

CUSTOMER SUCCESS STORY:  
BRIGHAM YOUNG  
UNIVERSITY

# Brigham Young University keeps its educational mission secure with IT management.



## Customer Profile

Industry: Education

Company: Brigham Young University,  
Provo, Utah

Revenue: Not provided

Employees: Not provided

## Business Impact Summary

### Business:

Brigham Young University (BYU) is one of the world's largest private universities. It delivers a unique educational environment that promotes learning by study and by faith to approximately 30,000 full-time students.

### Challenge:

Maintain competitiveness in higher education arena by providing an open environment for teaching and learning, while controlling network risks and costs.

### Solution:

CA implemented a solution focusing on Identity & Access Management and Security Information Management. This powerful cross-platform solution helps BYU to ensure systems are in compliance, control access rights for all users, streamline administration, and rapidly identify and act upon critical incidents.

### Result:

CA's cross-platform security solution enabled BYU to fulfill its educational mission while reducing risks of unauthorized access, network abuse and regulatory non-compliance.

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## Business

### One of the World's Largest Private Universities

Founded in 1875, Brigham Young University (BYU), in Provo, Utah, has grown from a small pioneer academy to one of the world's largest private universities. With a full-time enrollment of approximately 30,000 students and sponsored by The Church of Jesus Christ of Latter-Day Saints, BYU offers a unique educational environment that promotes learning by study and by faith.

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## Challenge

### Open Networks the Key to Maintaining Educational Competitiveness

In today's rapidly changing environment in higher education, attracting the highest quality students and faculty requires that educational institutions provide academic and IT services that are accessible, secure and reliable. In order to remain competitive, BYU needed to utilize technology to provide a more open environment for teaching and learning. However, openness also presents significant risks: security breaches or use of the university network for illegal activity (such as copyright infringement or harassment) can lead to lawsuits and liability, as well as penalties for non-compliance with student privacy and other regulations.

### Improving System Security, Reliability and Performance to Meet Educational Needs

As the distributed computing environment became more complex, BYU was challenged to continually improve the security and reliability of its enterprise systems while maintaining a more open environment for teaching and learning. The goal was to achieve this without reducing performance or increasing personnel. As these challenges became cumbersome for staff members, BYU's Office of Information Technology recognized the need to streamline the processes used to monitor system security, and to manage user accounts and privileges. BYU chose CA because of their longstanding, strong working relationship.

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## Solution

### Powerful, Cross-Platform Security

CA worked with BYU on a security/vulnerability analysis to quantify its needs and identify where security improvements were needed. "We needed stronger, more flexible security and user management techniques," said Roger Goodrich, Senior Architect of Security and Administration at BYU. "We also needed to be consistent across different platforms."

CA utilized its expertise and its Security Solutions family of products to implement the solution, which began with compliance. CA "lets us know which servers are out of compliance and provides us with the necessary tools to correct the situation," Mr. Goodrich said. The next piece of the puzzle: access control. CA allowed BYU to lock down its servers, provide accountability for each user, and assign specific access rights.

*BYU was challenged to improve system security and reliability while maintaining an open environment for teaching and learning.*

To reduce the costs of managing the new security environment, CA provided an administration solution that “allows us to provide life-cycle management for user accounts,” Mr. Goodrich explained. This solution “lets us administer access control accounts on servers by individual or by groups of individuals that have the same rights or roles. We administer roles with one process. We can then, for example, maintain the password criteria from one place for all authorized servers.” Centrally administering user accounts translates into time and resource savings. “We are administering accounts with just one staff person and one administrator,” he added.

CA also provided a firewall that runs on each server and is tailored to its communication needs. Access control logins are only permitted from certain source addresses, such as a VPN concentrator, and only services and ports that each server is designed to use are permitted. Finally, audit capability allows critical events to be identified and acted upon much more quickly. Prior to the CA solution, “this task consumed our resources. Now, they have time for other security tasks,” said Mr. Goodrich.

*“We are administering accounts with just one staff person and one administrator.”*

**Roger Goodrich**  
Senior Architect of Security and Administration

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## Result

### Empowering State-of-the-Art Education while Reducing Risks

To compete for the best and the brightest students, Brigham Young University must offer the most dynamic educational experience possible – one that takes full advantage of the latest networking and online resources. CA implemented a cross-platform security and access management solution that enabled BYU to fulfill its educational mission while reducing risks of unauthorized access, network abuse and regulatory non-compliance.

CA’s solution:

- Standardized security policies and procedures across the network
- Enables BYU to control access rights for each user on its network
- Dramatically increased the productivity of existing administrative and security personnel by streamlining administration
- Ensures all compliance problems are rapidly identified and corrected

By understanding the educational goals of BYU, CA was able to implement a security solution that enables it to deliver the educational infrastructure its students and faculty need, while reducing risk and improving system reliability and staff productivity.

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CA can help your enterprise realize the full power of IT to achieve your business goals. To learn more, and see how CA software solutions enable other companies to unify and simplify their IT management, visit [ca.com/customers](http://ca.com/customers).