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University of Kansas achieves Zero Trust

COMPANY PROFILE

The University of Kansas is the state's flagship university with approximately 55,000 students and staff. It consistently earns high rankings for academics and recognition as a premier research university.

KEY CHALLENGES

- Needs to control distribution of elevated privileges
- Need to provide self-service portals to other departments

SOLUTIONS

- Cloudbridge PTM eliminates the need for elevated privileges
- Self service portals are easy to build with Cloudbridge

CHALLENGE

The University's IT Department supports systems and applications for use by the students and staff. The Enterprise Systems Group within IT supports enterprise systems and applications such as Microsoft Active Directory, Microsoft Exchange, Skype, One Drive, Azure and Microsoft Office 365.

The university has a Help Desk and distributed problem resolution team that helps resolve student and staff IT problems. Students can submit questions into a centralized Help Desk, and each of the university's departments have dedicated frontline techs to help resolve staff problems. Students familiar with technology are also recruited to work the Help Desk. In order to resolve problems, Help Desk staff and frontline techs sometimes required privileged administrative credentials. **Allowing these groups to have access to privileged credentials introduces risk,** as privileged credentials can be used to access private data and can be used to make unauthorized or erroneous changes to critical systems.

"We need to allow our Help Desk and IT staff to do their jobs and get access to the information they need to solve problems.

But we can't afford to give privileged access to a wide audience. **We needed to find a solution that allows staff to do their jobs without administrative access**" says Jesse Kaufman, Team Leader Enterprise Systems at the University of Kansas.

In addition, the Enterprise Systems Group is often called upon to provide information to other groups, for example the University's Security team may need information from Microsoft Exchange to prevent phishing attacks. Such requests require additional resource and reduce productivity of the Enterprise Systems Group. As a result, the Enterprise Systems Group needed a way to be able to allow other groups to find information themselves. "With the growing complexity of services, we need to be able to provide tools that allow other groups to easily extract the information they need to solve problems".

SOLUTION

In order to be able to allow Help Desk and frontline techs to make changes in applications or systems to solve staff or student problems without requiring native administrative privileges, the Enterprise

Systems Group decided to use Cloudbridge's Privileged Task Management (PTM) solution. "Cloudbridge helped us improve security while also reducing our operating costs. We recruit our student population to serve as Help Desk operators and now they can actually resolve problems. This wouldn't have been possible without Cloudbridge ZeroTrust PTM."

Cloudbridge also helps reduce the Total Cost of Ownership. With full support for Microsoft PowerShell, the Cloudbridge Platform allows the Enterprise Systems Group to **quickly build self-serve portals** that allow other groups to get then information they require themselves. The Security team now has access to a simple web user interface which allows them to find the information they need to quickly diagnose possible phishing attacks.

BENEFITS

Reduces Risk and Ensures Compliance – Using Cloudbridge's Privileged Task Management Solution, the University's Help Desk and frontline techs no longer need to be given administrative credentials to do their job. In addition, Cloudbridge allows the university to record and audit all system actions. This reduces the risk of data loss and system error and makes it easier to trace changes for audit purposes.

Reduces Total Cost of Ownership - With the Cloudbridge Platform the University has a lower total cost of ownership for managing their systems. With Cloudbridge it's easy to build self-service portals that allow other functions to get the information they need without having to ask the Enterprise System Group to build a custom report.

Cloudbridge's solutions re-imagine IT management. By enabling true automation, we empower organizations to reduce their security exposure, reduce their operational costs and embrace new technologies in ways that empower their business.

For more information see www.cloudbridgeplatform.com

ABOUT CLOUDBRIDGE

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