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All UC locations represented in the award submission: UCSF

Specified award category(ies) being submitted for:

- Sautter Award

Name of project being proposed for an award: Serving Alumni on their own Terms (i.e., their own social logins)

Names of project leader(s) and team members:

Project Leaders: Doug Carlson, Kevin Yeung, Kevin Dale

Team Members: Alvin Yue, Zack McQueen, Robert Turbyfill, Angela Fang

A summary (one to three sentence):

The Okta/Google/Student Information Systems (SIS) integration allows UCSF alumni to use their Google/Gmail account and phone number (for multifactor authentication) to login into the Student Portal to utilize alumni services such as transcript ordering.

Project Narrative:

For security and maintenance purposes, universities deprovision their former students' accounts when they leave the university, such as when students graduate or withdraw from their programs. A problem occurs when the alumnus need to use their now deprovisioned account to log into university applications for ordering transcripts, updating contact information for alumni services, or perform other university services. If an alumnus' account is not deprovisioned, IT Security and Identity and Access Management teams would have the burden of continuing to support and maintain former students' accounts. Furthermore, even if their accounts are maintained, an alumnus would have difficulty remembering a password that hasn't been used in a very long time.

Working with UCSF IT Security, Identity Access Management, the Registrar's Office, and Student Information Systems (SIS), we securely implemented a methodology that would allow alumni to use their Gmail account and phone number (for multifactor authentication) to log into the SIS. We targeted using Gmail accounts in this first phase of the project instead of other social logins because 82% of our alumni had a Gmail account.

Instead of directly going through Google Authentication and their APIs, the design incorporated SIS interfacing with Okta that then interfaces with identity providers. Okta is a third-party vendor that provides cloud software that helps companies manage and secure user authentication into applications, and for developers to build identity controls into applications, website web services, and devices. This robust suite of functionalities allows us to design our framework and integration for the future and with

great adaptability and flexibility. A later phase of the project will allow alumni to use other social login or social authentication such as Apple or Facebook, as well as identity providers that support OpenID Connect or SAML protocols.

This project was launched on March 8, 2022, and within an hour after the launch and without any announcements (as this was a soft launch) alumni immediately started to use this functionality, both for its intuition and ease of use. Securely using social logins to authenticate into enterprise-level applications is a major IT milestone and pioneering work at UCSF. This is something that has never been done before at UCSF nor do we believe at any other UC campuses.