



Tiffin University is a private university located in Tiffin, Ohio. Founded in 1888, Tiffin University has a student population of over 4,000 students and around 200 administrative staff members. TU is HLC accredited and offers undergraduate programs in business, arts, science, criminal justice and social science. MBA, MEd, MS and MH graduate programs are also available.

TU operates a student help desk, and a professional help desk with three dedicated IT admins. A walk-up window is provided for students with IT related questions.

The Problem

Security is a top concern for TU. They wanted to be able to empower the student help desk without giving each member elevated rights and specialized knowledge of IT tools. They needed a way to provide more granular, task-based rights. Because the TU IT team are not scripting experts, they needed some assistance with identifying use cases in greater detail, creating scripts and easily delegating them to the correct personnel.

The first of many use cases is allowing student help desk personnel to reset student passwords without having to involve IT. The second use case is to eliminate App group bottlenecks by allowing IT personnel to quickly identify and fix issues in Active Directory and Power Campus applications.

The Solution

TU administrators worked closely with Cimitra to create the scripts necessary for password resets and finding/changing student information in Active Directory and Power Campus applications. Once the scripts were created and reviewed, TU connected the scripts to the Cimitra system and delegated push-button access.

“We are very concerned about security and having to give out elevated rights to student help desk workers. We needed an easy to install, implement and use system for creating and delegating scripts. The use cases we identified and the auditing functions easily justified the purchase for us. We are seeing automation use cases everywhere now.”

Jennifer Stuller | *Systems Administrator @ Tiffin University*

When you factor in all the wait times, handoffs and such, small tasks turn into large, time-consuming ones.