Kansas University Uses Identity Automation to Improve Service

How Identity Automation Reduced Help Desk Costs and Complexity

Challenge

The University's IT Department supports systems and applications for use by students and staff. The Enterprise Systems Group (ESG), within IT, supports enterprise systems and applications such as Microsoft Active Directory, Microsoft Exchange, Skype, One Drive, Azure and Microsoft Office 365. Each new student is assigned a digital identity which allows them to access all the systems they need for their university life.

The IT Department services the needs of students, whether that's creating accounts, setting access permissions, managing the data they create, or deprovisioning access when they depart. It is their job to ensure that technology works. As hard as IT tries to ensure a quality service, there will always be issues.

When issues arise, they are handled by the IT Help Desk; whether it's a service request or a person blocked because of a technical problem. Helping resolve these obstacles is a big part of how ESG serves the needs of the students; it is also a major cost center for the university. Students can submit questions into a centralized Help Desk. Students familiar with technology are also recruited to work the Help Desk. A big challenge for ESG is to provide tools which enable the Help Desk to solve problems more quickly. Problems reported into the Help Desk are sometimes beyond the knowledge of the Help Desk staff, whether they be the full-time techs or part time student staff. Additionally, student staff do not have the necessary access rights to back-end systems for issue resolution. In order to resolve problems, Help Desk staff and front line techs require access to tools that abstract technical complexity. The tools must make it simple to solve issues and remove the need for direct access to the IT infrastructure.

> **"By using automation, we can make the Help Desk staff's work a little easier, and we can provide them with tools that allow them to easily resolve student and staff issues."**

"We need to allow our Help Desk and IT staff to do their jobs and get access to the information they need to solve problems. If the student Help Desk staff cannot resolve problems, then the problem needs to be escalated to technical experts. These escalations are both costly and time consuming." says Jesse Kaufman, Team Leader Enterprise Systems at the University of Kansas.

The University of Kansas

The state's flagship university with approximately 65,000 students and staff. It consistently earns high rankings for academics and recognition as a premier research university.

Key Challenges

- Need to make Help Desk tasks easier

- Need to provide self-service portals to other departments

65K
USERS

$200K
ANNUAL SAVINGS

45 DAYS
TO PRODUCTION

In addition, the Enterprise Systems Group is often called upon to provide information to other groups, for example the University's Security Team may need information from Microsoft Exchange to prevent phishing attacks. Such requests require additional resources and reduce productivity in the Enterprise Systems Group. As a result, ESG needed a way to allow other groups to find information themselves. "With the growing complexity of services, we need to provide tools that allow other groups to easily extract the information they need to solve problems".

In order to allow Help Desk and other groups to quickly find the information they need to resolve a problem, or make changes in applications or systems to solve staff or student problems, the Enterprise Systems Group decided to use READI's Identity Automation Platform. "By using identity automation, we can make the Help Desk staff's work a little easier, and we can provide them with tools that allow them to easily resolve student and staff issues. With the READI platform automation bots, and the ability to quickly customize bots using standard PowerShell, we were able to both improve IT productivity and reduce our operating costs. We recruit our student population to serve as Help Desk operators and now they can actually resolve problems. This wouldn't have been possible without READI Identity Automation."

READI Identity Automation goes beyond standard Identity Governance and Administration (IGA) solutions to serve the full spectrum of identity needs within an organization. From user provisioning, to permission management, to VM management, the READI platform provides a full IT automation solution.

Benefits

Reduces Total Cost of Ownership

With the READI Platform the University saves 200K per year via Help Desk automation and self-serve portals that allow other functions to get the information they need.

Compliance

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Speed of Automation

Using READI' identity automation solution, the university was able to start building solutions within a few weeks.

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Create
Edit
Reset password
Delete
Assign license

Solve problems *faster* and securely with bots

Solution

READI delivered an identity automation solution that simplified help desk tasks, allowing students to work as help desk operators.

READI Identity Automation allows help desk staff to solve complex issues without escalation to senior staff.

The Enterprise Systems Group can easily build self service portals for other groups, thereby reducing the need for them to build time consuming custom solutions.

Example Automations

- Provisioning / de-provisioning cloud VMs
- Password resets
- User file management
- Voicemail management
- Zero trust bots for help desk

About READI

At READI, we're revolutionizing the way businesses approach IT automation and security. Our SaaS platform uses innovative, cutting-edge technology to streamline processes and improve efficiency for all types of organizations. From pre-built workflows that connect to primary systems to custom workflows that can handle specialized tasks, READI has the platform to transform manual processes into efficient and secure automations. We're not just changing the game; we're defining the future of IT automation and security.

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