

**TOOLS4EVER**
IDENTITY GOVERNANCE & ADMINISTRATION**Waller**
Independent School District

Waller Independent School District automates student and employee account management with UMRA



Waller Independent School District is a 5A district serving more than 384 square miles in Texas. Having more than 7000 students and staff members, the district encompasses eight campuses; five elementary schools, two middle schools, and one high school.

Each year hundreds of students begin school at one of Waller ISD's eight locations, and need to be added to the school's network, as well as have the appropriate accounts created for them. Additionally, several hundred other students move onto different grade levels, leave the district, or change campuses. This is also the case for employees working in the district. Each time an employee begins working at the district, leaves or moves to a different campus, any account management tasks had to be completed manually. "All of this required a full-time employee on staff just to handle all student and employee account management tasks. It is an extremely time-consuming and error-prone process. We don't have the time or funding to keep up with that," said Rosa Ojeda, the technology director at Waller ISD.

Client

Waller Independent School District

Challenge

Waller Independent School District's IT staff manually managed accounts for more than 6,900 students and 900 staff members, an extremely time-consuming process that led to a large amount of pollution on the network.

Solution

Tools4ever's User Management Resource Administrator (UMRA) allows the district to automate the entire student and employee account lifecycle management process so that no manual intervention needs to be taken.

Products and connectors

UMRA; Google, Banner, Active Directory, Skyward

Result

Manual processes were eliminated and UMRA is now used to automatically create, update or disable all student and employee accounts.

The district's user account naming convention was standardized, and stale accounts were removed from the system.

“Tools4ever has been great to work with. They are always onboard to help us with problems, concerns, changes or situations.”

Rosa Ojeda

Technology Director, Waller Independent School District

Waller ISD needed a way to automate most of their basic account management functions so that the IT department didn't need to spend days creating, changing, and disabling accounts. They also wanted a way to easily clean up their network and set a standard for naming of accounts, since many of their accounts were named differently. “Tools4ever wasn't trying to sell its products, it was more like they were giving us a solution with UMRA. They truly understood and could articulate back what we needed to put in place.”

Waller ISD staff worked closely with Tools4ever to implement the UMRA solution. They defined guidelines that were needed for students in each grade level, including different access rights and accounts needed, and Tools4ever configured UMRA accordingly.

When the district adds a student to the student information system (Skyward), the UMRA solution will create the new account in Active Directory. This process follows the guidelines defined to correctly set access privileges, place the account in the correct campus container and group.

Waller ISD also customized its process so that each time a student is created or modified by UMRA, an email is sent to the appropriate person. This allows that person to see exactly who was added and any changes that were made to the account.

When a student graduated or left the district, the UMRA process would put them into a “to remove” status. This required a system administrator to double check the accounts to ensure that they should be removed. After seeing the accuracy of the UMRA process, they eventually decided to change account deletion to a fully automated process. “We had it

set up this way because we were nervous about automatically removing accounts. Now that we saw how well UMRA works we are more comfortable with the process and moved to automating the purging of accounts,” said Ojeda.

Ojeda added, “When the end of the school year comes we know accounts are going to be automatically purged. We don't have to worry about these things anymore, whereas in other districts that is a huge concern.”

Constant improvement

Waller ISD first started with the automation of student and employee accounts, which worked efficiently for several years. They then decided they wanted to implement Google Apps for Education, and didn't want to have the IT department handling this process manually.

The district asked Tools4ever if it could expand upon the current automated solution. “We worked with Tools4ever to add Google to the routine, so that when a student account is created the appropriate Google account is also provisioned,” said Ojeda. After having success with their student accounts, the district then did the same for their staff accounts.

The district plans to implement other functions into its UMRA solution in the future, such as possibly adding textbook information or any other resources needed depending on their grade level. “Tools4ever has been great to work with. They are always onboard to help us with problems, concerns, changes or situations. I don't really see Tools4ever as a standard vendor, but more as a partner,” said Ojeda.

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