage access within their organization

Department SAA roles

For people who manage access within their department

Application SAA roles

For people who manage access to applications that serve a specific purpose which they are responsible for

Focus Group Questions

- What other challenges are you encountering with the current setup of UCR's Access Management?

This can be related to automation (such as auto provisioning and deprovisioning access), functionality, user interface, et cetera.

1

- How do you use EACS in your daily work?

- What are your most used access management tools or features?

2

- How do you manage access to applications that are not in EACS?

3

- What steps do you take if a new role needs to be created?

4

Project Overview

IAM Riverside Access Management

Project Objectives

- Building a service to replace the legacy Enterprise Access Control System(EACS)
- Meet the evolving campus needs and increase functionality
 - Automation, expedited access
 - Improved onboarding/offboarding
 - Reduced overhead
 - Flexibility to grow
 - Empowerment - Ability to delegate, automate roles, and self-service
 - Increased security and audit trail

Project Impact

- Any department using EACS and any application using SSO will be impacted once onboarded

Short Term

- Minimal impact to campus
- New apps onboard to new AM

Long Term

- Fully replace the access management functionality of EACS
- Update SSO technology stack

Access Management

Key Takeaways

This planned approach to Access Management allows us to build the foundation needed to mindfully and systematically onboard apps

EACS and access.ucr.edu will run in parallel for 2 – 5 years, depending on campus bandwidth

The earliest a non-ITS System Access Administrator (SAA) would be asked to learn the new system is Q3 2024, and only if

- A. It's a brand-new app or
- B. The app owner volunteered to migrate the app

This multi-year approach will provide the time needed for appropriate change management of each application