

IDENTITY OPEN SOURCE *HOSTED & MANAGED*

Presented By:

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MEET NATALIE

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.



SOLUTION SELECTION

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

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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