Secondary eIDs Replaced with NetID Service Accounts

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Colorado State University

Agenda

1. Overview of Changes
   - From eID to CSU System NetID
   - From Secondary eIDs to Service Accounts
2. Instructions and Demos
   - How to Request, View and Manage Service Accounts
3. Questions and Answers

eID System End of Life – The Why

- eID is a custom developed set of software and integration processes
- In service since 2000 – technology is aging
- Tightly integrated with Banner's Oracle database
- Dependent on Banner availability
- Identity onboarding is a full day behind HR system entry for new employees at best.

COLORADO STATE UNIVERSITY | EIDENTITY: YOUR CSU ELECTRONIC ID

eID System End of Life – The Why (continued)

- CSU Fort Collins and CSU-Pueblo now share many systems to reduce duplication and costs.
- CSU is providing Identity & Access Management (IAM) for the CSU System.
- Provisioning technologies/systems have matured in 20 years.
- Modernize and improve IAM systems and processes.

Definitions

- **NetID** is the name for the **CSU System** Identity and Access Management (IAM) system
  - Maintained by CSU Division of IT
- The **CSU System NetID website** is a self-service web application
  - Currently serves CSU-Pueblo; CSU Fort Collins being added

- **midPoint** is the identity management software that is replacing eID processes
  - Credential store and provisioning engine
- Part of InCommon Trusted Access Platform IAM stack
  - Shibboleth for single sign-on
  - Grouper for access group management

From eID to NetID: What will change?

- ***New*** primary NetIDs will not look like eIDs.
  - The format of a new primary NetID is an uppercase C followed by a 9-digit CSU ID, for example: **C812345678**.
- CSU Fort Collins and CSU-Pueblo primary and secondary NetIDs will be stored in the same midPoint instance.
- Everyone will activate, view and update primary and secondary NetIDs on the **CSU System NetID website**.

Secondary eID Changes

- Rebranded to **NetID Service Accounts**
- No longer owned by an individual
  - But previous secondary eID owner becomes initial admin
- Departments become account owners
- Requesters are limited
  - CSU Microsoft 365/Exchange Resource Coordinators
- Grouper-managed security groups
- Yearly audit process

Goals of NetID Service Accounts

- Controlled and audited access
  - Many secondary eIDs are used for shared access
  - Allows delegated administrators to manage access
  - 2FA for account management (not implemented yet)
- Allow access for processes where a personal NetID can't or shouldn't be used
- Limited use accounts
  - Provisioned for SSO on request – not by default
- Microsoft 365 account, including email (optional)
- Stored and managed in midPoint

CSU IT policies

- Acceptable Use for Computing and Networking Resources
- Information Technology Security
  - ***4. Passwords***
    The act of authentication is the assertion that a credential (a username or other identifier) is possessed and being used by the appropriate person.

Acceptable Uses of Service Accounts

Group

- **Email address** for shared contact and support
  - for a department, unit or website
- **Short** email address used as an alias
  - e.g. *depthelp*@colostate.edu
  - Automatically forward all mail to a shared mailbox
  - e.g. *dept_helpdesk*@colostate.edu
- Group access to CSU **lab or facility resources**
  - if regular NetID access is not practical
- **Short-term access for non-CSU partners**
  - e.g. training, conference or workshop attendees and guest speakers

Individual or Machine

- **Secondary inbox** for an individual
  - (e.g. for secondary job role or large student documents)
- A true service account
  - non-personal machine account, for batch jobs, scripts, automated services
- **Testing or logging**
  - IT, PC, software or web development

Alternatives: Email

Use Cases

- Only need a shared email account?
- Only need a mailing list?
- Need an email name over 8 characters?
- Need an email name with underscores?
- Prefer Gmail?

CSU Microsoft 365 resources

- Shared Mailbox
  - no shared password
- Mailing List
  - no separate mailbox
  - New Mailing List form
- Email Alias
  - flexible naming options
- Gmail
  - Google Workspace for Education at CSU

Alternatives: Document and File Sharing

Shared Drives

- **OneDrive** for Business
  - (5 TB, can be extended)
  - Microsoft 365 at CSU
  - Share and Collaborate with OneDrive
- **Google Drive**
  - (just 25 GB)
  - Google Workspace for Education at CSU
  - Share files and other content with a group
- Departmental network drives

Collaboration Tools and Websites

- Microsoft **Teams** at CSU
  - File Sharing
- Microsoft **SharePoint** sites at CSU
- **Google Sites**
  - Google Workspace for Education at CSU

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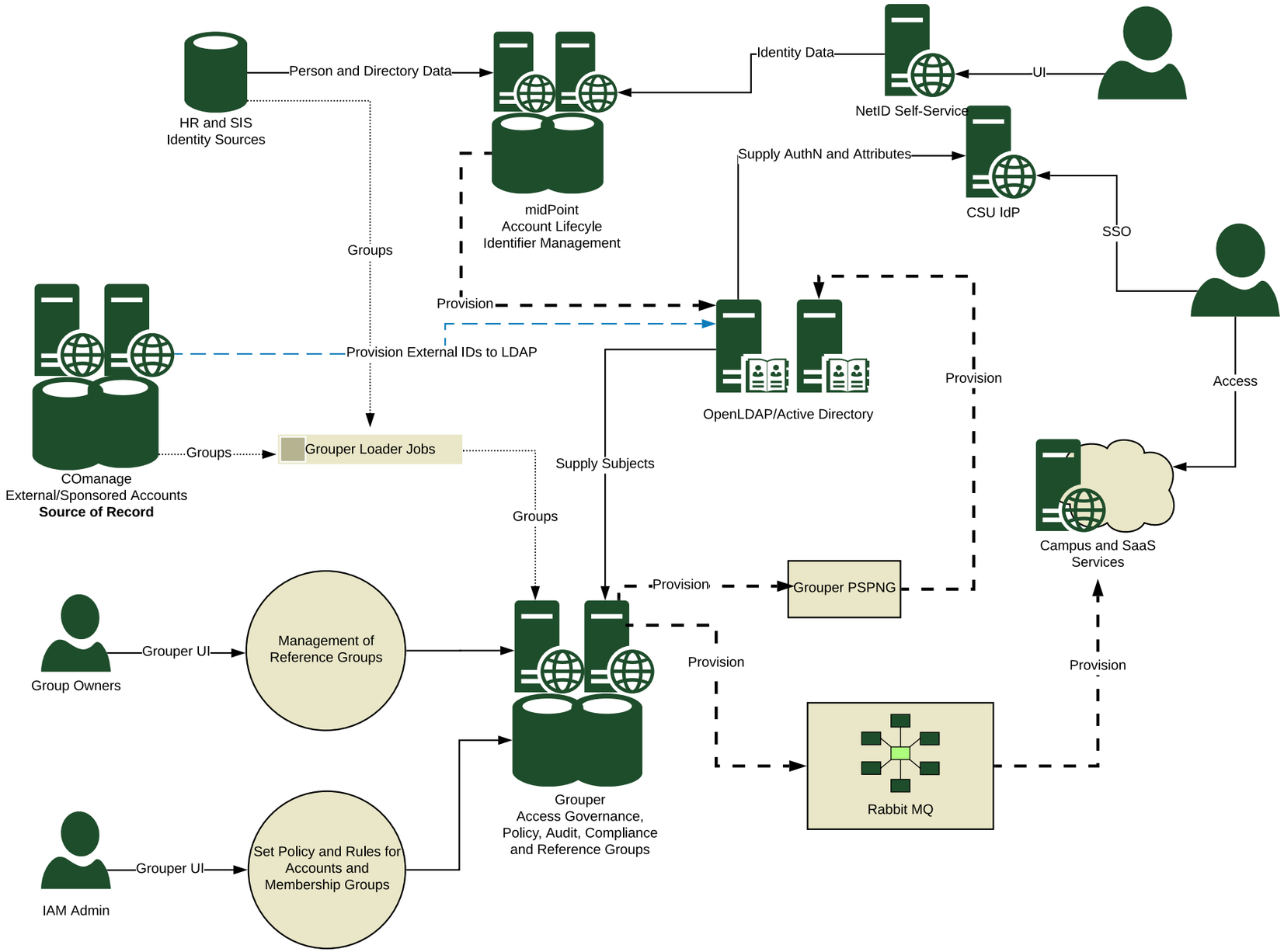
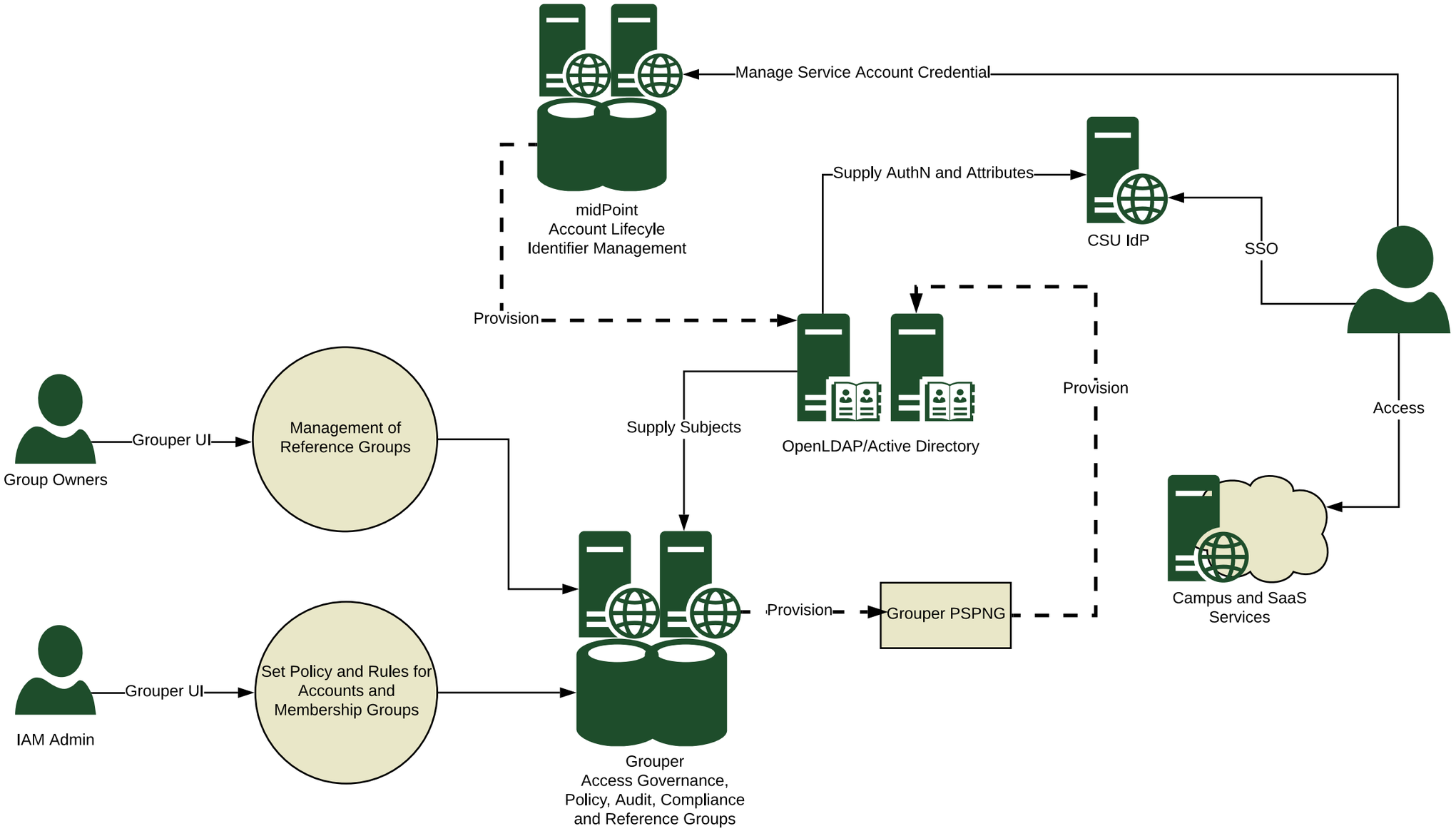
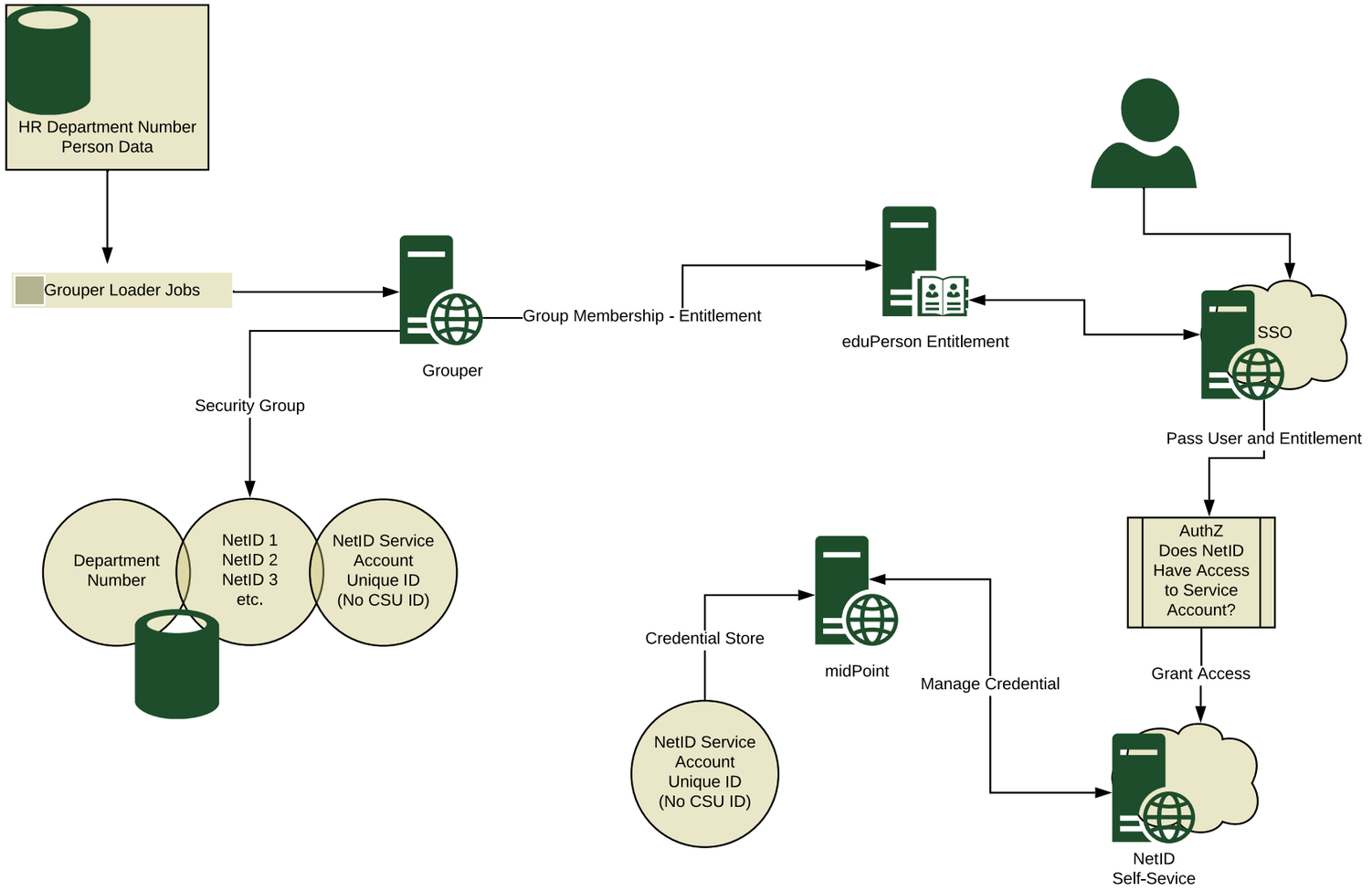


Secondary eID to NetID Strategy



Group - Service Account Relationship



Project Timeline

Past

- June-July 2022
  - Existing secondary eIDs were selected for migration.
- July-Sept 2022
  - eIDs were rebranded to NetIDs.

Present

- May 24-30, 2023
  - No new secondary eIDs are requested or created.
  - No secondary password changes.
- May 31, 2023
  - NetID service accounts replace secondary eIDs.
  - NetIDs managed on CSU System NetID website.

Future (dates are tentative)

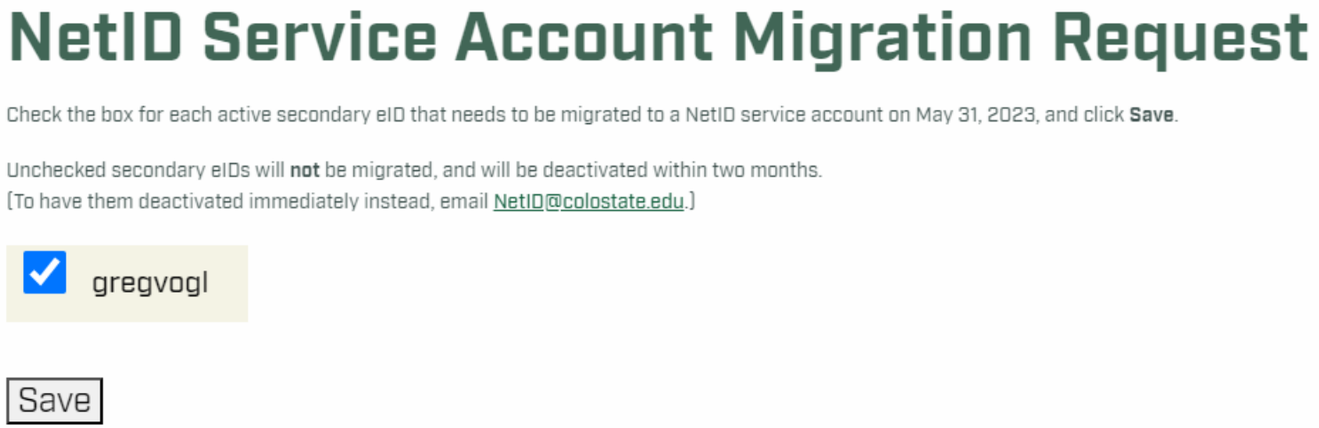
- July 21-23, 2023
  - Primary NetID account migration to MidPoint.
  - No primary or secondary account changes.
- July 24, 2023
  - CSU System NetID website fully replaces the CSU Fort Collins NetID (eID) website.
- October 2, 2023
  - Unmigrated Secondary eIDs are deactivated.
    - Microsoft account removed.

Requesting Migration of Secondary eIDs

1. Check your secondary eIDs in CSU Fort Collins NetID.

2. Check your secondary eIDs you requested for migration.
   - Do not need any migrated? No action needed.
   - Already requested? No action needed.
   - Need to migrate more NetIDs? Resubmit the form.
   - One of your secondary eIDs is missing but needs migration? Contact us.
   - Want an unused secondary eID deactivated immediately? Contact us.

3. Check your service account groups in Grouper.
   - A secondary eID you requested for migration is missing? Contact us.



Requesting New NetID Service Accounts

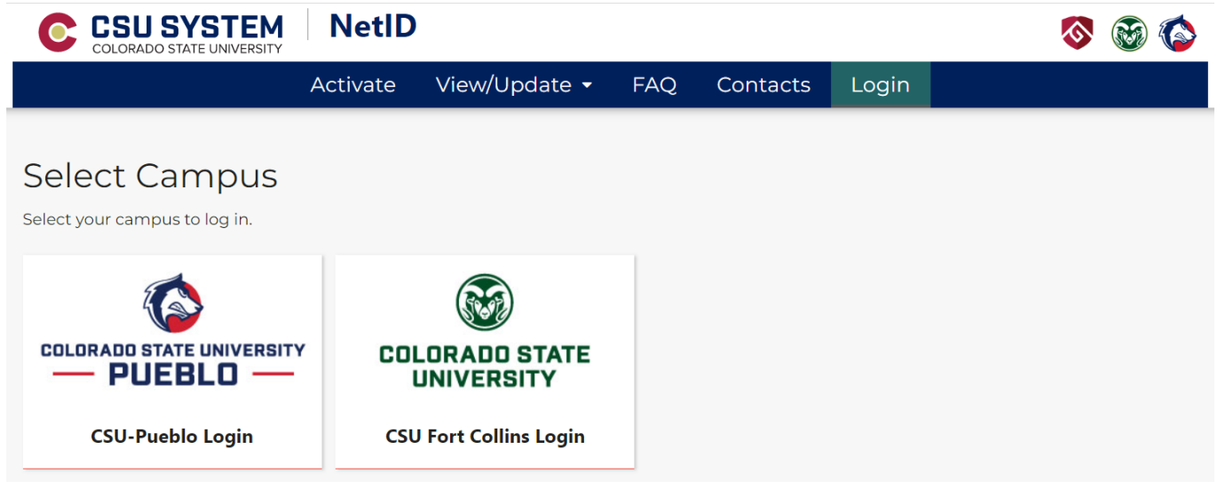
Starting May 31, 2023, you can request **new** NetID service accounts.

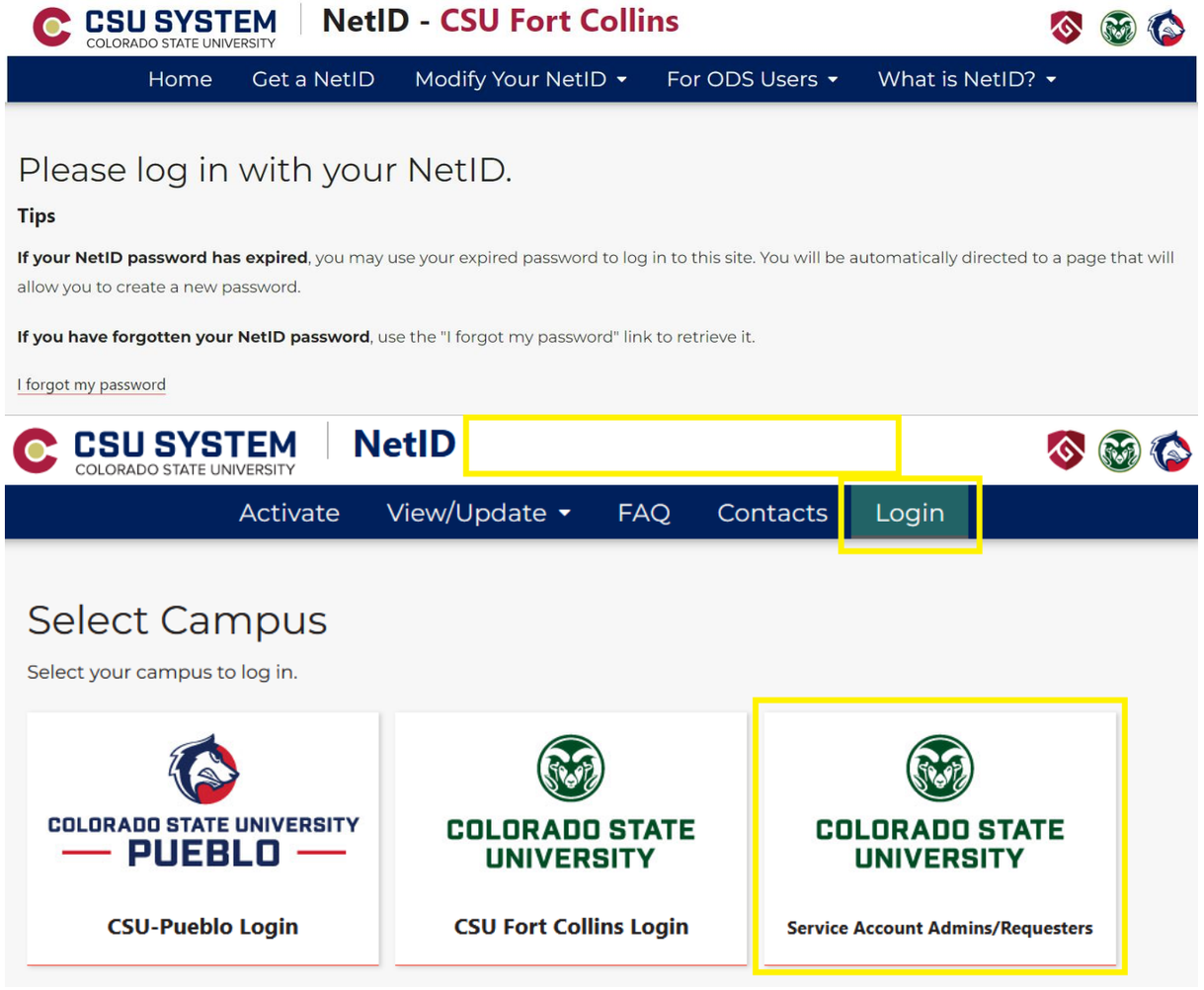
1. Copy form from NetID FAQ: How do a request a service account?
2. Paste into an email to your Resource Coordinator.
3. They can review it and submit a Service Account Request.

Question	My Answer
Does the service account need a Microsoft 365 account? (Yes/No) (Outlook email, OneDrive cloud storage, and other Microsoft Office applications)	
Email domain (colostate.edu for CSU Fort Collins or csupueblo.edu for CSU-Pueblo)	
NetID of service account (2 to 8 lowercase letters and numbers, starting with a letter)	
NetID of primary administrator (often your NetID)	
Department number	
Department name	
Unit name (may be same as department name)	
Account Information (For internal reference in the NetID system and Grouper. Will not be published to Microsoft 365 or the Global Address List.)	
Account name (A friendly name for the service account. May be a program or service name.)	
Account description (Account purpose, uses, users, additional admin NetIDs, etc.)	

CSU System NetID Temporary Login

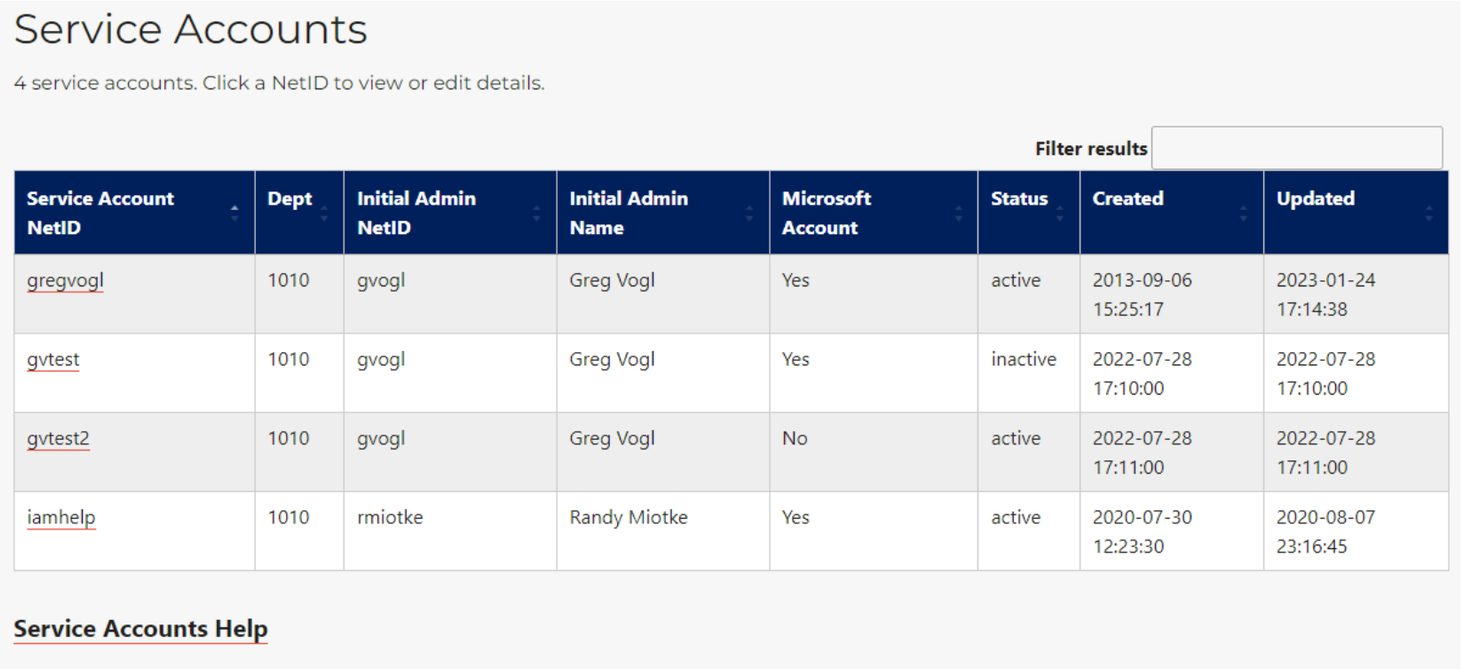
- May 31-July 20
  - CSU System NetID header does not specify a campus
  - **CSU Fort Collins Login** goes to CSU Fort Collins NetID
  - **Service Account Admins/Requesters and NetID admins** have a separate login option for CSU System NetID
- Starting July 24
  - CSU Fort Collins Login goes to CSU System NetID





Viewing Your NetID Service Accounts

1. Log in to CSU System NetID.
2. Click **View/Update** > Service Accounts to display service accounts you administer.
3. Click a NetID to view or edit details of the service account.



Service Accounts

4 service accounts. Click a NetID to view or edit details.

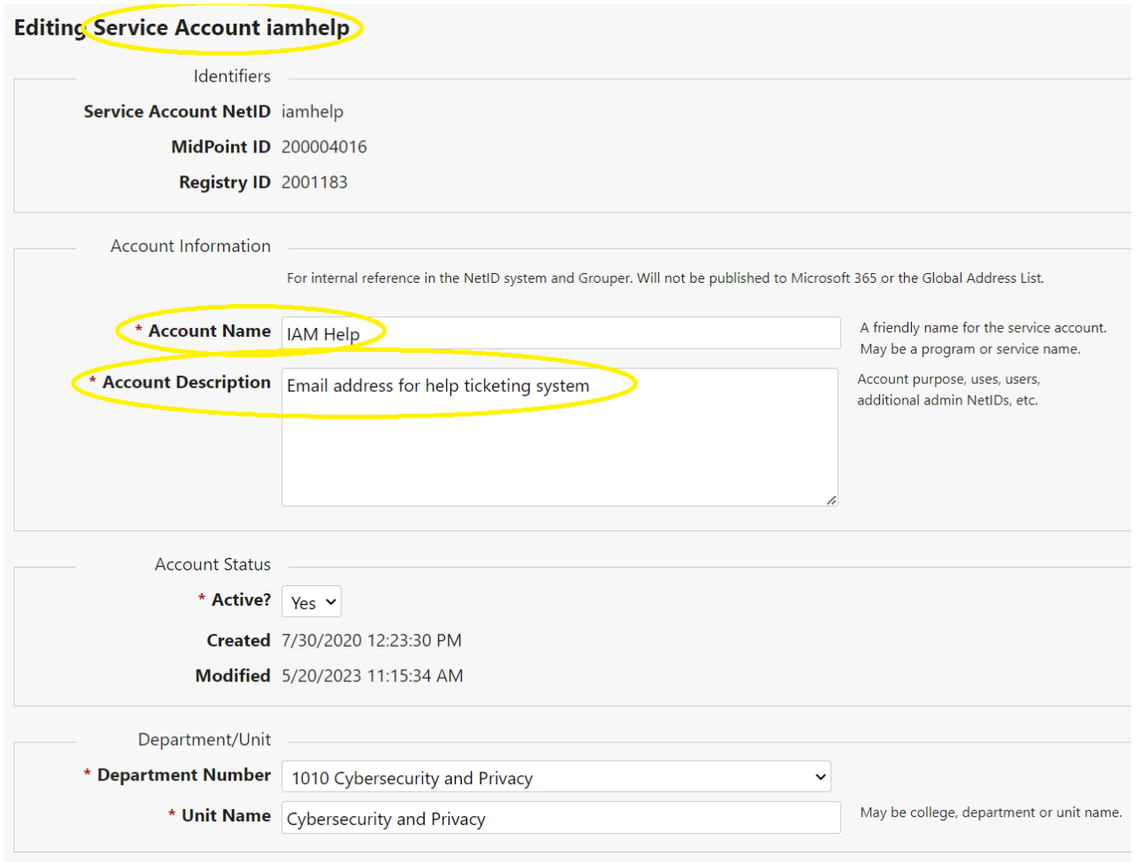
Filter results

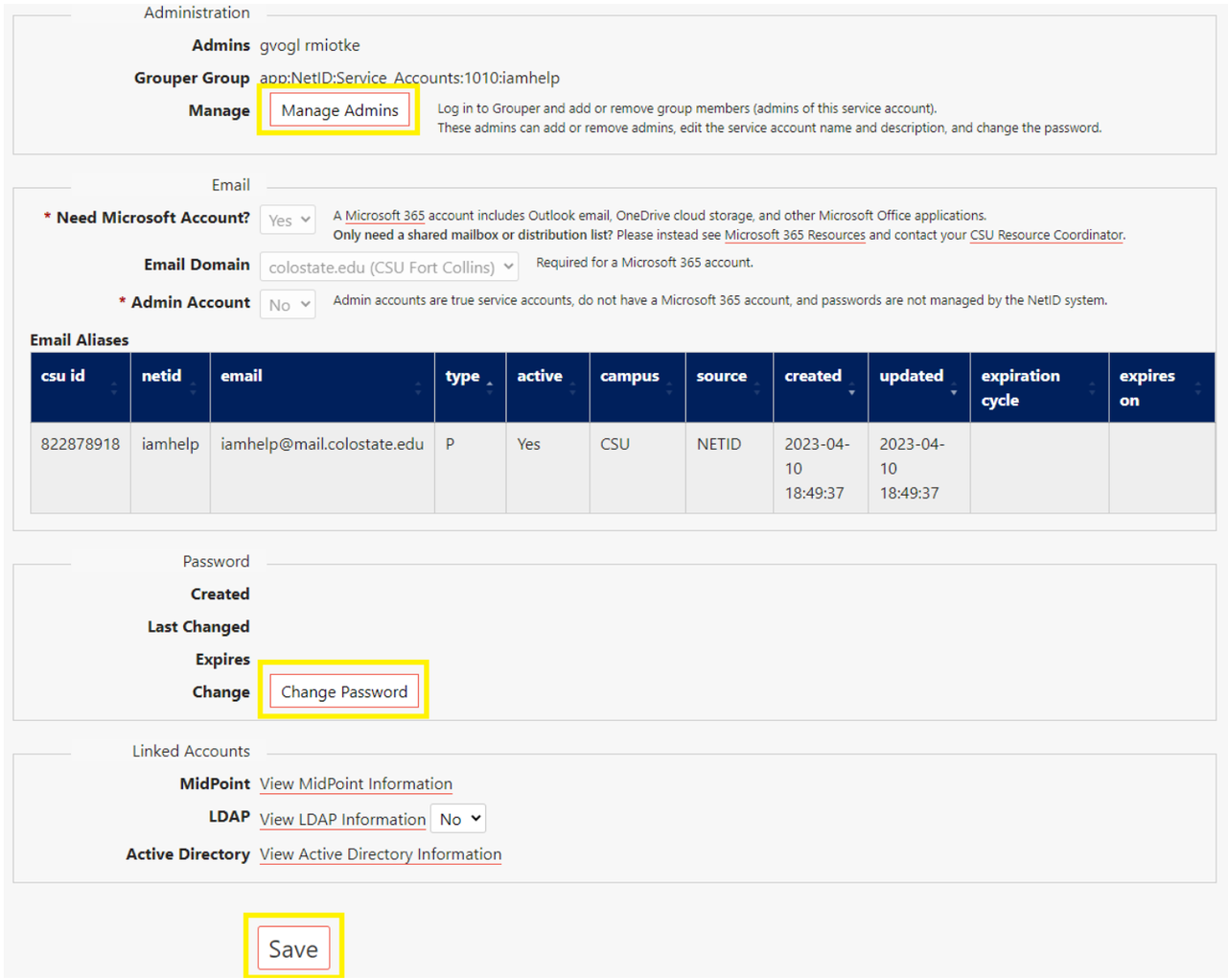
Service Account NetID	Dept	Initial Admin NetID	Initial Admin Name	Microsoft Account	Status	Created	Updated
gregvogl	1010	gvogl	Greg Vogl	Yes	active	2013-09-06 15:25:17	2023-01-24 17:14:38
gvtest	1010	gvogl	Greg Vogl	Yes	inactive	2022-07-28 17:10:00	2022-07-28 17:10:00
gvtest2	1010	gvogl	Greg Vogl	No	active	2022-07-28 17:11:00	2022-07-28 17:11:00
iamhelp	1010	rmiotke	Randy Miotke	Yes	active	2020-07-30 12:23:30	2020-08-07 23:16:45

Service Accounts Help

Viewing and Editing a Service Account

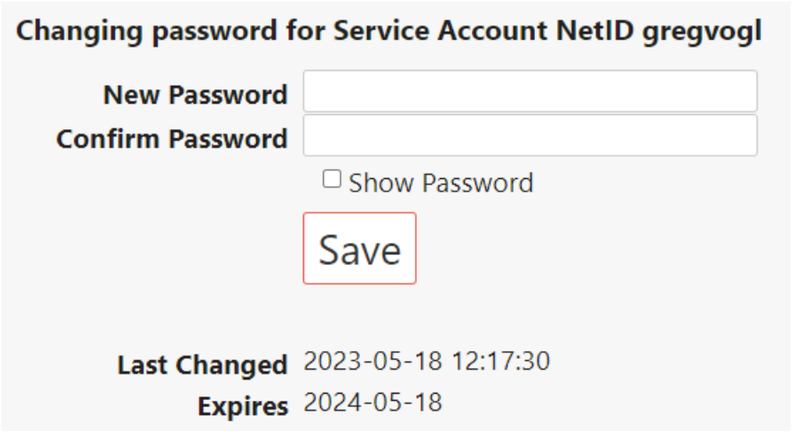
- Admins can only edit Account Name and Description, Manage Admins, and Change Password.
- Need other changes? Contact us.





Changing Password of Service Account

- Passwords expiring May 1-Aug 1 extended 90 days
  - Expiration email notifications temporarily deactivated
  - Fort Collins primary and secondary NetIDs only
  - Intended to prevent lockout during NetID migration
- Many secondary eIDs have expired passwords
  - Check expiration dates of yours
  - IT security policy requires annual password changes
- Same password requirements as for primary NetIDs
  - Slight changes from Fort Collins NetIDs
- See FAQ for securely sharing password if necessary



Password Requirements

- Your password must be 15 to 30 characters long.
- Only use these characters: letters a-z and A-Z, numbers 0-9, and **! % + - . : ? [ ] ^ _ ` { | } ~**
- Do not include any of these special characters: **blank_space @ $ & " ( ) ' ; = # * < > , / **
- Do not include your CSU ID, or legal first or last name.
- Do not use just one dictionary word (even if it is long enough).
- Do not reuse a password you previously used for this account.
- Do not repeat a character 5 or more times in succession. (Avoid "aaaaabbbbbccccc".)
- Change your password at least every 12 months.

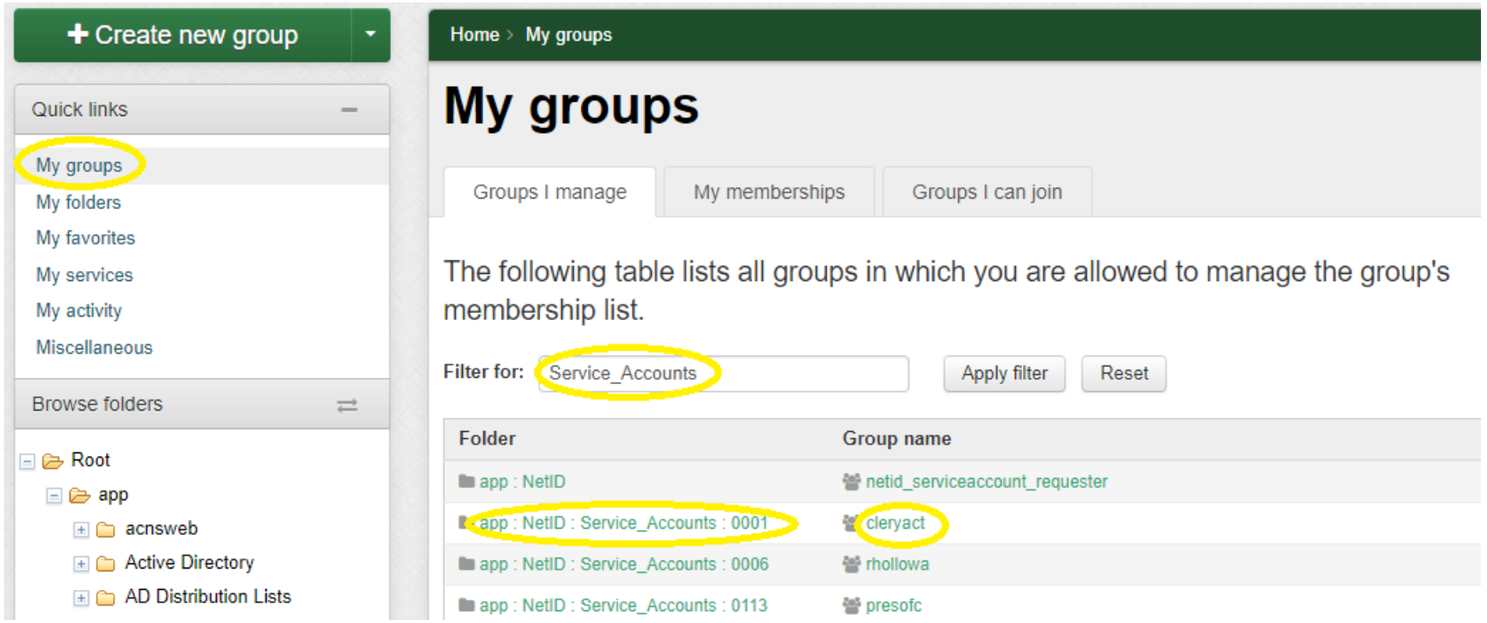
Adding Service Account Administrators

- Recommendation
  - Add at least one person in addition to yourself.
- Reasons
  - They can be your backup in your temporary absence.
  - Transfer administration to someone else before you leave.

- People you might want to add
  - Your Resource Coordinator or RC group
  - Department IT staff member, admin assistant, or head
- People not to add
  - Students (who are not full-time faculty or staff)
  - Vendors (instead request an associate NetID from HR)
  - Anyone who should not have full control of the account

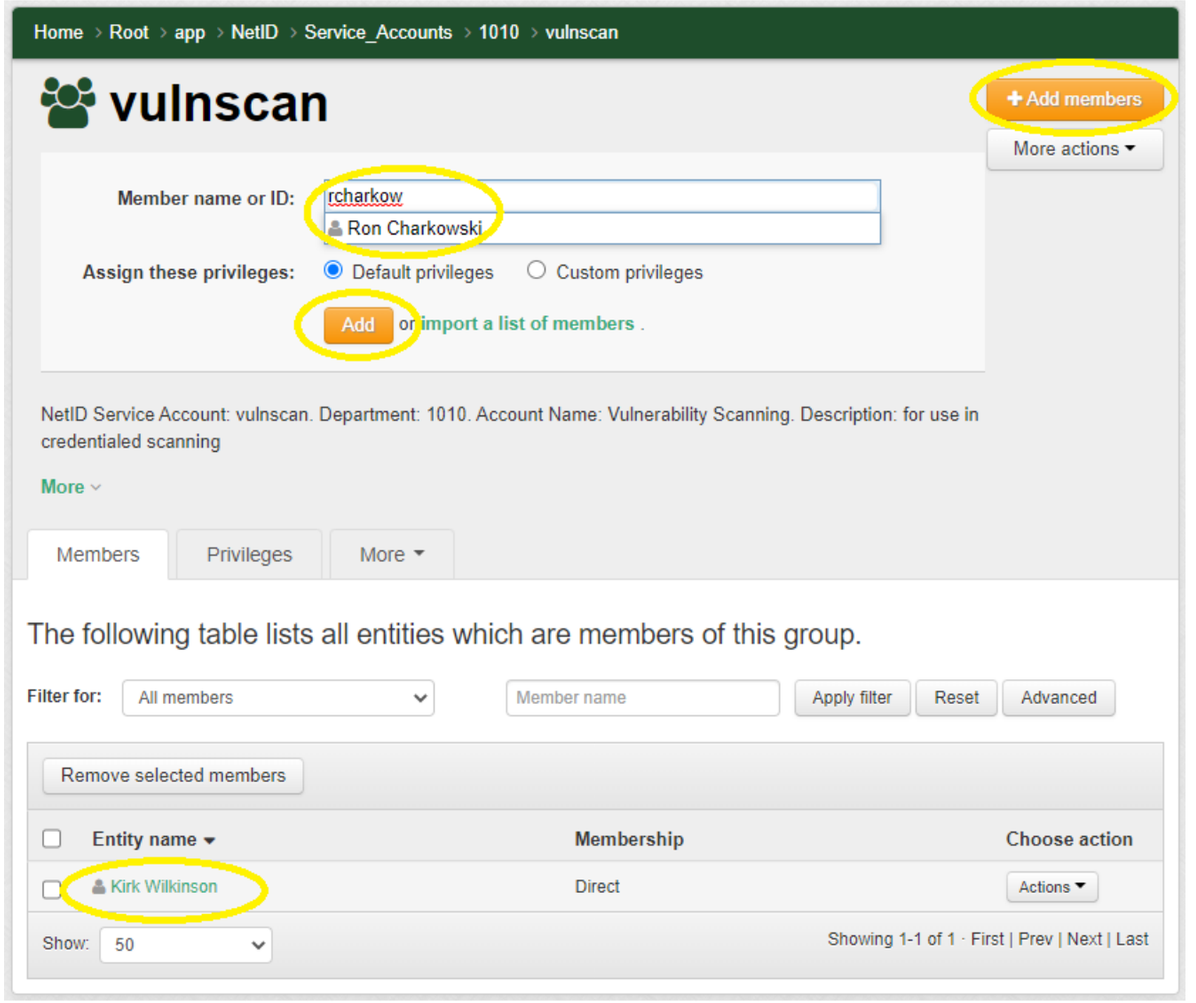
Viewing Service Account Grouper Groups

1. Grouper requires a campus IP address.
   - On Campus Ethernet or Wireless
   - CSU GlobalProtect VPN
2. Log in to Grouper with your NetID + Duo.
3. Click My groups.
4. Filter for Service_Accounts (if needed).
5. Click a **Folder** to view department groups.
6. Click a **Group name** to view members.



Adding Group Members

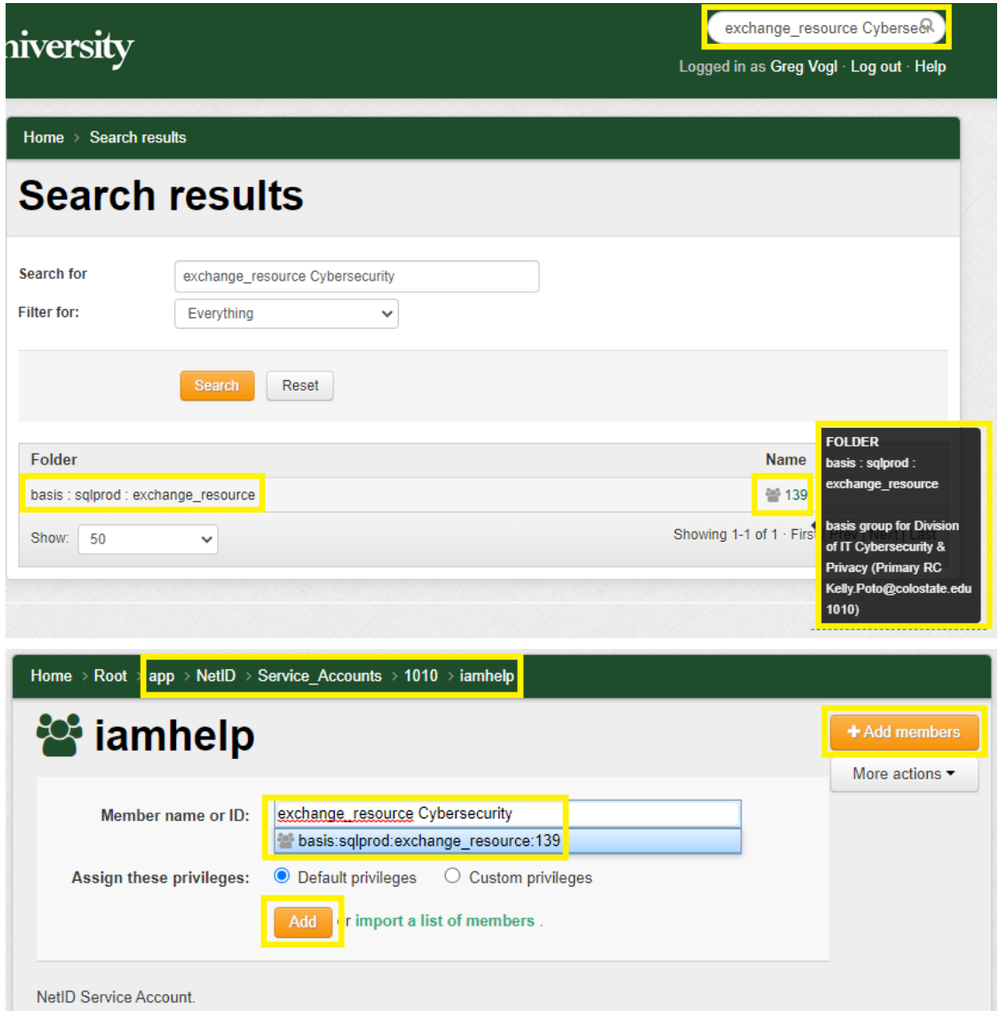
1. View existing members in **Members** tab under **Entity name**.
2. Click **+Add members**.
3. For **Member name or ID**, type the new admin's name or NetID.
4. Click a member name to select it.
5. Click **Add**.



Adding an RC Group as a Member

- **Resource Coordinator groups** include primary and secondary (backup) coordinators.
  - Folder is **basis : sqlprod : exchange_resource**
  - Group name is a number (not department number)

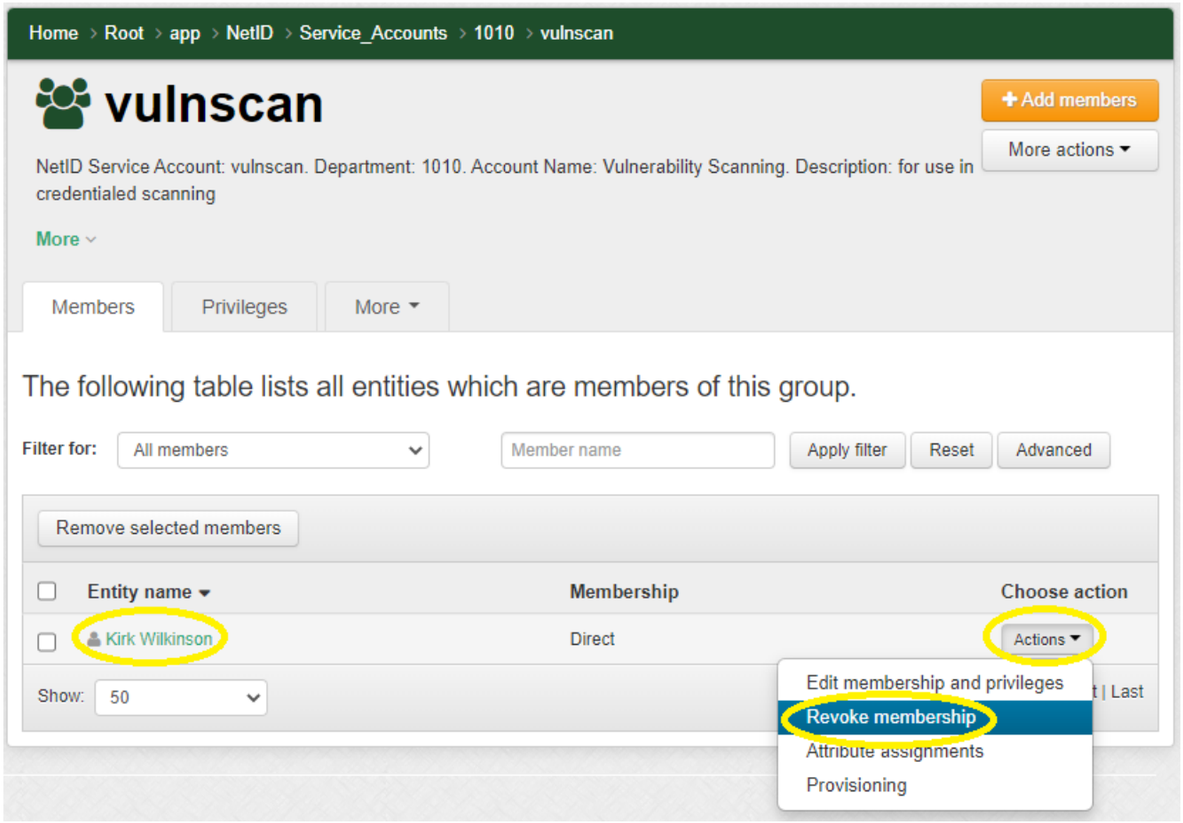
1. Search Grouper for exchange_resource and the group name (or department name or number).
   - For multiple results, mouse over the name of each result to find the correct group and primary Resource Coordinator (RC).
2. **+Add members** in your service account group



Revoking Group Memberships

1. Find the person under **Entity name**.
2. Under **Choose action**, select **Actions** > **Revoke membership**.

- You can remove yourself to completely transfer service account administration to someone else.
- You should not remove yourself until after you have added another member.



LDAP Entitlements

Creation, Release, Use

- Grouper groups can add entitlement attributes to user LDAP records.
- After single sign-on, Shibboleth releases LDAP attributes to apps.
- Apps like NetID use these attributes to assign roles and permissions.

Examples

- NetID admins can see entitlements at **Person Admin > LDAP**: https://eid.colostate.edu/csusystem/admin/ldap.aspx?netid=<netid>
- Service account **requester** entitlement: https://colostate.edu/**netid/serviceaccount/requester**
- Individual **service account admin** entitlement format: https://colostate.edu/**netid/svc_acct/<netid>**

https://colostate.edu/duo
https://colostate.edu/kuali/financials/user
https://colostate.edu/kuali/research/user
https://colostate.edu/linkedinlearning-csu
https://colostate.edu/netid/partial/admin
https://colostate.edu/netid/serviceaccount/requester
https://colostate.edu/netid/svc_acct/ex11user
https://colostate.edu/netid/svc_acct/ex12user
https://colostate.edu/netid/svc_acct/ex13user

NetID Admin Privileges

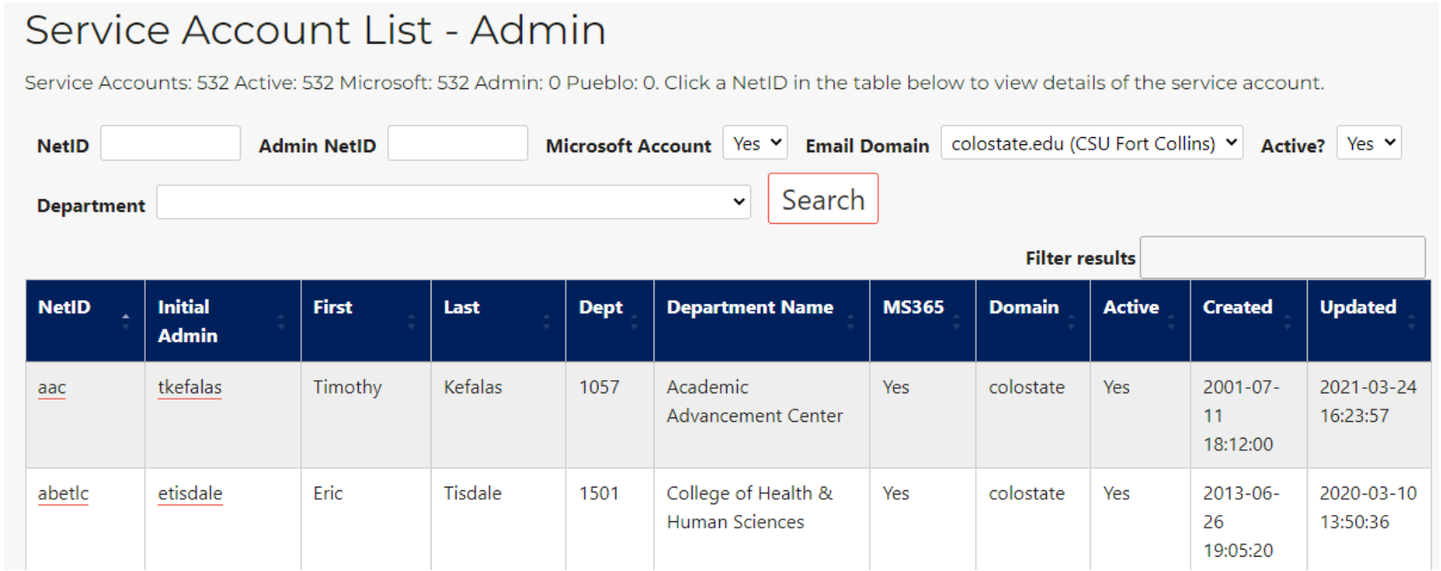
- **Service Account Admins** can view service account details, change the password, manage admins, and access the Microsoft 365 account including Outlook email.
  - They are members of Grouper groups for one or more service accounts.
- **Service Account Requesters**
  - Can view all service accounts
  - Can request new service accounts
  - Almost all requesters are Resource Coordinators
- All **NetID Admins** can view all service accounts.

Actions	Menu	Admin Roles							
		Full	Partial	Help Desk	Read Only	Activation Email	Admin Requester	Service Account Requester	Bulk
Person Search, Advanced Search	Admin	Yes	Yes	Yes	Yes	No	No	No	No
View Person Info	Person Admin	Yes	Yes	Yes	Yes	No	No	No	No
View MidPoint, LDAP, AD, Exchange Accounts	Person Admin	Yes	Yes	Yes	Yes	No	No	No	No
View Email Alias	Person Admin	Yes	Yes	Yes	Yes	No	No	No	No
View Logs	Admin, Person Admin	Yes	Yes	Yes	Yes	No	No	No	No
View Usage and User Statistics	Admin	Yes	Yes	Yes	Yes	No	No	No	No
View NetID Administrators	Admin	Yes	Yes	Yes	Yes	No	No	No	No
Request Admin Privileges	Admin	Yes	No	No	No	No	Yes	No	No
View Service Accounts	Admin	Yes	Yes	Yes	Yes	No	No	Yes	No
Request Service Accounts	Admin	Yes	No	No	No	No	No	Yes	No
View System Status and Data Refresh Schedule	Admin	Yes	Yes	Yes	Yes	No	No	No	No
Add, Remove Activation Emails	Person Admin	Yes	Yes	Yes	No	Yes	No	No	No
Add, Remove Recovery Emails	Person Admin	Yes	Yes	Yes	No	No	No	No	No
Reconcile Account	Person Admin	Yes	Yes	Yes	No	No	No	No	No
Reset Password	Person Admin	Yes	Yes	No	No	No	No	No	No
Disable Account	Person Admin	Yes	Yes	No	No	No	No	No	No
Update Email Alias	Person Admin	Yes	Yes	No	No	No	No	No	No
View Duo Devices	Person Admin	Yes	No	No	No	No	No	No	No
Add/Remove NetID Administrators	Admin	Yes	No	No	No	No	No	No	No
Add/Remove NetID Service Accounts	Admin	Yes	No	No	No	No	No	No	No
Bulk Activate Extended Studies Students	Admin	Yes	No	No	No	No	No	No	Yes

Listing Service Accounts

- Restricted to Service Account Requesters and NetID Admins

1. Go to **Admin** > Service Account List
2. Search by NetID, initial admin, department
3. Defaults: MS account, your campus, active
4. Filter results – enter text in any field(s)
5. Click column header to sort by any field
6. Click a NetID to view service account details

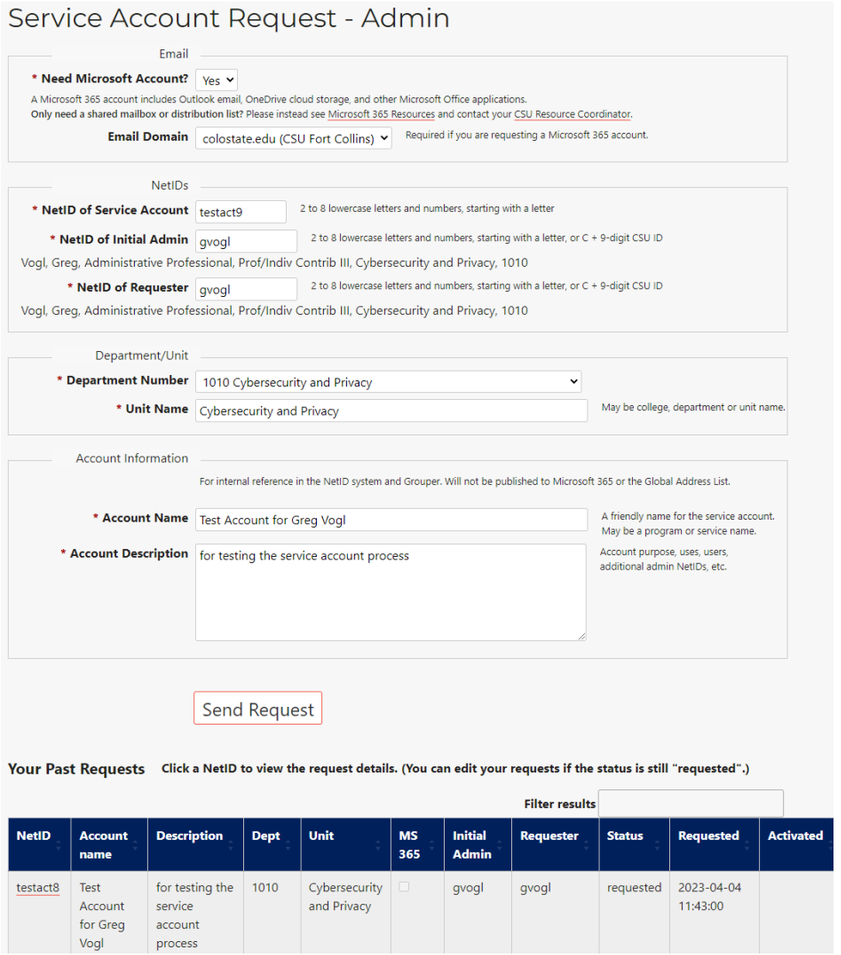


Requesting Service Accounts

- Restricted to Service Account Requesters

1. Determine if a service account is appropriate.
   - If not, suggest alternatives to consider.
2. Assure the service account NetID has correct format.
3. Go to **Admin** > Service Account Request
4. Copy and paste details from the email.
5. Click **Send Request**.

- View the status of your past requests in the list.
- Click a NetID to view the request details.
  - Editable if status is still “requested”



More Information

- CSU Division of Information Technology: NetID
- CSU System NetID FAQ: Service Accounts
- CSU System NetID: Contacts