

# Case Study

Transforming Onboarding at Jupiter with Okta Integration

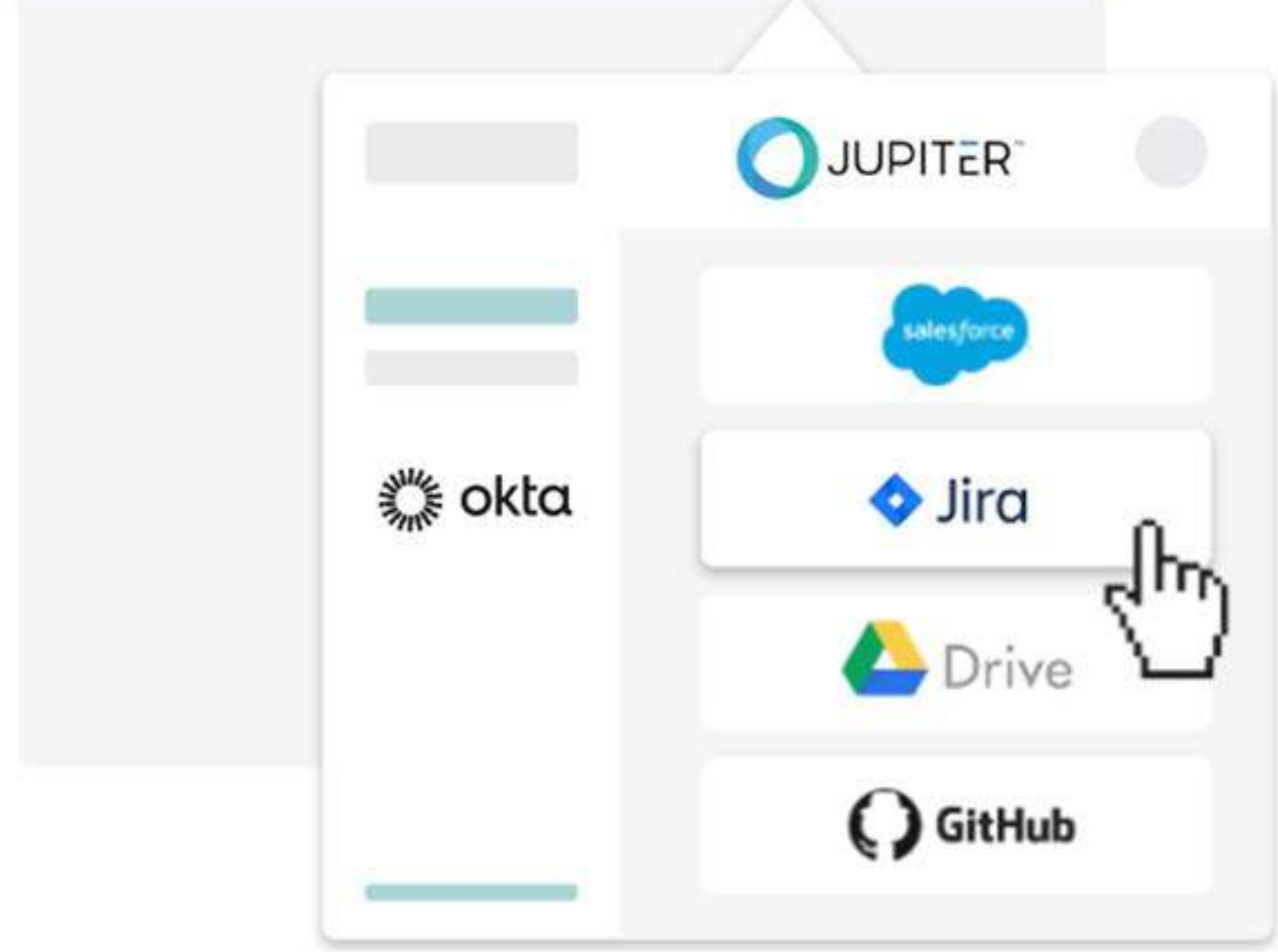
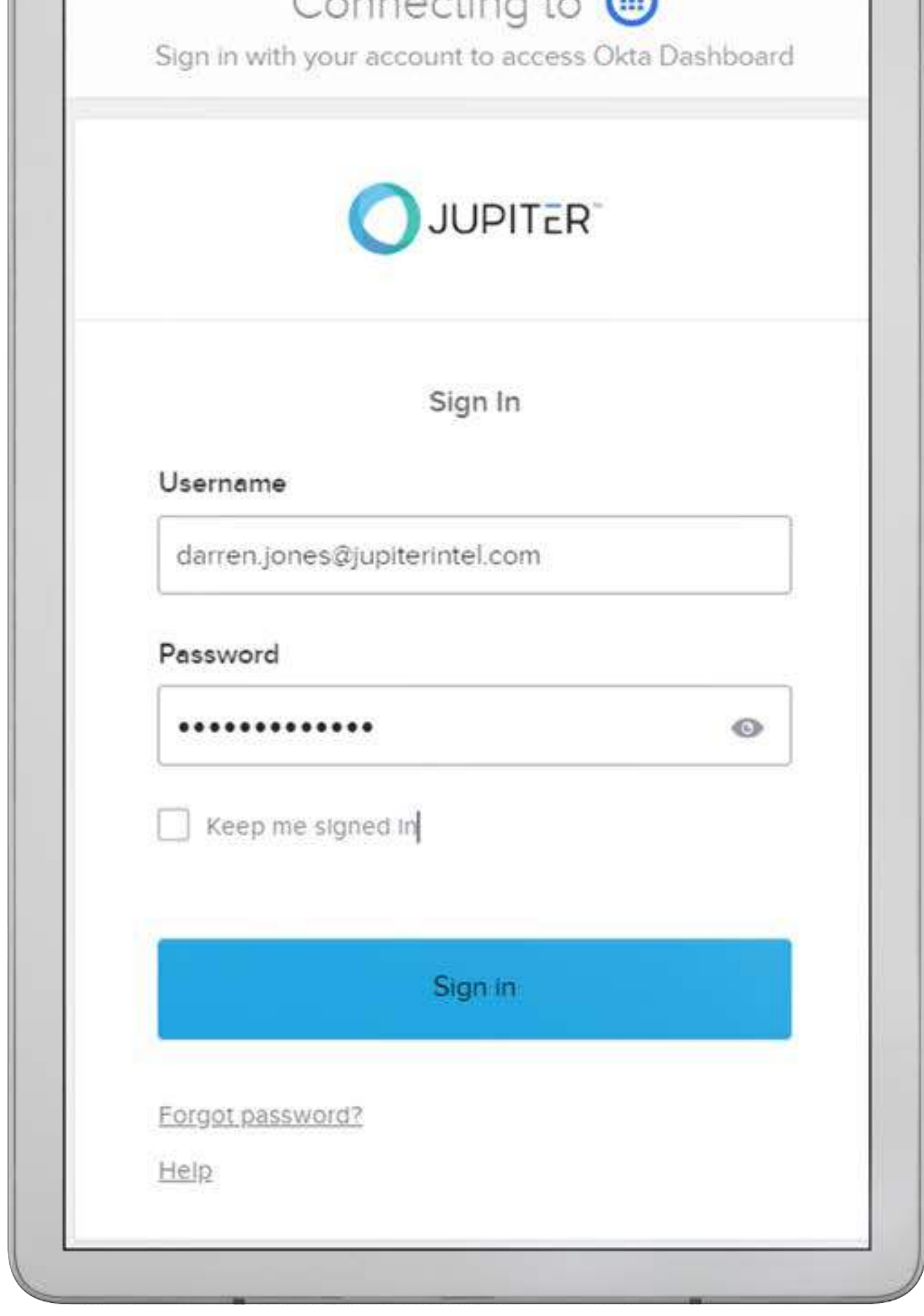


## The Customer

And Their Challenge

Jupiter Intelligence is the **trusted leader in climate risk analytics** for organizations looking to strengthen their climate resilience. With forward-focused, rigorous methodologies and analytics delivered by some of the best scientists in the industry, Jupiter turns gold standard climate science into actionable data. They help organizations confront challenges by managing and mitigating their climate risk. By seamlessly merging scientific expertise with advanced analytics, **Jupiter ensures that their clients are equipped not only to confront, but also to proactively manage climate risks.**

Jupiter faced a hurdle in streamlining their onboarding and offboarding processes. With the onboarding details residing in JIRA and user authentication managed through Okta, they sought a seamless integration to enhance efficiency. **The goal was to automate user provisioning, group assignments, application access, and terminations based on selections made in the JIRA form.**



## The Solution

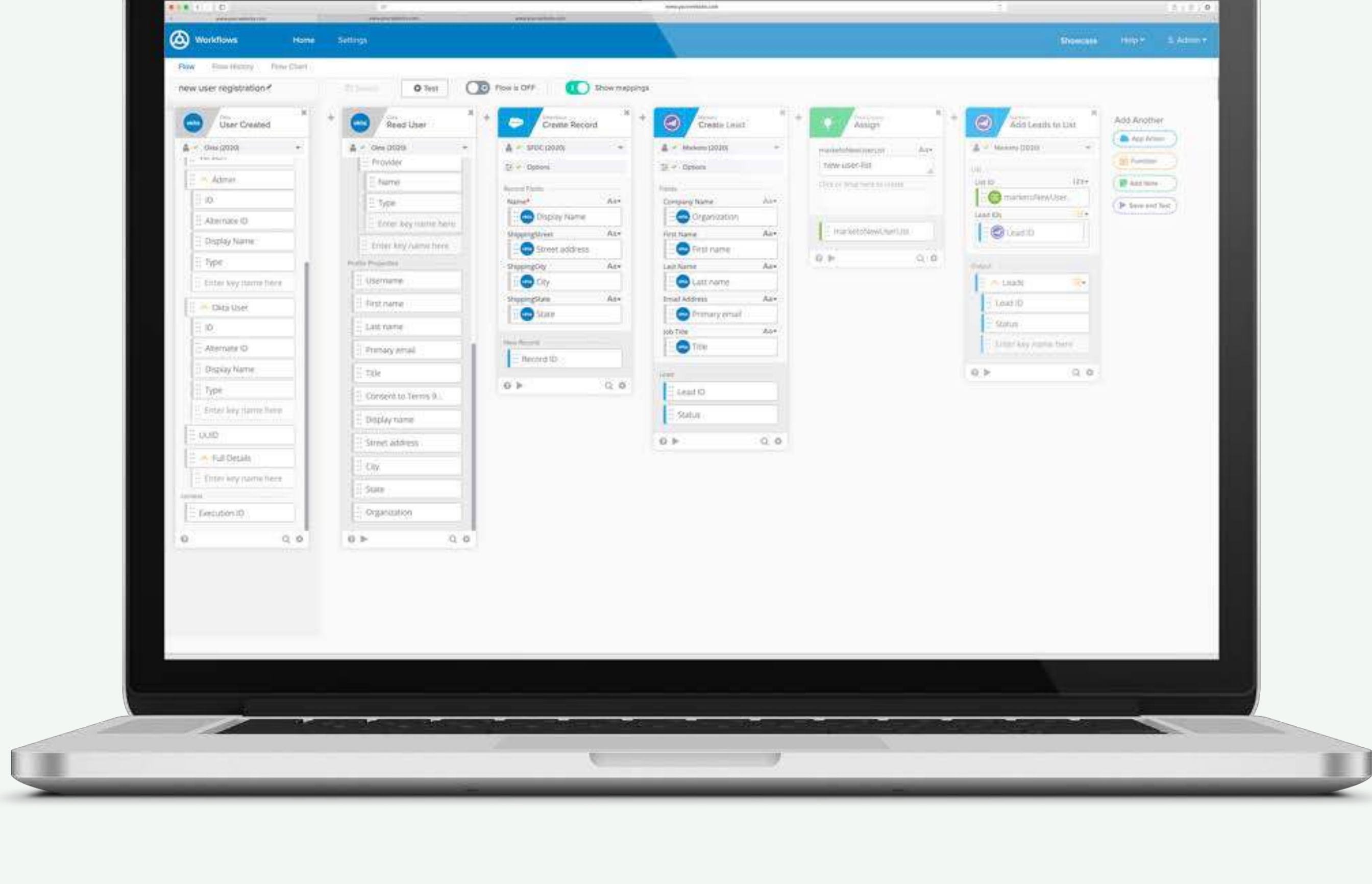
Streamlined User Onboarding and Provisioning

When a new hire joins the team at Jupiter, a ticket is created in JIRA to initiate the onboarding process. **Through strategic modifications to the JIRA form, i3solutions has empowered Jupiter** to collect a comprehensive array of data necessary for accurately provisioning user accounts, defining group assignments based on roles and responsibilities, and facilitating seamless access to essential applications and resources.

**i3solutions facilitated the integration of JIRA and Okta to streamline authentication and access management processes across Jupiter's digital ecosystem.** By seamlessly connecting JIRA, the cornerstone of project management, with Okta, a leading identity and access management platform, Jupiter has unlocked new levels of efficiency and security in its operations.

The enhanced **JIRA form serves as a central hub** where pertinent details such as employee credentials, department affiliations, access permissions, and hardware requirements are meticulously captured. This tailored approach not only expedites the onboarding process but also ensures that each new team member **receives personalized attention and resources tailored to their specific needs and responsibilities.**

The JIRA-Okta integration ensures that access permissions are dynamically synced with employee profiles, **guaranteeing that individuals have the right level of access based on their roles and responsibilities within the organization.** Furthermore, the integration also facilitates the seamless processing of employee terminations, promptly revoking access privileges to maintain security and compliance standards effectively.



A custom workflow was also crafted within **Okta to seamlessly activate upon submission of the JIRA form.** Utilizing a sophisticated reference table, this workflow intelligently assigns users to Okta groups, a pivotal process ensuring streamlined access to applications. Drawing from the data inputted through the JIRA form, a new user account is swiftly provisioned within Jupiter's environment, accompanied by email notifications that inform pertinent stakeholders of the successful user provisioning. **This precise coordination ensures that the right individuals are seamlessly integrated into the system, fostering a culture of efficiency and collaboration at Jupiter.**

In addition to the streamlined onboarding process, user changes and terminations are also seamlessly handled **through the integrated JIRA-Okta workflow at Jupiter.** When a team member experiences a change in roles or responsibilities, the modified information is updated in the JIRA form, triggering the customized Okta workflow. Leveraging the sophisticated reference table, the workflow dynamically adjusts Okta group assignments, ensuring accurate application access aligned with the individual's updated profile. Moreover, when an employee termination is initiated through the JIRA form, the workflow promptly deprovisions the user's access, revoking privileges and initiating necessary security measures. **This guarantees that Jupiter maintains not only operational efficiency but also security and compliance standards throughout the entire employee lifecycle.**

## Technologies

Used in the Solution



Okta is the leading identity and access management platform that securely connects users to applications and data across various devices and platforms. A custom Okta workflow streamlines authentication and access management across Jupiter's technology environment.



JIRA is comprehensive project management software used to plan, track, and manage work efficiently. A customized JIRA form, integrated with Okta, optimizes and accelerates the employee onboarding process, ensuring seamless user provisioning and swift access to essential resources.

While the **JIRA-Okta** integration stood as the central focus of this project, i3solutions' expert consultants went above and beyond to **ensure seamless Okta integration with a diverse array of over a dozen third-party applications to provide single-sign-on capabilities.** Among these notable tools are:



GitLab helps companies manage the growing complexities of developing, securing, and deploying software.



Spinnaker is an open-source, multi-cloud continuous delivery platform used for deploying and managing applications across various cloud environments.



Google Workspace is a suite of cloud-based productivity tools that includes Gmail, Google Drive, Google Docs, and other collaborative applications for businesses and organizations.



Prefect is an open-source workflow orchestration platform designed to automate, monitor, and manage data workflows across diverse systems and environments.



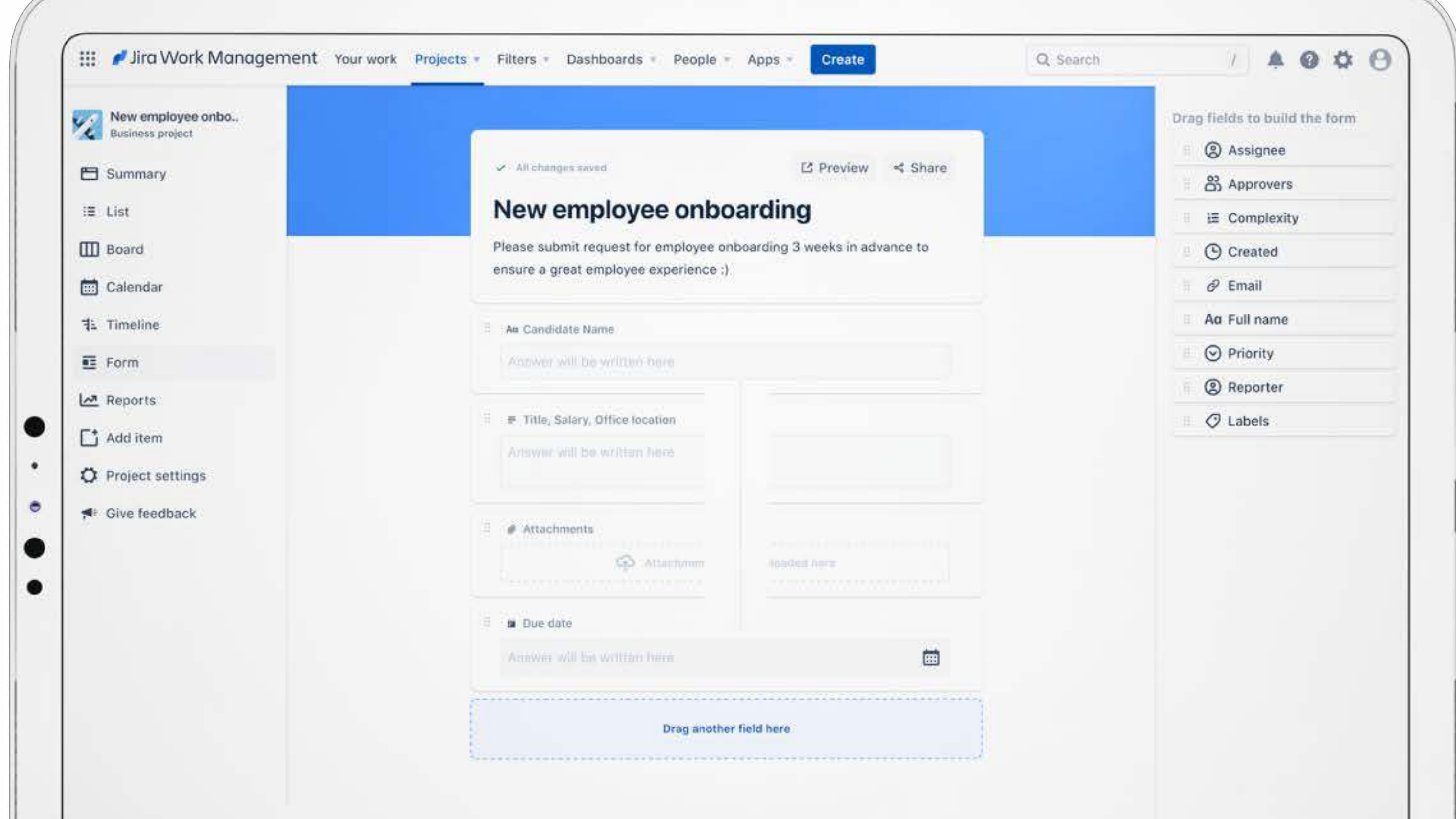
Snowflake Data Cloud is a cloud-based platform that provides data warehousing, analytics, and data sharing capabilities in a scalable and flexible environment.



Amazon Web Services (AWS) is a comprehensive cloud computing platform offering a wide range of services including computing power, storage, and database solutions to businesses.

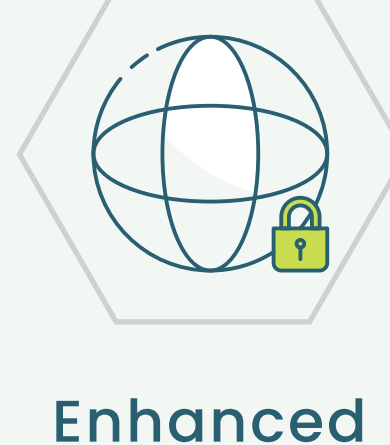


Salesforce is a cloud-based customer relationship management (CRM) platform that helps businesses manage sales, customer interactions, and marketing activities.



## Measurable Benefits and Business Impact

The integration of JIRA and Okta offers tangible benefits in terms of security, productivity, compliance, and user experience, contributing to overall operational efficiency and effectiveness within the organization.



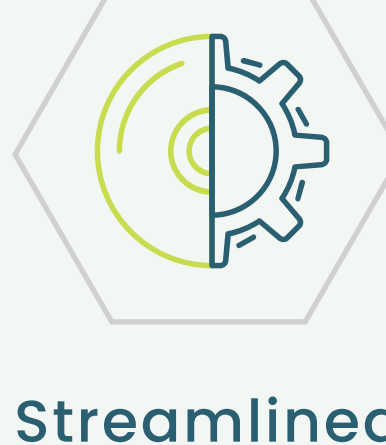
### Enhanced Security

Centralized user authentication and access management through Okta significantly reduces the risk of unauthorized access and data breaches, thus enhancing overall security posture.



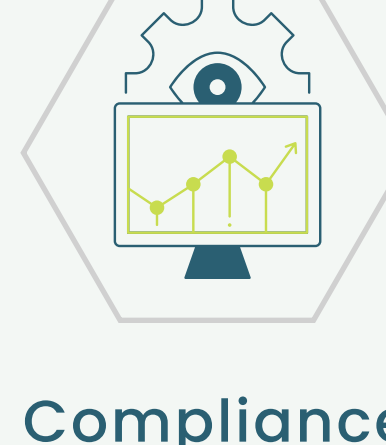
### Improved Productivity

Seamless integration allows employees to access applications with a single set of credentials, reducing time spent on managing multiple logins and improving productivity.



### Streamlined Onboarding

Automation of user provisioning and group assignments through the JIRA-Okta integration accelerates the onboarding process, ensuring new employees have timely access to essential tools and resources, thereby reducing onboarding time and costs.



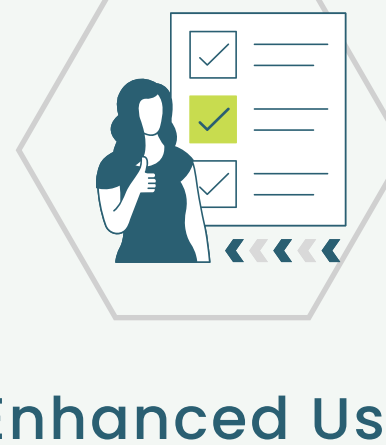
### Compliance Adherence

Policies and access permissions consistently across JIRA and other integrated applications, compliance with regulatory requirements and internal security policies is ensured.



### Reduced IT Overhead

Automation of user management tasks and self-service capabilities reduces the burden on IT administrators, allowing them to focus on strategic initiatives rather than routine maintenance tasks.



### Enhanced User Experience

Single sign-on (SSO) functionality provided by Okta simplifies user authentication, leading to a more seamless and user-friendly experience for employees.