Oracle Security

CU Denver | Anschutz

The University of Colorado plays a profound role in the lives of individuals, businesses and communities throughout Colorado, across the country and around the world.

CUSTOMER INTRODUCTION

As part of four campuses in the University of Colorado system, the University of Colorado Denver (CU Denver) originated in 1912 as an extension of the University of Colorado Boulder (CU Boulder) and gained independence in 1973. Meanwhile, the University of Colorado Anschutz Medical Campus (CU Anschutz Medical Campus) health science programs stretch back to 1883, when the School of Medicine opened at CU Boulder. Eventually, the program offerings expanded and relocated to Denver. In the early 2000s, the academic and research operations of all CU health sciences schools and colleges relocated to a new campus in Aurora, Colorado.

Today, the CU Denver and Anschutz Medical Campus together are recognized as one of the top public urban research universities. CU Denver educates more than 14,000 students, while the CU Anschutz Medical Campus educates over 4,000 students.

Between the two campuses, students have the opportunity to choose from over 140 programs in 13 schools and colleges at the undergraduate, graduate, doctoral and professional health levels.

Students demand modern and adaptive services that provide a more personalized and truly collaborative learning experience. Understanding who a student is, what their preferences are, and how to better cater to their college experience is critical and, in many ways, deeply rooted in their digital footprint. Managing that footprint in a centralized manner is critical and that all begins with identity management.

Identity Impact Box: Before and After

300,000 Identities (Staff, Faculty, Students, Alumni, Affiliates)

90% Reduction in Help Desk Calls

Near Real-time Provisioning

Business Role Driven Access Control

100
Federation Partners and Integrations

> "From our perspective, Oracle had the most mature product in the market. It has continued to mature over time as technology needs have evolved. We knew that partnering with Oracle we wouldn't be left out in the cold with respect to technology."
>
> **Russell Poole**
> **Associate Vice Chancellor and Chief Information Technology Officer, University of Colorado Denver and Anschutz Medical Campus**

The Challenge

As a governing technology department for these two campuses, the Office of Information Technology, supported each campus in their unique missions. While the CU Denver campus was focused on student recruitment, retention, and graduation, the CU Anschutz Medical Campus had a strong focus on medical instruction and clinical research. Meeting the needs of both campuses was very important, but with differing missions, sometimes proved to be challenging. The Office of Information Technology had one common goal, however, and that was to provide students with the best possible user experience and improve the way the campuses across the University of Colorado system handled identities.

The campuses did not have a centralized system for identity functions such as provisioning, deprovisioning, authentication, and single sign-on. Each of these services were disparate applications across the university, leading to additional work and no centralized identity process. Each person had several login credentials and no centralized thread to connect the user with the identity "It was the wild west of identity management," recognized Russell Poole, Associate Vice Chancellor and Chief Information Technology Officer, at CU Denver and Anschutz Medical Campus. This is further expressed in the complexities of managing identities for faculty and staff members working muliple positions within the school ecosystem. For example, faculty members may work and research at the University Hospital, but also teach at the one of the university campuses so each role and location requires different levels of access. Some the faculty and staff in these positions require access to sensitive or HIPAA protected data. The university also needed to manage visiting professors or sponsored users that teach and collaborate with various departments and require temporary access to resouces for a predetermined period of time. Managing student identities is also complex, students have multiple majors and minors, some of these across campuses, and each class and location determines access at a very granular level, including printer and room access in physical locations. As students also shift to some online learning opportunities, identity and access controls must meet those needs.

Compliance was also a big component that needed to be addressed. The CU Anschutz Medical Campus must adhere to strict federal requirements, such as HIPAA. HIPAA, has many requirements around identity, including being able to verify a user and provide documentation on your established procedures for authorizing access to that user. With more than 18 individual processes and procedures running at every college, simply meeting the compliance standards became nearly impossible.

The Benefits

To unify the campuses, the Office of Information Technology began a project. They searched for an identity management solution that could centralize their needs and compliance standards, including a more secure sign-in process for students, faculty, and third-party access. Russell Poole selected Oracle Identity Management initially and has subsequently launched the use of Oracle Identity Cloud Service. Oracle Identity provided the CU Denver team the robust capabilities they needed to effectively reduce processes and improve user experience. With the help from their partner, Arisant, CU Denver was able to build a standardized process for identity that significantly reduced redundant work, risk, and helped them meet their compliance requirements. While important for every campus, this directly impacted the CU Anschutz Medical Campus by improving their ability to provide access to partners for their clinical information data warehouse. With Oracle Identity, CU Denver and Anschutz Medical Campus significantly improved collaboration between students, faculty, and partnering hospitals – a capability not previously available.

The Office of Information Technology at CU Denver and Anschutz Medical Campus now provide centralized identity services and infrastructure to all of the University of Colorado campuses. Now all four campuses work together to leverage a common identity platform, creating a great partnership between campuses and a consistent user experience for students and faculty.

> "When we implemented our clinical information data warehouse, which brings together patient data from our partner hospitals, we needed to give our partners access to these resources. In the past, we didn't have that capability. We now have the ability to really leverage our partnership and it has opened up a whole frontier of capabilities."
>
> **Russell Poole**
> **Associate Vice Chancellor and Chief Information Officer, University of Colorado Denver and Anschutz Medical Campus**

Oracle Solutions

- Oracle Identity and Access Management Suite
- Oracle Identity Cloud Service

Implementation Partner

Arisant was founded in 2006 in Denver, Colorado by Oracle professionals who shared a passion for designing, building and supporting scalable, cost effective Oracle Infrastructure environments, and wanted to provide intelligent solutions for complex business problems and typical challenges faced by business and IT departments. Arisant offers complete lifecycle implementation services including design, architecture, development, implementation and production support. From databases, middleware, applications and integration, to hardware acquisition and software licensing, helping businesses reduce the time and complexity of implementing and integrating large-scale Oracle solutions in the cloud or on-premises.

Over the years, Arisant has grown to support over 100 customers throughout the United States and has a large portfolio of IT Implementations for public sector, federal, and commercial customers. Arisant is a trusted Oracle Partner and one of a select number of Oracle Managed Cloud Service Providers that can offer a broad range of fully hosted and managed Oracle Solutions.

> "Arisant and Oracle were able to come in and help teach us. It was really about building a relationship and not just buying a piece of technology. Arisant really helped us leverage the Oracle technology and built a relationship to be successful."
>
> **Russell Poole**
> **Associate Vice Chancellor and Chief Information Technology Officer, University of Colorado Denver and Anschutz Medical Campus**

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University of Colorado
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