

TURNKEY



Credit: University of the Arts London (UAL)

**ual:** university  
of the arts  
london

### About the Client

The University of the Arts London (UAL), ranked second globally for Art and Design in the 2022 QS World University Rankings, offers an extensive range of courses in art, design, fashion, communication and performing arts. Its six prominent colleges with more than 19,000 students include Camberwell College of Arts, Central Saint Martins, Chelsea College of Arts, London College of Communication, London College of Fashion and Wimbledon College of Arts.

In February 2024, UAL received the highest national honour in Higher Education at Buckingham Palace, recognising the outstanding role UAL has played in shaping the future of the fashion industry.

# Enhancing Security and User Experience with Optimised IAM

### The Challenge

With an increase in cybercrime and regulatory non-compliance, the need for effective Identity and Access Management (IAM) within higher education (HE) institutions has never been greater.

University students expect instant access to learning resources from any device. Thousands of new student accounts are required at the start of each academic year and closed at the end of the year. Staff, visiting lecturers and researchers also need seamless access. As a result, HE institutions need to ensure they have secure, automated IAM processes in place.

Choosing and configuring the right technology is crucial, but how it's delivered to achieve the best results is equally as important. At UAL, working with a professional technology partner to continually improve and resolve issues in its identity management solution was key.

UAL sought a partner that was more than just a technical delivery supplier. It wanted a business-friendly partner to support the organisation on an ongoing basis, demonstrate how to make best use of the solution capabilities across its Identity and Privileged Access Management platforms, and align its IAM vision with the University's strategic objectives.

## The Solution

UAL selected Turnkey's Bedrock Managed Service that would deliver on its IAM requirements at a competitive price. Turnkey's higher education expertise and knowledge of the Microfocus/OpenText product set were crucial in UAL's decision.

Working to a tight timescale due to licencing issues from the previous provider, Turnkey used accelerators it had built on the OpenText platform within Identity Manager to quickly tailor and implement an easy-to-deploy user interface for the IAM services. This allowed for the management of UAL's non-staff, nonstudent populations, which could be delegated out to the business, and provide a self-service solution, reducing IT service desk dependency.

Dave Everitt, Senior Manager, Infrastructure Systems, University of the Arts London says, "We have many years' investment in building up our identity systems; it would have been a considerable undertaking to change the underlying technology. Therefore, we wanted to continue to deploy and maintain our existing systems but with the right partner. Turnkey has been upgrading us, ensuring systems are up to date, extending capability and keeping our workflows running smoothly."

Turnkey's managed service provides the security discipline around the Microfocus/OpenText IAM, enabling the right people to access the right systems and data, for the right reasons, at the right time. There are around 40,000 defined users on the system at any one time, with high churn due to students starting and leaving each academic year. From onboarding to product enhancements, configurations to break/fix issues, Turnkey provides the technical skills on-demand to provision secure access and maintain the system to a high standard. Turnkey also provides strategy, guidance and consultancy for UAL's current and future IAM projects. With Turnkey's input, UAL has optimised Access Manager from the OpenText product set, delivering single sign-on and access control to its cloud resources. UAL is also gaining better insight into how its latest iteration of Microsoft Azure AD (Now Entra) can be integrated to manage end-user identities and access privileges.

Rolling out Privileged Access Management (PAM) across the entire IT landscape to enhance security measures and streamline compliance processes has been another significant project. Turnkey undertook the strategy, design and process improvement work, while ensuring UAL has the right understanding of how and where it will work for them across the organisation. Following the proof of concept phase, it was deployed across a small area of the IT estate, enabling UAL to support the rollout to the rest of the University systems.

## Benefits

- IAM administration and day-to-day user management are expertly supported, improving responsiveness and reducing cost.
- Provisioning and de-provisioning users is more seamless and secure.
- Upgrading IAM processes across all digital ecosystems has reduced institution's risk posture.
- Staff and students receive an enhanced user experience with seamless access to resources from any device and location, reducing complaints and IAM process failures.
- UAL is integrating IAM as a core IT function, gaining senior management buy-in by increasing ROI and operational efficiencies, improving user experience, and reducing cyber risk.

## The Results

### Future-proofing the IAM strategy

UAL is exploring future possibilities within its IAM systems, recognising the importance of aligning with evolving technology and the security landscape. To facilitate this, it engaged in workshops with Turnkey to gain insights and recommendations. The outcome was a comprehensive report outlining the potential future IAM system direction. Turnkey examined UAL's current practices, identified areas for improvement, and envisioned innovative solutions, using its existing licensed technologies, and additional products.

Dave highlights, "Turnkey's input was invaluable in broadening our perspective and opening our eyes to untapped potential. Understanding the art of the possible and envisioning how these technologies can be leveraged within our organisation is crucial for informed decision-making."

UAL's focus is on gaining buy-in from the broader university community and advocating for the adoption of innovative IAM practices. It is positive that the insights gained from its collaboration with Turnkey will contribute to ongoing discussions surrounding identity management across the institute.

## Working with Turnkey

*"Working with Turnkey has given us a real sense of partnership and collaboration. It is reassuring to know that our existing IAM systems are being looked after, and we are confident of making the best use of existing and new solution capabilities."*

*"Turnkey's breadth and depth of experience in working in HE means they are better able to understand our challenges and work to continually improve and resolve issues that are specific to our sector."*

Dave Everitt, Systems Manager, Digital and Technology: IT Services, University of the Arts London



Credit: www.studin.se