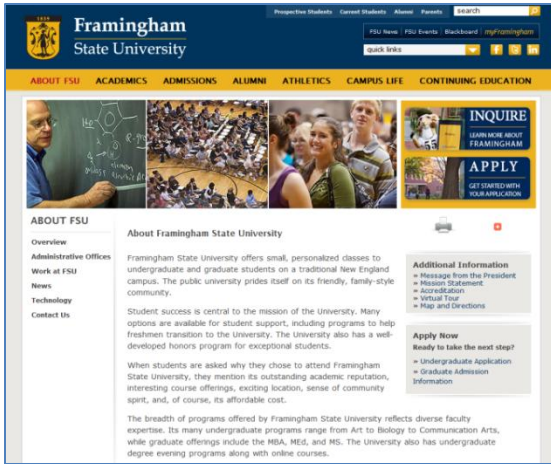


## Framingham State University's 6,000 Password Resets



Framingham State University was founded by Horace Mann in 1839 as the first state-supported institution of public higher education in the United States for the training of teachers.

Located in Framingham, Massachusetts, 20 miles west of Boston, the University has 460 faculty

and staff to meet the needs of almost 6,000 students. The University integrates liberal arts and science programs at the Baccalaureate and Master's levels and offers distinctive programs in Teacher Education and Preparation, Nutrition and Dietetics, Chemistry and Biology, Business, and Advanced Technology.

Framingham State University ([www.framingham.edu](http://www.framingham.edu)) maintains a sustained commitment to providing the best possible information technology services as part of each student's overall experience. Everything from technology-enhanced classrooms to interactive learning environments (made available on the Internet) are integrated throughout the curriculum. Students are also provided with e-mail and secure access to self-service applications that allow them to register for classes online.

### Using Technology to Improve Students' Lives

The University has a goal of continuously improving its information technology services in order to keep students connected, informed, and well served. In striving to meet this goal, Framingham students are provided with access to online course content, communications and collaboration tools, and a campus-wide wireless network that extends from academic locations to residence halls.

The campus network consists of a complex mix of Microsoft- and Macintosh-based laptops and PCs, with Cisco, Blue Coat, and Enterasys networking equipment. In addition, the network has a collection of Microsoft, Linux, and HP servers.



Framingham State University embraces technology to help prepare students for careers in a global economy.

Most recently, the University has embraced A10's IDsentrie 1000 in an effort to reduce its help desk calls:

*"The IDsentrie provides a user-friendly, web-based, self-service portal that allows students and faculty to reset their passwords. This has reduced the number of calls to our help desk for password-related issues, which is by far our most common request. Within two weeks at the start of this fall semester, we were able to get approximately 6,000 users to change their passwords without any major issues or difficulties. The IDsentrie offers a very stable platform that requires minimal administrative overhead to support."*

**Mike Zinkus**  
*Director of Systems and Networking  
ITS Department  
Framingham State University*

To help manage this complexity in an intelligent and cost-effective manner, the University's ITS Department was looking for ways to synchronize user accounts and passwords across all campus systems. They wanted to provide an easy-to-use, web-based GUI that would allow students and faculty to change or reset their passwords. At the same time, the University wanted to create a centralized and automated account management platform capable of automating the provisioning and de-provisioning process for the creation and deletion of user accounts.

To help achieve these goals, Framingham State University's Director of Systems and Networking, Mike Zinkus, said he and his team evaluated A10's ID Series Network Identity Management Appliance, comparing it with solutions from Microsoft, Manage Engine, and Netwrix, among others.

Ultimately, Zinkus said they preferred the A10 product, "Most of the other products we viewed were software-based and would have required either a larger upfront cost or a significant investment in time and effort for customization to meet our needs. After testing and evaluating many products, we were most comfortable with the "out of the box" nature of IDsentrie from A10 Networks."

Once the IDsentries were installed, the University's ITS team was able to facilitate the creation of new user accounts by writing a script that automatically populates Active Directory with information pulled from the main administrative database. The scripts use standard .csv files and are run every 15 minutes. When a new faculty or student account is created in the administrative database, a corresponding Active Directory account is automatically created within 15 minutes. At that point, the user can log into the A10 IDsentrie appliance, reset their password (after answering pre-populated security questions), and that's it. "They have access to all our systems by entering a single username and password," Zinkus said.

## ID Series: The Benefits of A10's Network Identity Management Appliances

The University installed the IDsentrie 1000 Network Identity Management Appliances in a paired high availability mode. The ITS team cited cost and ease of implementation as the two main factors that influenced their purchasing decision. Other reasons for selecting the IDsentrie appliance include:

- **Self-Service Password Management:** The IDsentrie enables University staff and students to change or reset their passwords without having to contact the help desk. This reduces the demands on IT staff members, saving time and money, while simultaneously improving network security. Users can simply log into a web portal and enter their username and password.
- **Simplified Security:** The IDsentrie's Event Monitor feature provides administrators with a quick method of tracking down user information that appears in traffic logs generated by security events. Administrators can quickly identify and terminate unauthorized users.
- **User Visibility:** The IDsentrie provides administrators with instant visibility into the enterprise network. With IP-to-ID and ID-to-IP service, administrators can instantly see who was responsible for specific network events. IP, ID, or MAC addresses are clearly tied to individual user identities.

- Centralized Account Management:** The IDsentrie empowers customers by allowing them to create a centralized management platform that consolidates user information from multiple data stores into a single virtual directory. Administrators can easily add, delete, modify or disable remote user accounts, helping to reduce provisioning overhead. Changes are quickly synchronized across all data stores, thus improving accuracy and overall security.

## Success: ID Series Helping Framingham Reach Its Goals

Framingham State University's ITS Department has been pleased with the ID Series Identity Management and Reporting functions. The Identity Management function provides the self-service interface that allows students and faculty to change passwords. The Reporting function lets the ITS team view metrics, such as the number of users who have reset their passwords, as well as specific technical issues users may have experienced while attempting to reset their password. ITS Director, Mike Zinkus says he has been so pleased with the A10 IDsentries that he is considering deploying A10's EX Series WAN Bandwidth Managers, when the time comes to replace their aging PacketShapers.

## Framingham State University's Network

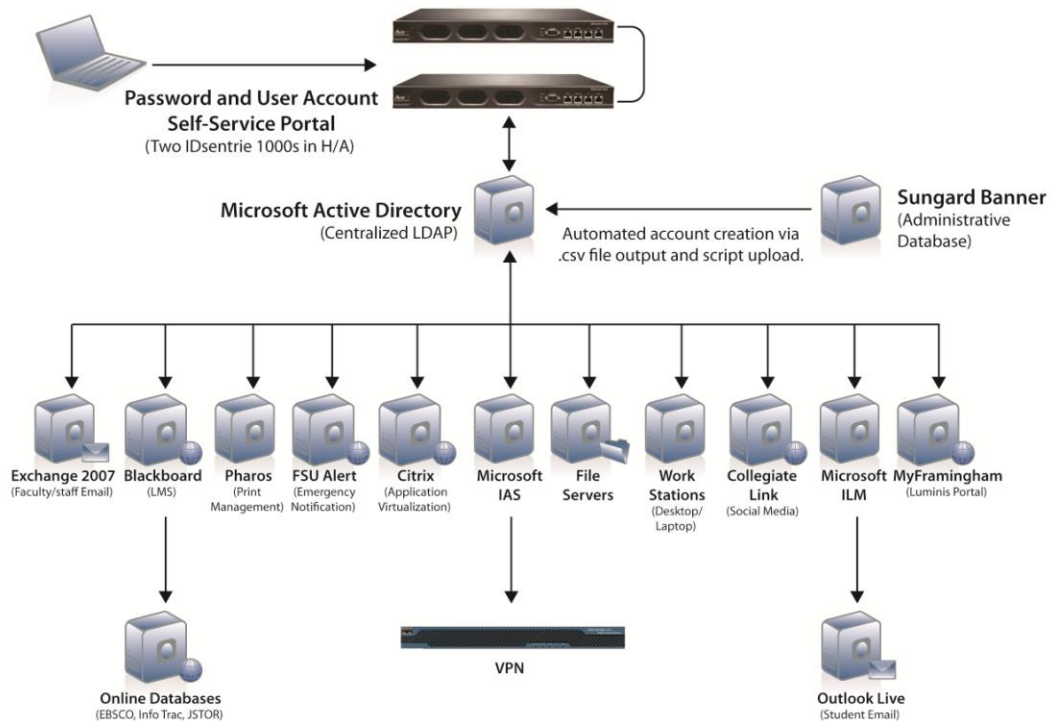


**Framingham**  
State University

Information  
Technology Services

### Identity Management:

Account generation, password synchronization and user self-service



## About ID Series

IDSentrie is the industry's only network identity management appliance with instant user identity resolution, which helps organizations of all sizes save time and minimize risk by resolving security issues faster. IDSentrie delivers integrated features that improve password management, enhance network authentication and control, simplify user account management, and resolve IP addresses to identity (IP-to-ID) instantly. For more information, visit: [www.a10networks.com/products/idseries](http://www.a10networks.com/products/idseries)

## About A10 Networks

A10 Networks was founded in 2004 with a mission to provide innovative networking and security solutions. A10 Networks makes high-performance products that help organizations accelerate, optimize and secure their applications. A10 Networks is headquartered in Silicon Valley with offices in the United States, United Kingdom, France, The Netherlands, Germany, Brazil, Japan, China, Korea and Taiwan. For more information, visit: [www.a10networks.com](http://www.a10networks.com)