

A photograph of a University of Virginia campus scene, showing a large, white, classical-style building with a portico and columns, surrounded by trees with autumn foliage and a grassy lawn. The sun is shining brightly, creating a lens flare effect.

Case Study

University of Virginia's IAM Transformation with Fischer Identity

CHALLENGES

The University of Virginia (UVA), a prestigious R1 academic institution, medical center, and regional trauma center, faced significant operational challenges due to its legacy, home-grown Identity and Access Management (IAM) system. Key issues included:

- ◆ Lack of essential documentation and reliance on two soon-to-retire IAM experts.
- ◆ Architecture could not support real-time processing or cloud environments, causing delays in access provisioning.
- ◆ Inconsistent deprovisioning, increasing security risks due to persistent inactive accounts.
- ◆ Poorly defined Source of Authority (SOA), leading to inefficient onboarding and inaccurate data.
- ◆ Logistical inefficiencies and high costs due to in-person credentialing requirements.
- ◆ Multiple identities and passwords for users across multiple HR systems, complicating user experience and security.

SOLUTIONS

UVA selected Fischer Identity to resolve these critical IAM issues. Fischer Identity introduced a streamlined Identity Claim process, significantly accelerating credentialing. This process allowed new employees immediate credentialing upon completion of their background checks and students upon admission, dramatically improving user experience and operational efficiency.

The solution facilitated the synchronization of credentials across all central UVA systems, implementing a single, unified UVA password. Fischer Identity automated provisioning and deprovisioning using dynamic, policy-driven Role-Based, Attribute-Based, and Policy-Based Access Control (RBAC/ABAC/PBAC) mechanisms. Real-time synchronization ensured accurate and timely access rights aligned with UVA's security protocols.

Furthermore, Fischer Identity reconciled external accounts, migrating them into its centralized system to enhance oversight and compliance with IT security standards. Robust matching technologies eliminated account duplication issues and prevented their recurrence.

A user-friendly portal was introduced, enabling users to manage DUO device capabilities within Fischer Identity. This portal also allowed users to set and manage preferred names, serving as the authoritative source for this attribute. Users gained a centralized location to reset passwords, manage security questions, and set account recovery email addresses and phone numbers.

RESULTS

The adoption of Fischer Identity resulted in significant operational improvements for UVA, including:

- ◆ Immediate, automated provisioning and deprovisioning, drastically reducing delays and administrative overhead.
- ◆ Elimination of in-person credentialing processes, significantly cutting logistical costs and enhancing user satisfaction.
- ◆ Streamlined, standardized data processing, reducing data discrepancies and related security risks.
- ◆ Simplified user experience with a single unified password and reduced identity management complexities.
- ◆ Over 180,000 active users are now efficiently managed by Fischer Identity.
- ◆ Almost 2 million identity accounts reside securely within Fischer Identity.

All these achievements were accomplished within one year of signing the implementation contract with

Fischer Identity, demonstrating rapid, effective, and transformative IAM improvements at UVA.

Six months after go-live, UVA consolidated three HR systems into Workday HCM—a significant SOA transition that Fischer Identity handled effortlessly. The necessary changes in Fischer Identity required only straightforward configuration updates, including disconnecting the legacy systems, aligning workflows to the new Workday logic, and synchronizing business processes. These adjustments were completed smoothly in just a few weeks, followed by coordinated user acceptance testing with IT and HR teams, ensuring an easy, successful concurrent launch using the new Workday HR source data.

About University of Virginia

In 1819, Thomas Jefferson founded the University of Virginia and inaugurated a bold experiment—a public university dedicated to advancing human knowledge, educating visionary leaders, and cultivating an informed citizenry. Today, UVA is an iconic institution of higher education featuring nationally acclaimed schools and programs, a distinguished and diverse faculty, and a proud legacy as a premier R1 research university. Anchored by its flagship academic division in Charlottesville, the University includes a world-class academic medical center providing exceptional patient care and groundbreaking medical research, the College at Wise campus expanding educational opportunities in Southwest Virginia, and an extensive network of regional medical clinics serving communities throughout the Commonwealth of Virginia. UVA's vibrant culture is further enriched by a tradition of active student self-governance, a sustained commitment to the arts, and a dynamic NCAA Division I Athletics program.

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"We would not be nearly as far along in our program had we chosen another IAM product."

- IAM Program Director
University of Virginia