



A New Era of Identity Management: Yukon Public Schools and NIM

The transition to a new identity management solution can be daunting for any organization, especially when the existing solution is being phased out. This case study explores the integration of NexGen Identity Management (NIM) into Yukon Public Schools. We will explore the challenges encountered, the evaluation and selection process, and the impact NIM has had on the school district's operations.

Challenges Before NIM

Yukon Public Schools relied on Mizuni, an identity management solution, to automate their account management needs. However, that product was being phased out by its provider. This resulted in the school district needing to find a new solution that could pick up where Mizuni left off, but also enhance their onboarding and account creation processes, provide additional features, and have greater control over application management.

Evaluation and Selection of NIM

The selection process was thorough, exploring several potential solutions. NIM distinguished itself with its advanced features and extensive control capabilities. Positive sales interactions and an impressive technical demonstration showcasing NIM's customization capabilities and robust on-premise support also greatly influenced the choice. The school district particularly appreciated NIM's commitment to comprehensive support and the flexibility to manage the software in-house, minimizing the need for ongoing external assistance.

Key Product Highlights

Integration and Adaptability: NIM seamlessly integrates with Yukon Public Schools' downstream systems. The school district uses Tyler Technologies for human resources management, which efficiently connects to NIM via CSV files. Additionally, NIM integrates with PowerSchool, the district's Student Information System, using an API connector. Both connections feed into the district's Active Directory, which links to Google Cloud Directory Sync (GCDS) to facilitate downstream account management. This adaptability has streamlined user management and smoothly accommodated the district's evolving policies.

Client

Yukon Public Schools

Challenge

The school district's current identity management solution was being phased out, and they needed to find a replacement.

Solution

NIM was selected as the new identity management solution because it not only matched but enhanced their onboarding and account management processes while providing more features and greater control over application management.

Products and Connectors

- NIM
- Active Directory
- PowerSchool
- Tyler Technologies
- Google Cloud Directory Sync (GCDS)

Result

NIM addressed the need to replace the sunseting system while adding value through enhanced features and capabilities.

"[NIM] is helping us continue and enhance our onboarding and account creation process since we lost our prior vendor and needed a viable solution that provided even more features."

Matt Lowry

IT Network Systems Engineer, Yukon Public Schools

Enhanced Efficiency and Productivity: Features such as onboarding, password reset, and role generation tools have drastically reduced manual work, freeing up the IT departments to concentrate on more strategic initiatives. Additionally, NIM Apps have enabled the HR Director to independently manage temporary employee suspensions, calling on the IT department only when necessary. This delegation of responsibilities to non-IT staff has streamlined operations and improved response times.

Security Enhancement and Compliance: Although Yukon Public Schools has only recently implemented NIM, they plan to enhance their security measures using the software. The district intends to transition specific technical users from the Domain Admin level to managing certain functions through NIM Apps. This shift will improve security by minimizing the need for widespread admin privileges and strengthening the district's overall security stance.

Consultancy and Support

The district had a quick turnaround request for the implementation of NIM. The Tools4ever consultant not only completed the implementation process within the needed time frame but also educated the school's IT department on its intricacies. This approach helps the IT Department to not have to depend on constant support for future modifications, thereby reducing support tickets and enhancing operational autonomy.

Future Outlook and Endorsement

The school district believes that NIM will continue to play a critical role in its long-term strategic goals. Matt Lowry, the IT Network Systems Engineer at Yukon Public Schools, stated that NIM "is helping us continue and enhance our onboarding and account creation process since we lost our prior vendor and needed a viable solution that provided even more features." The positive experience and robust features of NIM have earned the recommendation of Yukon Public Schools to similar organizations in need of dependable identity management solutions.

Conclusion

NIM has proven to be a robust solution that not only addressed the immediate needs of replacing an outdated system but also added substantial value through enhanced features and capabilities. The successful integration of NIM has resulted in improved operational efficiency, better security practices, and a high degree of adaptability to changing organizational needs within the school district.