Iowa State University –
Solving Security Issues Related to Employee Off-Boarding

Background:
Iowa State University is a large, public land-grant university with an enrollment of over 34,000 students and more than 6,300 faculty and staff. Students from all 50 states and more than 100 countries come to Ames, Iowa, to choose from 100 majors and to study with world-class scholars.

Challenge:
Large research universities like Iowa State have unique challenges when it comes to system access and security for faculty, staff and visitors. ISU brought on DBR's workplacelean consultants to improve the timing of access termination for separated employees, as well as for non-employee visitors.

Solution:
DBR workplacelean consultants worked with a cross-departmental team of ISU staff to identify all of the different types of employee/visitor access needs and to determine the appropriate access procedures and timelines for each type. The group worked together to determine how accesses are granted; and to determine how and when to terminate and/or suspend accesses when appropriate. A lean process was created to effectively reduce security risks across the University.

Results:
Iowa State staff got to work right away implementing the new off-boarding access protocols. A few of the results of implementation included:

- The resignation process was standardized
- Communication procedures regarding employee separations were standardized across the University.
- Email termination delays were reduced from 9 months to 7 days
- Procedures for updating access for employee changes, demotions and promotions were standardized
- Processing steps were reduced by 43% (42 steps to 24)
- The University's tracking system was changed to update a separation list nightly

"When anyone under the employ of ISU is separated from the University, this event affects a number of different departments. DBR workplacelean helped all of us come together and map out a streamlined process to ensure that critical parties were aware of an employee's departure in a timely manner and that we all had protocols and procedures in place to act appropriately to ensure the security of the University, its facilities and its electronic records."

– Brenda Behing, Iowa State University Director of Academic Policy and Personnel