Preparing the Stakeholders: Service Providers, Faculty, and the Hoi Polloi

CAMP: Leveraging Campus Authentication Across Boundaries
Management Track: 1:00PM-2:15PM

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Who I am

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Outline

- PSU and ITS
- What we’re doing and why
- What we’re saying and how
- Wrap-up
A little bit about Penn State and ITS...
Penn State
Penn State

- Established 1855, PA’s Land Grant
- 24 campus locations
- 80K students, 10K faculty, 10K staff
- $640M annual research expenditure
Information Technology Services at Penn State
Components of IdM at Penn State

- Kerberos, DCE, Active Directory
- LDAP (eduPerson)
- Cosign (WebAccess is local branding)
- Shibboleth
- Member of InCommon
- “Access Account” - branding for Penn State identity (authn only available too), ~120K
- “Short Term Access Accounts” (authn only available too), 178/9104 as of 11AM today
- “Friends of Penn State” - branding for external identity, ~450K
Example of Access Account Uses

- WebMail
- eLion
- Filespace
- Employee Benefits
- Personal webspace
- LIAS (Library Resources)
- ANGEL (Course Management)
- Penn State Portal
- Time cards
- e-Portfolio
- General Stores – shopping online

- Parking permit applications
- Res Hall applications, network connections
- Travel services
- Office of Physical Plant – Customer Info Center
- Id+ Online
- WebForum
- Student Computer Labs
- Wireless authn
- VPN
- etc.
Examples of Short Term Access Account uses

- Temporary access to a computer lab
- Temporary access to wireless
- Helps solve the summer camp problem
- Continuing Education (big deal at non-UP campuses)
Examples of “Friends of Penn State” Uses

- ANGEL (Course Mgt)
- Undergraduate Admissions
- World Campus
- Registrar
- Office of Human Resources
- Outreach

- Bursar
- Counselor Training Program
- Information Sciences and Technologies
- Libraries (in test)
Examples of Shib uses

- WebAssign
- Napster
- ANGEL
- Office of Student Aid (coming soon)
- Worldwide University Network (coming soon)
- turnitin.com (coming soon)
- Lionshare
- Thomson Publishing (coming soon)
- OCLC, Elsevier, JSTOR (coming soon)
- Medical School (internal)
- Registrar (in discussion)
Preparing the Stakeholders

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“The man behind the curtain”

Improving the quality of our digital identity

- Joining InQueue and InCommon
- Participating in the eAuthentication project (getting CAF’ed)
- Creating new service and business models
Joining InQueue and InCommon

- Inventory of our practices
- Documentation of our practices
- Learn from others
- Healthy skepticism about ourselves and others
Goal: What is it going to look and feel like to establish digital trust between Uncle Sam and Higher Education

Path: Can Higher Ed’s federation and the U.S. govt’s federation trust each other

Who: Cornell, Penn State, UMBC, Washington, eAuthentication team, Internet2

What: The Credential Assessment Framework (CAF)
eAuthentication project

- Design new processes and procedures for password distribution and reset
- Enforce new password strength and expiration
- Entry level fraud detection
- Internal audit -> Authorization to Operate
“There’s trouble in river city and it begins with a capital T”

Transitioning identity management and federation from an IT concern to a university strategic investment

- Raising the importance of IdM in the eyes of our IT peers
- Getting our constituents to think about IdM as an efficiency engine and core infrastructure
- Listening to faculty and students differently
Our IT peers

- The recent acquisition of a campus-wide content management system contractually depended upon integration with campus WebSSO
- Before a plagiarism detection service goes into full production, it must use Shibboleth
- Discussions with publishers have Shib right up front in the dialogue
- More road to travel here, but it is much improved
Constituents

- Academic Leadership Council
- Annual meetings with eBusiness Committee
- Purchasing
- Vice President for Research’s Office
- Campuses outside of University Park
- Continuing and Distance Education
- Hershey Medical Center
- College of Communications
- Public Information
- Registrar
- Undergraduate Admissions
- College IT Directors
- Campus IT Directors
- Faculty Advisory Committee on Academic Computing
Some of the talking points.....
Trust vs. Transaction Importance

- Social Security Card
- Passport
- Certificate of Birth
- Credit cards (MasterCard, VISA, PETCO PALS)

PENNSTATE
information technology services
its@PennState
Transaction Importance

Trust

Strength of Identity Proofing
Heard around campus....
"My son doesn’t pay the bills, I do. It’s OK if I use his account."
“My husband and I share my e-mail account, we don’t have any secrets.”
“Hotmail is too slow, so I let my daughter use my e-mail account.”
“I travel a lot, so I let my administrative assistant use my account to keep things moving.”
Institutional

“We don’t have time to keep track of who uses these accounts.”

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“Does it really matter that we know who is on our wireless network?”
Faculty, Students

‣ “The ITS Event”
‣ Focus on Identity Management
‣ Travel and Passport metaphor
‣ A view of ITS services through the lens of IdM
"I dropped my ex... and he dropped all my classes...
I never should have shared my Penn State Access Account!"

Attend the ITS Event on Wednesday, October 12th, at the HUB, Alumni Hall and learn how to protect yourself from hacking and identity theft.

http://its.psu.edu/thaitsEvent/

ENTER TO WIN AN IBM LAPTOP

its@PennState
information technology services
“Thanks for paying for my vacation...
your password was a cinch to crack!”

Attend the ITS Event on Wednesday, October 12th, at the HUB, Alumni Hall and learn how to protect yourself from hacking and identity theft.

http://its.psu.edu/theitsEvent/

Enter to win an IBM Laptop!
I never thought that sharing my Access Account password could compromise my research, but it did.

Welcome to my world.
10,012 compromised machines detected by Penn State's Intrusion Detection System
7,360 new Windows viruses and worms documented by Symantec
Approximately 9,000 incidents handled annually at Penn State
33,000,000 phishing scams blocked per week on Symantec monitored networks

Learn how to ensure the integrity of your data by not sharing your password.

Learn how to protect the people you support from vulnerabilities.

Why can't my wife use my Penn State Access Account?
We share bank accounts, don't we?

Get the answer to this question and learn about the policies... and your responsibilities... behind it.

its@PennState information technology services
Faculty

- Teaching
  - Sharing course materials
  - Plagiarism detection
  - Lionshare
  - Other services
Faculty

- Research
  - Remote collaboration
  - Visiting colleagues
  - Proposal writing and submission
  - Grids
  - Lionshare
Students

- Single sign-on desirable
- Privacy/identity theft is raising as a concern (despite myspace, facebook)
- Expectations shaped by ISPs, helps and hurts
Wrap-up
We have a good message

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We have a good message
We have a solid message

For the first time in computing, we are making digital life more secure, more private and EASIER to manage!
The on-going challenge

- Good tools exist but that’s not enough
- The only thing standing between these principles & practices and making a big difference with them is:
  - developing the institutional will to constantly improve IdM
  - creating a groundswell of epiphanies across the university