

What is NCEdCloud?

The North Carolina Education Cloud (NCEdCloud) is a service delivery platform for modern instructional and administrative support systems that has taken an innovative approach to facilitating shared services through collaborative procurements, pay-for-use statewide licensing arrangements, and shared support models.

What is the NCEdCloud IAM Service?

The NCEdCloud Identity and Access Management (IAM) Service is based on the principle that strong identity management is a foundational component for the ongoing shift toward Internet-based (cloud) technologies in today's schools. As more services move to the cloud, a centralized and standardized way to manage user accounts, roles, and permissions for these technologies is required for success.

For Everyone in North Carolina's K-12 Community

The goal of the IAM Service is for every student, teacher, staff member, parent or guardian, and school community member in North Carolina to have a single, unique username and password to access cloud-based learning resources in North Carolina. The service is provided by Identity Automation, a company specializing in automating identity management for K-12 markets.

How does the NCEdCloud IAM Service Protect User Data?

Limited User Data

Aside from the student's UID number, the NCEdCloud IAM Service only stores user data that is considered to be directory information, per the Family Educational Rights and Privacy Act (FERPA). Directory information implies user data that would not generally be considered harmful or an invasion of privacy if disclosed. For example, directory information includes a user's name, grade (in the case of a student), and teacher(s) or student(s) associated with the user. Directory information does not include a user's social security number. All user data originates with the school districts and is provided to the service through the North Carolina Department of Public Instruction (NCDPI).

Need-to-Know Basis

The NCEdCloud IAM Service limits access to data on a need-to-know basis only, both within the service itself and to external applications that make use of the service. For example, many cloud applications don't need to know any personally identifiable information about a student other than a username. In all cases, only the minimum required information is shared with applications.

Strict Security Controls and Testing

Multiple layers of operating system, network, database and physical security have been built into the service and these will continue to be validated by ongoing testing. Furthermore, the NCEdCloud IAM Service uses industrial-grade encryption for transport of user data to, from, and within components.

Robust Data Center Infrastructure

The NCEdCloud IAM Service is hosted entirely in the U.S., within world-class, highly secure data centers offered by the cloud-based provider known as Amazon Web Services (AWS). Data centers are staffed 24/7 by trained security guards. Multiple geographic regions allow the NCEdCloud IAM service to remain resilient in the face of most failure scenarios, including natural disasters or system failures. The AWS virtual infrastructure has been designed to provide optimum availability while ensuring complete customer privacy and segregation.

Regulatory Compliance

The NCEdCloud IAM Service has been designed to comply with and observe all applicable federal and state regulatory and compliance requirements including, where applicable:

- Americans with Disabilities Act (ADA)
- Family Educational Rights and Privacy Act (FERPA)
- Individuals with Disabilities Education Act (IDEA)
- North Carolina Identity Theft Protection Act