Stevens Institute of Technology: Operationalizing Okta

BUSINESS OVERVIEW

Stevens Institute of Technology is a private research university in Hoboken, NJ, that offers undergraduate and graduate programs in the sciences, technology, business, finance, the arts and humanities. Stevens educates more than 6,800 undergraduate and graduate students annually, employing more than 380 faculty in four academic divisions offering more than 30 majors.

Stevens' vision is to become a premier student-centric technological research university, focusing on six "foundational pillars," areas of true societal need where Stevens possesses significant depth and expertise: artificial intelligence, machine learning, and cybersecurity; data science and information systems; complex systems and networks; financial systems and technologies; biomedical engineering, healthcare, and life sciences; and resilience and sustainability

KEY CHALLENGES

LEGACY IDENTITY SOLUTION – Stevens' legacy identity management platform was outdated and unable to provide the flexibility and scalability the university required to meet the needs of its faculty, students, and staff. This resulted in manual workarounds, poor user experience, and limited support for key functions.

POOR USER EXPERIENCE – At Stevens, each user type has a unique schedule, their own preferred working devices, and access habits. In order to provide a better user experience, Stevens needed a solution that was flexible enough to support users in their daily program without any complicated steps.

USER AUTHENTICATION – Passwords are the standard for user authentication, but they are also a huge security headache because they are relatively easy to compromise. Okta offers adaptive MFA to bridge the gap between user experience and account security by providing a second factor for users and only prompting them for MFA when the primary login looks suspicious or unusual.

Stevens Institute of Technology needed to provide its students, faculty and staff with ready access to its applications and systems from anywhere at any time. Delivering access in a seamless and secure manner was the top priority and required overcoming a number of technical challenges. Key among those challenges was integrations with a new Student Information System and supporting a broad range of users with diverse IT requirements. Additionally, Stevens needed a solution that was flexible enough to manage large scale events, such as student registrations and graduations, as well as individualized access needs for adjunct faculty and guest researchers.

To meet these requirements, Stevens decided to retire its legacy identity management application and move to Okta, which provides advanced security features such as Single Sign-on (SSO), Multi-Factor Authentication (MFA), customizable user registration workflows, and application provisioning. Stevens engaged Idenhaus Consulting to assess the current identity environment to lead the migration to Okta as the new enterprise class identity platform.

Key Integrations: Workday HCM, Workday Student, and Active Directory

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IDENHAUS

VOICE OF THE CUSTOMER

"We have *accomplished a lot*. I think it's been probably five months with Idenhaus and it's helping us. We have completely automated the provisioning of new accounts, putting them in the right access groups, putting them in the right Active Directory groups, sending them the account claim and welcome emails. All those things are automated now. The Idenhaus Team went above and beyond when when the crunch time came; it's been fantastic so far!"

– JEREMY LIVINGSTON, STEVENS INSTITUTE OF TECHNOLOGY

IMPLEMENTATION PROCESS

Idenhaus follows industry best practices when implementing new technologies. Once the scope was clear and approved by Stevens, the development work commenced in the lower environment. The test cases were created and reviewed and then the functionality was validated against the documented requirements. Once complete, a cutover plan was established and followed to move the changes to the Production tenant.

Post go-live, Idenhaus provided several weeks of hyper-care support to monitor the existing environment, provide knowledge transfer to Stevens team, and transition ownership of the changes that were implemented.

This collaborative approach sped up development, supported operations, and delivered a quality solution.

SUCCESSFUL DELIVERY

Idenhaus has years of experience working with customers across diverse industries. We understand that recommendations are not valuable if they are not actionable. Our methodology is based on the following principles:

Based on a Strong Analysis - Recommendations are based on a solid understanding of the real problem as a result of the detailed analysis.

Incorporates Best Practices – Our recommended courses of action are based on lessons learned and industry best practices.

Align with Project Objectives - Recommendations are aligned to the business strategy and goals of the organization.

TAKEAWAYS

Users want to ensure that whatever they invest time in, it delivers on its promise of efficiency. They expect easy access to the systems they need on a daily basis and straightforward navigation between applications. Realizing that user experience means reducing complexity where possible and putting the user at the center of design decisions, Stevens engaged Idenhaus to optimize its Okta implementation.

KEY RESULTS:

➢ Seamless cutover to the Okta platform without disrupting user access

➢ Reduced complexity by replacing multiple legacy components with a single solution and consolidating on a single source of truth for user identities

➢ Implemented Adaptive Multi-factor Authentication, which only prompts users for secondary authentication factors if the login or authorization attempt is considered risky. Improving security and offering a better end user experience.

➢ Enhanced workflows and improved security from Okta's advanced identity capabilities that streamlined user onboarding and access management polices for faculty, staff, and students.

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