

Single Sign On

for Planview® IdeaPlace

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1 Planview IdeaPlace Single Sign on Overview

IdeaPlace integrates with your single sign-on solution, making it easy and convenient for your audience to participate in crowdsourced innovation. IdeaPlace is designed to use the Shibboleth SAML SP service to integrate with customer SSO services that support SAML 2.0. This enables a secure login to your IdeaPlace platform for all authorized users. Just-in-Time provisioning reduces administrative costs and removes barriers for new users to join the platform.

How it works

Each time a user attempts to access the platform, IdeaPlace uses Shibboleth to pass authentication responsibilities to your network. After users authenticate, their network identity is picked up automatically, enabling access to IdeaPlace without the need to re-enter their username or password. IdeaPlace supports a variety of attributes, so you can limit access to different communities and challenges based on specific elements of an employee profile (e.g. department, role, geography, etc.) and report on participation by attribute. Just-in-Time provisioning eliminates the need to create IdeaPlace accounts in advance. The first time a user connects to IdeaPlace, SSO prompts your identity provider to pass the correct user information to IdeaPlace and an account is automatically created. You can both create and modify IdeaPlace accounts in this way, reducing the manual administration time spent on user management.

Key Benefits

IdeaPlace integrates with your single sign-on solution to maximize audience participation and minimize administrative effort.

1. **Increase Adoption:** When a single password provides access to your network and IdeaPlace platform, users are more likely to participate in IdeaPlace community discussions and innovation challenges.
2. **Enhance User Experience:** Simplified access delivers a better user experience for increased employee engagement.
3. **Reduce Administrative Costs:** Just-in-Time provisioning creates accounts on-demand, as part of the single sign-on process, eliminating the need to import users into IdeaPlace. Additionally, user updates are automated via the same process.
4. **Increase Security:** SSO means any password policies established for your corporate network are also in effect for IdeaPlace. With just one password to memorize, users are less likely to engage in bad habits such as writing down or sharing passwords, and more likely to support your compliance efforts.
5. **Attribute Details:** The ability to pass user attributes enables the ability to grant access to participants based on department, location, etc. as well as report on these attributes.

2 Planning and Implementation Process

Considerations

Beyond the four required attributes (First name, Last name, Username, E-mail), IdeaPlace can receive any number of user attributes that may be useful for the support of an innovation program or related reporting. Share your specific needs with your IdeaPlace Customer Care Consultant prior to implementation, so we can ensure your solution is configured appropriately. Additionally, the IdeaPlace API supports user management options, which can also help you automate the delivery and maintenance of IdeaPlace users.

Timing

The SSO implementation process typically takes two weeks, but depends heavily on resource availability, project team experience, and single sign-on readiness of the corporate network. In addition to elapsed project time, there is often additional lead time required to secure necessary IT resources. To assist you with planning, we are happy to provide additional technical details to prepare your local team in advance to ensure they are prepared to complete the SSO integration in plenty of time for your desired launch date.

Process

IdeaPlace is there to help you at every step of the process. Our SSO integration service includes:

- Agreement on pre-requisites and target timeline
- Configuration of SSO integration in your IdeaPlace sandbox environment, if purchased.
- Configuration of SSO integration in your IdeaPlace production environment
- Inclusion of additional user attributes as desired
- Testing support for final verification of SSO in production

3 Technical Requirements

- Configure your Identity Manager platform to perform a federated single sign-on with a service provider (IdeaPlace) using SAML 2.0 protocol.
- Enable your identity management system to supply IdeaPlace with four core attributes for every user: a unique immutable identifier (aka username), unique email address, first name (given name), and last name (surname).
- Add IdeaPlace as a trusted service provider (SP) for your SSO solution.
- Provide a project manager to secure your local IT resources, monitor deliverables, and coordinate with the IdeaPlace Customer Care Consultant assigned to your case.