IDENTITY OPEN SOURCE
HOSTED & MANAGED

Presented By:

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Natalie serves as the Associate Vice President, Process & Project Management at California State University, Dominguez Hills

- Over twenty years of experience in Higher Education Information Technology, application systems development & implementation, and project management.

- Responsible for the strategic direction and oversight of Digital Transformation, Enterprise Applications, Project Management, and Training & Communications departments.

- In this capacity, she ensures the alignment of technology, strategic initiatives, and business processes to advance the University's mission.
AGENDA

01  How the Story Started
02  Solution Selection
03  The Migration
04  Reflection & Value
05  Recommendations
06  Questions & Answers
Tell us about your Identity Infrastructure
THE STORY

CSUDH where the story started

- Challenges to support Shibboleth
- Attempted to upgrade Shibboleth and had to roll back
- Lack of expertise and resources
- COVID demand exacerbated the challenges.
Summary of Issues:

- High expectations with online teaching & learning
- Campus SSO struggled
- Experiencing outages and slow responses

Next Steps:

Needing a solution quickly, we turned to CDW to connect us with Unicon for an engagement
Migration highlights

- Timing
- Campus Communication
- Collaborative Planning & Execution
- Validation
REFLECTION & VALUE

Hosted & Managed by proven domain experts

24/7/365 Monitoring & Support, our folks can sleep through the night

Service Provider Integrations, we request and they do the work

Take the load off, we can refocus efforts

- What did they do with their extra time?
- Redirect resources to research/innovate?
- Were resources not hired that would have been required if solution not managed?
RECOMMENDATIONS

Things to think about

- Research & Planning
- Open Source vs Closed
- Time to devote
- Time to manage
- Target expectations
Are you planning to move your Identity solution to the Cloud?
Questions? Answers.

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