sola kommune
Ansvar for hverandre

Industry: Education

Country: Norway

No. of Users: 3800

About Customer:

Sola kommune is a local government administration responsible for 11 public schools on the south west coast of Norway. Sola is a municipality with 24,000 inhabitants and is located just south of the town called the "Norwegian Oil capitol", Stavanger. This year they have built a new educational network for the schools. It is based on Windows 7 on the clients and Windows 2008 R2 servers.

"We were looking for some software that made it easy for the IT-teachers to change passwords for the pupils and teachers. We did not want the pupils to change their passwords through a self-service solution. It was important for us that we could give the IT-teacher of school A rights for resetting passwords only on school A, not on all of the others." says Per Erik Mikalsen

Case Description:

Sola Kommune runs 11 schools in Norway. Every pupil and teacher of each school has their own user account in Active directory. Active Directory, with enforced password complexities may always lead to forgotten password / account lockout issues. Students, denied with the service, needs to get the reset/unlock actions done. It's very friendly for students and teachers that, having a representative helping them in the problems, instead of answering security questions to reset their password by self. Sola Kommune wants to delegate authorities to the corresponding representatives in right boundaries.

Solution:

The apt case is that school has to manage password reset / account lockout requests instantly & easily, as well ensuring the security. As students can approach their department easily, every IT-teacher has to be delegated with the authority to reset / unlock the accounts for their group of students. JiJi Help Desk Password Reset software is a one nice solution, which expertise in delegating the authorities to a very granular level, fits in the frame perfect.

It's a very easy to use web application, where in administrator can set up the delegations based on the school's / schools' work model. Administrator could also watch the logs through the daily or on-demand reports. This gives admin a good control over the system. Sola Kommune was very eager to find a solution for their requirement and approached us. Goes without a saying, that they were delighted with JiJi's implementation and its efficient management of delegation.

Per Erik says
"We were looking for some software that made it easy for the IT-teachers to change passwords for the pupils and teachers. We did not want the

pupils to change their passwords through a self-service solution, since our pupils are from age 6 and they can't answer security questions. We also wanted a clean and easy to use GUI so that changing passwords should be as easy as possible. It was important for us that we could give the IT- teacher of school A rights for resetting passwords only on school A, not on all of the others".

"Searching the web we came over the JiJi Password reset solution. It met our needs 100%. It has a very easy to use GUI and works exactly as we want. It was easy to set up the rights to whom the different IT-teachers should be able to change passwords for."

We are always different in market, as we work out the very basic factors such as simple User Interface, flexible settings, low costs, and ever-ready support. You can find this from Per Erik's words.

"The support from JiJi Technologies has been excellent, both in the pre-sale phase and after setting the system in production. We are very satisfied with our JiJi Technology password reset solution!"

Benefits:

- Systematic approach to handle password reset and lockout queries
- Reduces help desk time as well as shares work load
- Minimize password tickets
- Provision for granular level delegation
- Help desk audit logs/reports ensures security and can be used for compliance requirement

About JiJi Technologies:

JiJi Technologies, a global leader in system management and security solutions for Active & Group Policy based environment. With extensive real world knowledge and experience, JiJi Technologies maximize technology investments and achieve measurable cost savings. JiJi Technologies serves customers over 40 countries. Other products offered by JiJi Technologies are, Active Directory Reports, Active Directory Cleaner, Active Directory Bulk Manager, Password Expiration Notification, Self-service Password Reset, GPO Search, GPO ExIm and Self Extractor.

Microsoft Partner

Gold Independent Software Vendor (ISV)

AllianceONE Partner