

# IDENTITY MANAGEMENT FOR EDU

Provisioning – Service Automation – Access Management – Password Management

**Version**  
1.0

**Year**  
2021

**Products**  
HelloID, SSRPM



**TOOLS4EVER**  
IDENTITY GOVERNANCE & ADMINISTRATION

## About Tools4ever

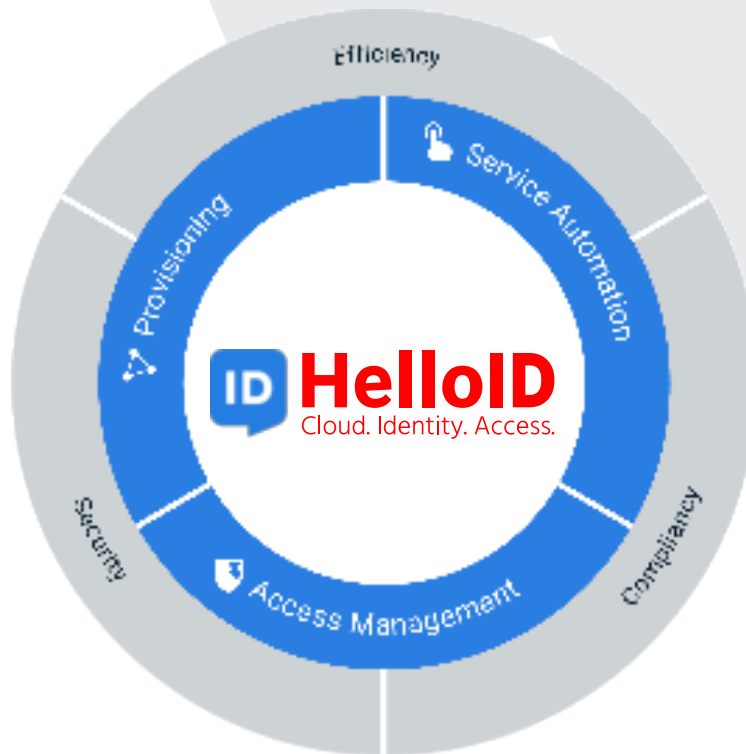
Tools4ever is one of the largest vendors in Identity Governance & Administration (also known as Identity & Access Management) with more than 10 million managed user accounts installed in organizations from various sectors ranging in size from 50 to over 200,000 user accounts.

Since 1999, Tools4ever has developed and delivered several software solutions and consultancy services such as User Provisioning, Downstream Provisioning, Workflow Management, Employee Self-Service and Access Governance (RBAC). In the area of Password Management, Tools4ever offers Single Sign-On and Self-Service Password Reset among other solutions.

## Solution-Based

Tools4ever is a solutions-based company with a long history in EdTech and integrations. Our suite of identity management IT services and consultative expertise transforms your data and processes into an easily managed, streamlined IT framework. This framework allows your students and staff to focus on achieving the best educational experience possible. Identity management solutions oversee the who, what, where, when, why, and how as they relate to users operating across any organization's "increasingly heterogeneous technological environments." (Gartner).

The implementation of such allows verified users to access necessary resources, IT professionals to focus on productive work instead of menial management tasks, and your school district to focus on delivering education. Tools4ever's management controls and automation shift your energy from figuring out how to support all of your IT needs to accomplishing the most with your IT resources.



# Ever-Changing Technology, Ever-Present Opportunity

Technology is forever evolving. EdTech is changing to keep pace with IT developments brought on by digital transformations and cloud migrations. Keeping pace with information technology can inadvertently eclipse learning opportunities. Ensuring smooth integration and communication across systems is only the first step in preparing your students and staff. For more than a decade, IT developments have increasingly required fundamental changes in business processes and the very ways we learn and work.

When school districts and higher education institutions don't have systems in place that can adapt to these changes, core functions are slowed—or worse, stalled. Further, there are real risks of exposure to breaches, fraud, or other liabilities when your two most valuable assets—people and information—are not managed appropriately. Tools4ever provides solutions and expertise that minimize worry and enable success. In an ever-changing digital world, we create seamless access to information that increases security and reduces risk so that our clients can realize all of their learning opportunities.

Technology shouldn't be an obstacle. It should be invisible so that all you see is opportunity.

## IT Trends & Concepts

**Cloud Migration:** Cloud resources have become an integral part of EdTech, providing learning platforms and mission-critical IT services. We no longer question if cloud services will be adopted, but how to best use, improve, and leverage them.

**Provisioning:** A new student walks onto campus on their first day with access to all of their accounts. Tools4ever makes this a reality, not a daydream. Provisioning processes set users up with all their necessary resources. Automating these processes ensures that users receive access promptly and without consuming all of IT's bandwidth.

**Authentication:** When a user logs in to their accounts, they must verify their identity via a security measure known as Authentication. This most often relies on usernames and passwords. Multifactor Authentication provides an additional layer of security for any login process.

**Single Sign-On (SSO):** Students and staff log in once to access all of their IT resources via a secure portal. SSO safely protects this access while only requiring a single set of credentials for authentication. SSO grants rapid access with a significant decrease in login and password issues.

**Onboarding:** Getting first-time users up to speed is crucial, but providing new students and staff with their accounts and credentials remains a massive risk. Most school districts rely on unsecured transfer methods, such as email or printed handouts.

**Self-Service ("Service Automation"):** If resource requests require running around for approval signatures (in triplicate), your staff is wrapped up in too much restrictive red tape. Instead, self-service platforms provide users with the means to directly request resource access from their manager or the appropriate decision-maker. "Service Automation" is Tools4ever's self-service functionality that rapidly facilitates and fulfills approved requests.

# Provisioning

Tools4ever's provisioning solutions automate your school district's account creation and resource assignments, ensuring students and staff receive proper access from day one. Provisioning processes are executed uniformly according to role-based access controls, determined by a user's specific job function.

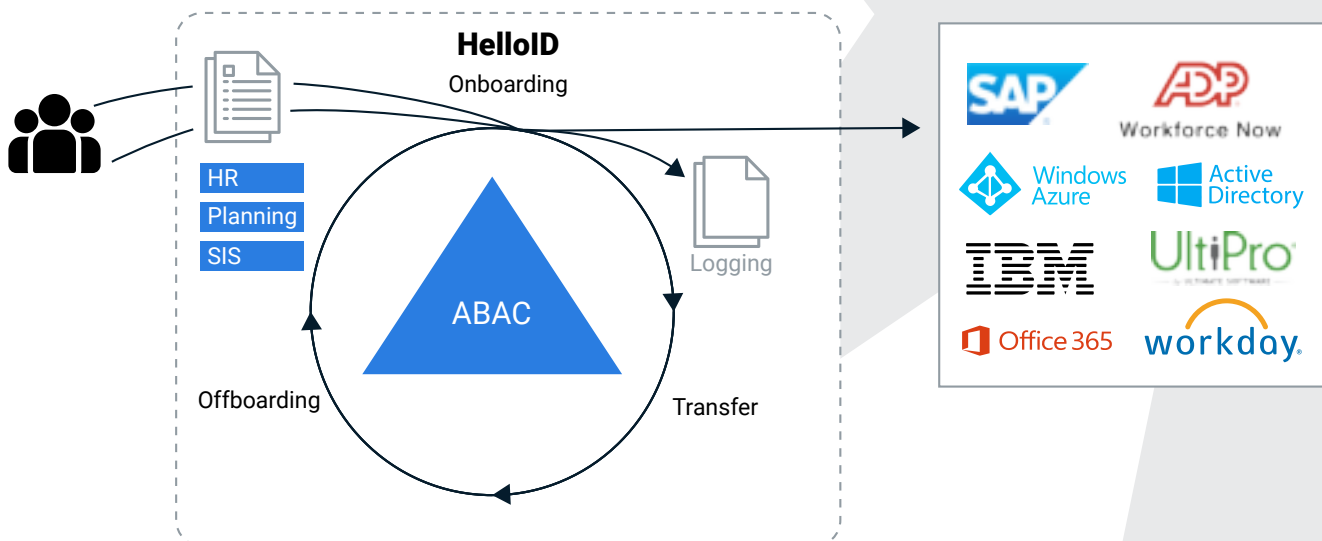
Manually managing user account creation and provisioning takes far too long and, as a result, has become too costly. At scale, it simply becomes impossible to manage manually. Primary manual management problems include:

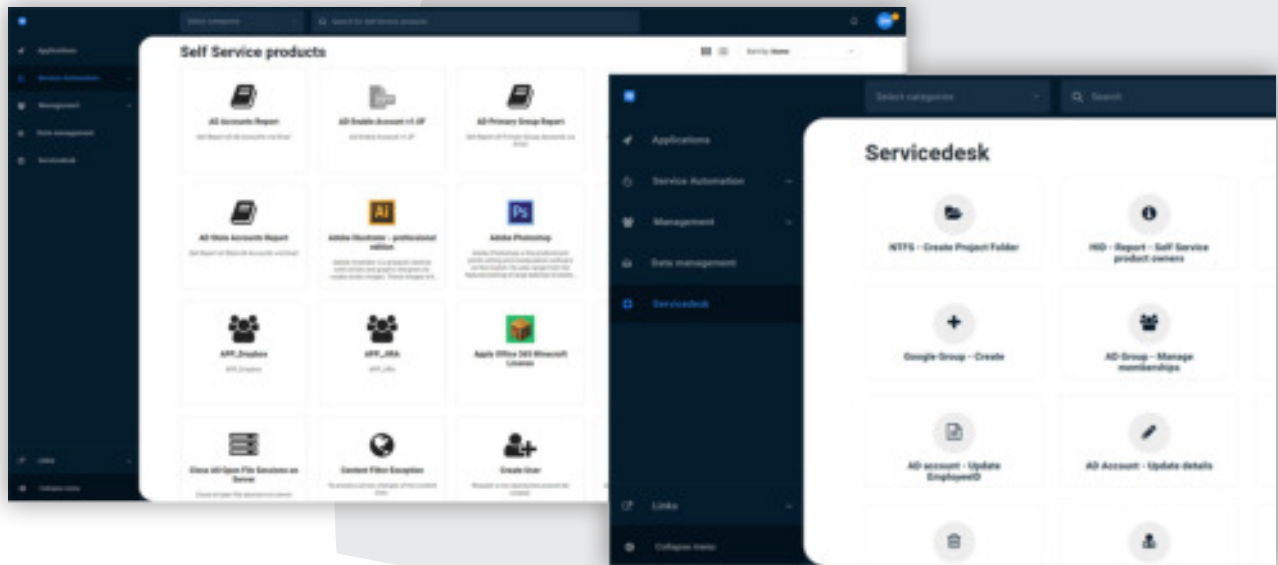
- Time, as it simply requires too much effort to assign your upper level IT staff with what is essentially simple data entry—particularly with numerous cloud accounts.
- Data issues, as all identity fields must be filled out entirely with a consistent format
- Cost of having employees, especially senior ones, perform the work

It may take days, weeks, or even longer for some users to receive all of their accounts and resources by way of manual provisioning. In the meantime, these users are left twiddling thumbs at their desks and potentially distracting the class. During this process, IT must put other work on hold and your users can't fully participate.

By creating links from the SIS and HR systems to the user accounts in the network, Tools4ever is able to automate your organization's entire user account lifecycle for everyone. User accounts are set up with all necessary access on their first day of school or work. Account data and access rights are automatically kept up to date, synchronized across all connected systems. With grade levels, different school buildings, promotions, (temporary) reassignments, or other organizational changes, users are reprovisioned accordingly. Provisioning lets students and staff always retain the access they need while your whole district minimizes downtime and saves on unnecessary costs (e.g., licensing).

Tools4ever's provisioning solutions synchronize off of your SIS and HR data to ensure accuracy throughout your environment. Additional interfaces provide your IT staff and helpdesk with the means to enter data just once and execute the provisioning process. These interfaces also allow the data entry to be delegated to less senior staff without requiring elevated permissions or advanced knowledge of Active Directory or other directory services.



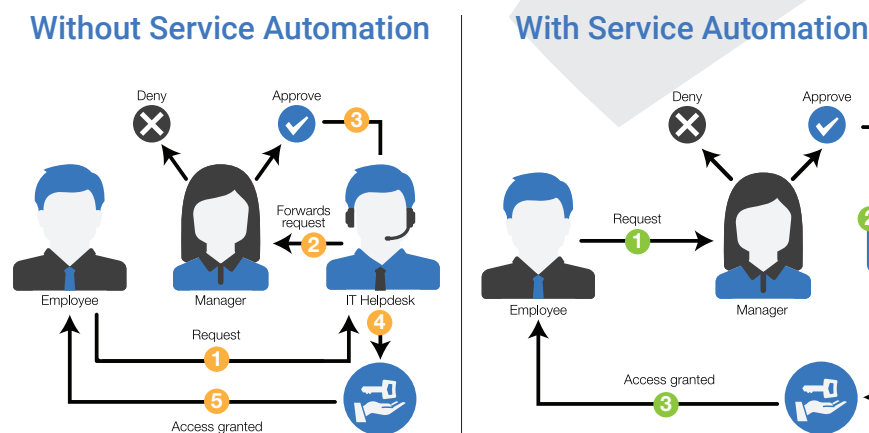


## Self-Service (Service Automation)

Tools4ever's self-service solution, referred to as "Service Automation", provides your staff with a platform to assign resources that fall outside normal provisioning processes. When a user needs permanent or temporary access in addition to their more general job roles, they simply submit a request to their manager or the appropriately knowledgeable decision-maker. Managers may also choose to assign resources to their team or department, depending on your configurations.

Once a request is submitted, it is reviewed and answered with a simple "approve" or "deny". Once the request and response have been facilitated, Service Automation automatically fulfills it. Service Automation's scope is not limited to application and system access but may include simple requests and utilities (e.g., additional email inbox storage, equipment sign-outs). If a resource is assigned for a temporary duration, it will be revoked at the appropriate date. Service Automation handles all aspects of these additional provisioning needs.

Service Automation's platform and configurations allow your staff to create custom forms and processes that meet your organization's needs. The intuitive interface allows for easy management and edits. Combined with Tools4ever's education and IT consultancy expertise, Service Automation provides any school district with a way to rapidly make processes more efficient, whether minor tweaks or full overhauls.



## Multifactor Authentication (MFA)

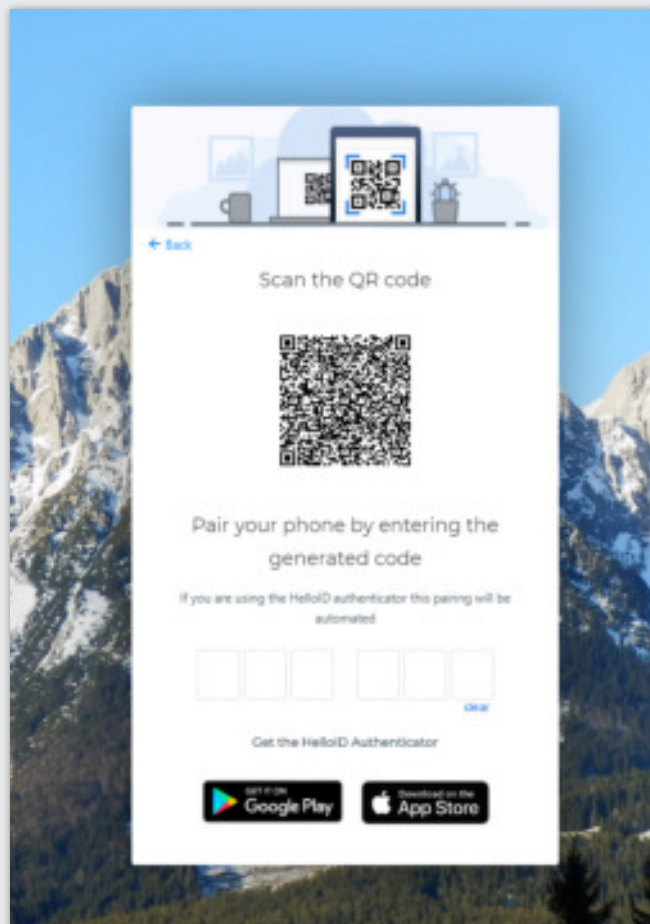
MFA provides an additional layer of security for any login process by requiring an additional set of credentials. This additional credential set prevents malicious intruders from gaining access even if a username and password becomes compromised. Often, MFA utilizes a code or value that changes on a fixed timescale for even greater security.

MFA strikes the perfect balance between access and security, only requiring a simple, additional step. Simple configuration and intuitive use make for easy adoption. MFA credentials/processes may include “Push-to-Verify,” authenticator client applications, one-time passwords, hard or soft tokens, SMS, and more. Tools4ever’s MFA solutions support all methods “out-of-the-box.”

## Password Management

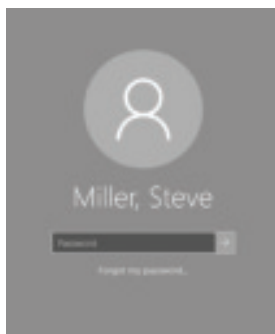
Password resets make up a surprising amount of an IT helpdesk’s workload—up to 80% according to surveys of Tools4ever’s clients. An overwhelming number of reset requests burden your IT staff with time-consuming, menial data entry. In schools, sometimes the teachers are expected to manage password issues. However, if a teacher takes too much time helping one student’s IT needs, the rest of the class suffers. This prevents them from tackling tasks with more significant impact and benefit to your district.

Tools4ever’s password solutions provide your district with two primary options: a self-service reset portal and synchronization across all accounts. Self-service allows your students and staff to reset their own passwords if forgotten or expired, utilizing pre-answered identification questions. Synchronization ties every account to a user’s Active Directory (AD) username and password, making it so that your staff and students only ever have one credential set to remember.



## Password Reset in Three Easy Steps

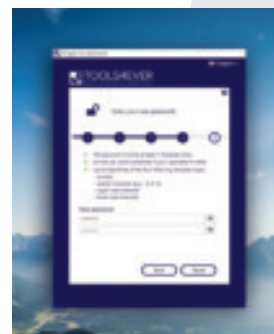
**Step 1:**  
Click the “Forgot  
My Password” button



**Step 2:**  
Answer a number of  
security questions



**Step 3:**  
Enter and confirm the  
new password



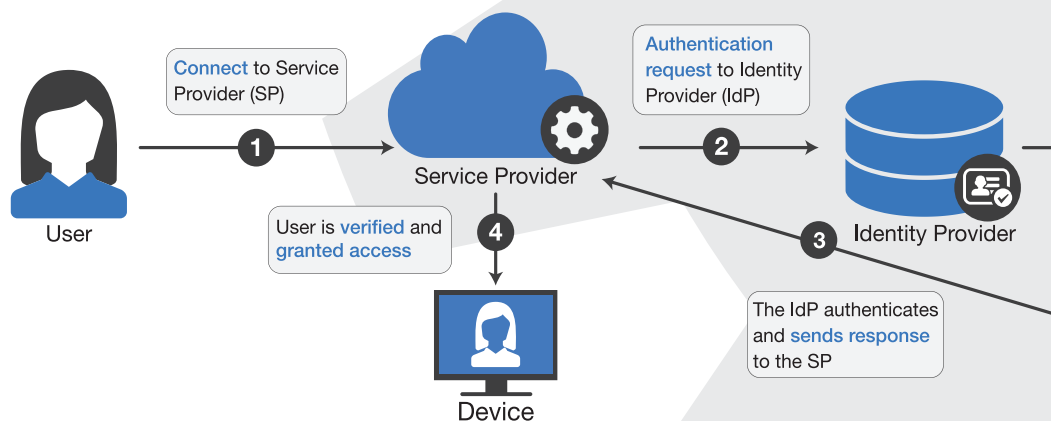
## Security

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## Single Sign-On



## Compliance

Tools4ever's solutions provide consistent processes with complete tracking and audit logs to help minimize compliance risks regardless of district size or student demographic (e.g., FERPA). By standardizing your provisioning and access processes, you can ensure that they are automatically carried out to the exact configuration specified. Self-service platforms provide for multiple stages of near-instant request approval to help enforce "Segregation/ Separation of Duties".

IT may not have proper insight into how compliance efforts dictate access rights, and often either deny access (making the user unproductive) or grant too much access (making the user a security threat). Self-service sends these requests directly to department heads, managers, and knowledgeable decision-makers to ensure proper outcomes.

Every action taken within Tools4ever's solutions is tracked, logged, and recorded. IT may easily pull reports based on configurable parameters at any time to provide your school district with the audit trail to prove compliance with any regulation regarding access to data.



# CASE STUDY

## DeKalb County School District - Atlanta, GA

102,000 Students, 15,500 Staff, 135 Facilities




### Challenge

User account provisioning and password resets were too much of a burden.

### Result

Automated provisioning and self-service resets eliminated the burden.

 DeKalb County School District knew they needed a more robust and efficient solution that could automate and streamline user provisioning. Unit Manager of Enterprise Servers, Ken Marshall found that "Tools4ever was very familiar with the K-12 environment and had experience with a number of systems in our state."

"When implementing, we discovered that we had a number of complicated processes with user provisioning," described Ken. "With Tools4ever's help, we were given a web portal to make any adjustments to user assignments in the provisioning."

Once DeKalb County School District had automated their user provisioning processes, they explored the idea of implementing a self-service password management solution. "Before implementing SSRPM, we found that our help desk technicians were overwhelmed with help desk calls at the beginning of the school year with users that couldn't remember their password," said Marshall.

"The fact that Tools4ever would be able to retrieve the data it needed and then do its own processing in the small amount of time presented was a great deliverable," Marshall concluded.





# CASE STUDY

## David Douglas School District - Portland, OR


10,000 Students, 16 K-12 Facilities

### Challenge

Increasingly challenging manual management for accounts, provisioning, and access.

### Result

IT staff maximizes their talents for high-impact projects.

 Already utilizing Tools4ever's solutions for user account management, provisioning, and password resets, David Douglas' staff were able to direct efforts towards whether to adopt a 1:1 in-class device ratio using Chromebooks and Macs. To support 1:1, David Douglas would need Single Sign-On.

"We were able to roll [HelloID] out by the beginning of the school year," said Network Admin Shawn Sutliff, "Tools4ever saved us 100% of the time that would have gone towards setup." Tools4ever arranged or built all the connectors to 3rd party systems and provided knowledge of real-world education challenges and integrations. Without Tools4ever, David Douglas "couldn't have done what it did." Sutliff is confident he "can drop a Tools4ever solution into any education environment and it works."

Users love the portal and staff specifically request new resources be made available within HelloID. Even years later, David Douglas' IT team regularly communicates any solution issues with "the same engineer that installed it," who is familiar with their specific environment. "I don't have to talk to 1,000 different people to get a solution," Sutliff said. "You guys are the gold standard of how you support a product."



# Partnerships and Certifications

## OneRoster Certifications

### HelloID (IDaaS & Cloud SSO):

- OneRoster v1.1 CSV Rostering Import Bulk
- OneRoster v1.1 CSV Rostering Export Bulk Only
- OneRoster v1.1 REST Data Consumer Rostering Core
- OneRoster v1.1 REST Consumer Resources Core

### Identity and Access Manager (IAM):

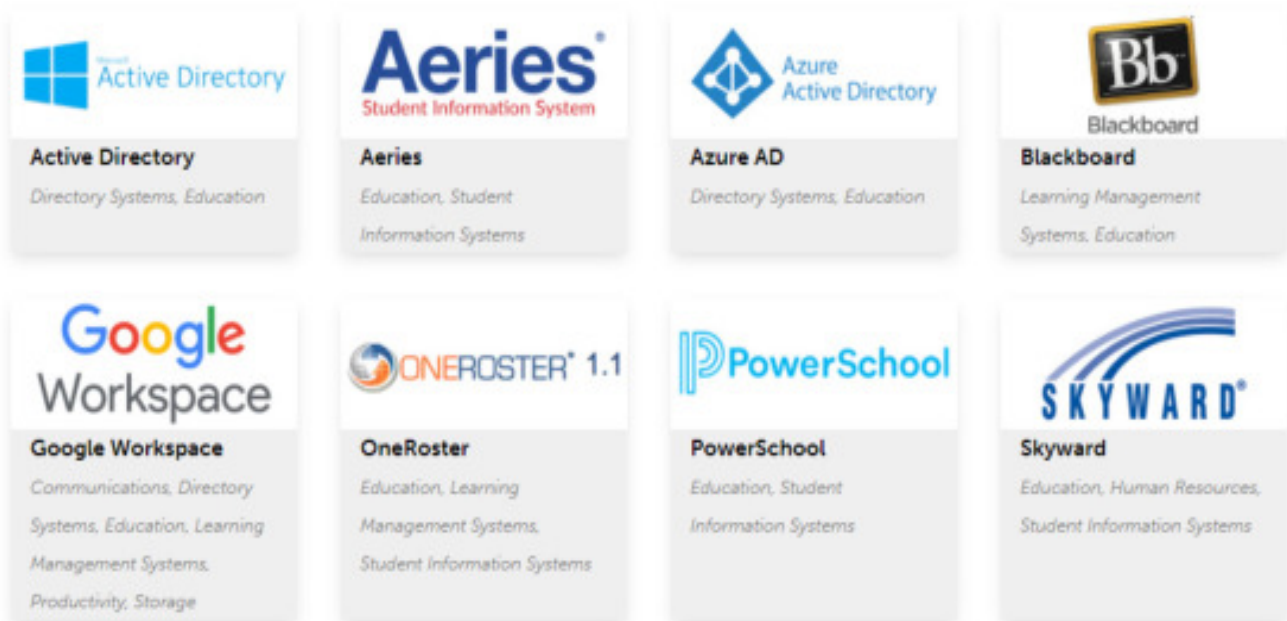
- OneRoster v1.1 CSV Rostering Import Bulk Only
- OneRoster v1.1 CSV Rostering Export Bulk Only
- OneRoster v1.1 REST Data Consumer Rostering Core
- OneRoster v1.1 REST Data Consumer Resources Core

IMS GLOBAL®



Student Data Privacy Consortium

Visit Our Connector Page: <https://www.tools4ever.com/connectors>



## Additional Information

Set up your students and staff for success via HelloID's seamless, secure access for all user identities.

For 20 years, Tools4ever has helped K-12 school districts and above enrich education by optimizing our partners' processes, user account management, and security. From automatically creating new user accounts to ensuring students and teachers securely log into resources, Tools4ever is committed to leveraging your EdTech and IT resources into impactful, reliable solutions.

For more information regarding Tools4ever's Identity Governance and Administration solutions, please contact us at [nwsales@tools4ever.com](mailto:nwsales@tools4ever.com) or [nainfo@tools4ever.com](mailto:nainfo@tools4ever.com).

For more reading on Tools4ever's IGA solutions and consultative expertise please visit:

<https://www.tools4ever.com/resource-library>.

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