

## CASE STUDY

# Effective learning becomes possible with streamlined IT

Trillium Lakelands District School Board eliminates inconsistencies in account and access management, providing students with access to needed resources and sharply increasing IT efficiency

## Key Facts

- **Company**  
Trillium Lakelands District School Board
- **Industry**  
Education
- **Country**  
Canada
- **Website**  
[tldsb.ca/](http://tldsb.ca/)

## Challenges

- Error-prone, manual user account management
- Inconsistent student access to learning resources
- Mounting costs of software licensing

## Results

- Consistent, automated identity and access management for 17,000 students
- Increased IT efficiencies with substantial cost savings
- Enables effective learning without technical distractions

## Solutions

- [Active Roles](#)
- [Password Manager](#)

Trillium Lakelands District School Board (TLDSB) needed to bring greater efficiency and consistency to its identity and access management practices for student accounts. It took too much time and effort to provision students with the user privileges on their passage through successive grades, and errors were common.

TLDSB worked with technology provider Setka Solutions to deploy One Identity Active Roles and Password Manager. The outcomes of the fast implementation include reliable, automated provisioning and identity management of student user accounts throughout all grades within the school district. Password-related calls to the help desk have greatly declined. The school district's lean IT team can save a full-time position and accomplish more with scarce resources. Students enjoy a smooth learning experience with full access to their learning applications and tools.

## Looking for IT efficiency and user enablement

In rural south-central Ontario, TLDSB provides elementary and secondary education to close to 17,000 students in 48 schools spread throughout the district's large geographical area.

Learning today relies on increasingly powerful applications and a greater number of student devices than ever seen at TLDSB. At the same time, budgets are shrinking as a result of policies of the provincial government and a small decline in the student population. Technology managers have to work as efficiently as possible to support a more complex learning environment with fewer resources.

**“IT no longer needs to watch student accounts. We fully rely on Active Roles to manage their identities and privileges during their years at TLDSB.”**

Tad Hawkins, Computer Technology Manager,  
Trillium Lakelands District School Board

The school board's identity and access management practice lacked speed and reliability. TLDSB used largely manual processes to administrate PowerSchool, a school management program, and Visual CASEL, which helps manage users in Active Directory. Onboarding of new students was a lengthy affair, and at the end of the school year it could take weeks to transition all students into their new grades and buildings. When errors happened, students were inadvertently missed or could not reach the applications, printers and other learning tools they needed. Some users had greater access privileges than they required, and accounts of former students were not always deprovisioned in a timely fashion. Almost a quarter of the calls to the help desk were related to access and password issues.

## Partner expertise enables fast deployment

When TLDSB researched solutions to bring more reliability and efficiency to identity and access management, it decided against products from Microsoft and other vendors that could not support the extended schema of data attributes in Visual CASEL or did not allow sufficient automation. A referral brought TLDSB in touch with One Identity partner Setka Solutions. Tad Hawkins, computer technology manager at Trillium Lakelands District School Board, says, "Setka was referred to us because of its deep expertise in resolving organizations' identity and access management concerns. They've been invaluable ever since."

Following a thorough assessment of TLDSB's practices, applications, data models and technical requirements, Setka recommended and demoed One Identity Active Roles and Password Manager. After TLDSB gave the green light during a summer break, Setka created integrations between the One Identity solutions, PowerSchool, Visual CASEL, Microsoft Office 365 and Google Apps for Education. It completed a rapid deployment of Active Roles and Password Manager in early October.

## Smooth identity and access management across the school district

Today, Active Roles simplifies the management of student user accounts as soon as new enrollees join TLDSB. It automatically transfers accounts as students change grades and buildings, always provisioning them with the right access to their applications and learning tools. "IT no longer needs to watch student accounts," says Hawkins. "We fully rely on Active Roles to manage their identities and privileges during their years at TLDSB."



**"Without Active Roles, we would have to dedicate at least one full-time position to managing student identities and retooling them with the right access privileges at each grade change."**

**Tad Hawkins, Computer Technology Manager, Trillium Lakelands District School Board**

The experience of both teachers and students has improved. "It now takes days instead of weeks to get all students set up," says Hawkins. "Active Roles helps us ensure that students are ready to learn and that teachers can be effective from day one of a school term."

Cross-application password syncing between Active Directory, Google Apps for Education and Office 365 by means of Password Manager has reduced the number of password-related help-desk requests by 17 percent. An automated password report built by Setka gives the IT team a daily overview of password activities. Hawkins says, "Given that we serve 17,000 students, it's a huge efficiency improvement to have automatic password syncing and user self-service for password resets with Password Manager."



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## **Saving costs and resources, yet accomplishing more**

By using Active Roles, TLDSB reduces administrative budgeting and workloads. Hawkins notes, “Without Active Roles, we would have to dedicate at least one full-time position to managing student identities and retooling them with the right access privileges at each grade change.”

The solution also helps TLDSB avoid needless licensing costs. “We were paying far too much for software licenses,” says Hawkins. “However, Active Roles helps us verify who is active at any time and who’s not, so we no longer have expensive, orphaned user accounts.”

The One Identity solutions will be a key part of TLDSB’s IT even as learning technology becomes more complex. Hawkins says, “Doing more with fewer IT resources will always be critical for us. Active Roles and Password Manager make this possible.”

## **About One Identity**

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity-as-a-service solutions, organizations can achieve their full potential—unimpeded by security, yet safeguarded against threats. Learn more at [OneIdentity.com](https://www.oneidentity.com)

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