

Office Memorandum

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FROM: Peter Quan, Vice President/Chief Technology Officer
Information Technology Services

COPIES: B. Alexander, K.C. Button, L. Chavez, M.A. Falvey, J. Galvan, J. Henderson, N. Hunt,
A.K. Kawakami, D.W. Lee, K. Moo-Young, A.R. Ross, J.M. Rosser, A. Vaidya, B. Yorker

SUBJECT: A New Unified Network Domain Prepares CSULA for Upcoming *myCSULA Identity* and
Improved *myCSULA Portal*

Information Technology Services (ITS) is announcing a business process for handling network and e-mail accounts that will improve existing access to services. Previously, ITS maintained multiple separate network/e-mail domains – for example, PINE for students, NIS for faculty and CSLA for staff. But work is underway to move all users into a single domain named AD. The AD domain prepares users to take advantage of two new online services, *myCSULA Identity* and *myCSULA Portal*, which will be launched 2011.

Advantages of the AD domain include:

- Ease of use: Rather than different domain accounts to access all their services, users will need only one AD account;
- Better support: System maintenance and upgrades will be easier and less intrusive;
- New applications: Users will be positioned to take advantage of the upcoming features and services described below;
- Improved interface: Users will be able to access a variety of on-campus applications, such as Library resources, WebCT and web page authoring without the need for multiple user ids and passwords;
- Access to the InCommon Federation. CSULA users will be able to access InCommon Federation, an online community of higher education, government, non-profit laboratories, research centers, agencies and sponsored programs that share protected online resources.

Some users who wear more than one hat on campus, such as staff/student or faculty/student, will retain separate accounts in AD for each role. These individuals will have specific user ids that align with the proper online resources for each role.

Estimated switch to the AD domain

The change for faculty and staff to the AD domain is underway and will be completed by April 21, 2011. Academic and administrative ITCs are meeting with faculty and staff to move accounts, update passwords, explain new log-on procedures and ensure access to drives and devices. The move to AD will not impact faculty and students using WebCT.

Students will transition to AD over the April 22 weekend, which follows the spring quarter's add-drop deadline.

Students unable to access their network accounts after the migration should contact the ITS Help Desk, LIB PW Lobby, or call 323-343-6170. Faculty and staff should contact their division or college ITCs who have been providing crucial support for this project.

Duplicate user ids

Under the current domain configurations, it is possible for two individuals with the same first initial and last name to have identical user ids. For example, a student could be PINE\jsmith1 while a staff member may be CSLA\jsmith1. However, in AD everyone will have or need to be assigned unique user ids.

Individuals who require new user ids will be notified by e-mail. The new user ids and passwords will be available for pick-up at the ITS Help Desk April 25. Those who cannot log into AD on April 25 should immediately contact the ITS Help Desk for assistance. Students using WebCT must continue using their current PINE user id and password for WebCT until the end of spring quarter.

Getting started with your AD account?

For everyone, the new log-on will be AD\username.

For faculty and students, there are new password standards that match the current staff password standards. Strong password creation is a CSU Trustees standard for audit compliance and is increasingly critical as we move toward reduced system sign-on. The following requirements are enforced when passwords are created or changed.

Passwords must:

- Not contain the user's account name, first name, last name, e-mail, CIN or dictionary words.
- Not repeat user's last 10 passwords.
- Contain between eight and 14 characters.
- Contain characters from all of the following four categories:
 - Upper-case letters (A-Z)
 - Lower-case letters (a-z)
 - Base 10 digits (0-9)
 - Non-alphanumeric character (Examples: !, \$, #, %, ~, @, ^, *)

Faculty and staff passwords will expire every 90 days and a new password must be created that does not repeat the 10 previous passwords. For more online information regarding passwords, please read *ITS-2008-S Password Standards* at <http://www.calstatela.edu/its/policies>.

New services and features

Transition to the new services will occur in two phases.

Phase 1 – myCSULA Identity: to be launched the weekend of May 6. This online self-service will replace **some** in-person business processes and form submissions.

Beginning May 9, students, faculty and staff must activate their *myCSULA Identity* account online at <https://id.calstatela.edu>. The *myCSULA Identity* user id is the same as the AD user id. An activation reminder with complete instructions and a link to FAQs will be distributed prior to the launch.

New features:

- Effective May 9, new faculty and staff will no longer need to submit *Network/E-mail Account Request* forms. *myCSULA Identity* will receive new and updated student and employee information directly from the CMS HCM system (Human Resources/ Student Administration (GET)), so new e-mail accounts will be automatically created soon after new student/employee information is input into HCM.
- New accounts and passwords will be issued online, which eliminates a trip to the ITS Help Desk.
- Once users activate their *myCSULA Identity* account, they will be able to reset old, forgotten or compromised passwords online using security questions created during the account activation process. Account activation and password resets can be done anywhere, anytime from any computer with Internet access.
- Later this year, CMS HCM will implement a self-service upgrade to add online features, such as the ability to change one's home address and update emergency contact information.
- A future application will allow faculty and staff to update their *Campus Information and Telephone Directory* listings online as changes occur.
- Reduced sign-on to other CMS and campus systems through the *myCSULA Portal* will be implemented over time as allowed by audit compliance or information security practices.

AD and *myCSULA Identity* accounts must be manually created for individuals who do not currently have a campus CIN. These include groups such as Auxiliary Services, Friends of the Library, L.A. County High School for the Arts, Extended Studies and International Programs, guests, vendors and others. Since they are not in the CMS HCM system, individuals in these groups will still need to complete the *Network/E-mail Account Request* form.

Phase 2 – myCSULA Portal: to be launched the weekend of May 20. This new *myCSULA Portal* will replace the existing student portal with one that is customized based on student, faculty and staff *myCSULA Identity* user ids. In order to use the new portal, users must first activate their *myCSULA Identity* account.

New portal features include:

- Improved integration with existing campus applications and enhanced, easier, more intuitive portal navigation.
- Use of just a single portal sign-on for students, faculty and staff to access GET/GETLA, WebCT, Moodle and Outlook™ Web Access (e-mail) based on the individuals' user id.
- A new *myCSULA Community* feature that will enable faculty, administrators and campus group leaders to create their own communities of interest.
 - Communities can be either moderated (for selected individuals only) or un-moderated (everyone can join).
 - Members of communities can receive targeted alerts and announcements and participate in discussion groups. Examples of these communities might include the faculty and students in a particular course or class (moderated), or anyone interested in campus performances or athletic events (un-moderated).

The FAQs for AD, *myCSULA Identity* and *myCSULA Portal* are available at <https://id.calstatela.edu/idm/user/faq.jsp>.

myCSULA Identity and *myCSULA Portal* represent a significant improvement over current services and communication methods with students, faculty and staff. Both improve security of our systems and information assets, and provide the flexibility to integrate future enhancements. We hope these two new services will be appreciated by all and welcome your feedback.