



Introduction

The aim of Group Services Metrics is to measure the impact of our group services on two dimensions:

- ✓ The benefit of Group Services to our clients as measured by adoption and usage rates
- ✓ The IAM effort necessary to roll out and support Group Services as measured by size and volume indicators

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Metrics Overview

The following 6 metrics are calculated monthly and included in this report.

- [Applications using Groups for Authorization](#)
- [Effort to Onboard Applications using Groups for Authorization](#)
- [Reference Group Growth by Affiliation](#)
- [Group Growth by Type](#)
- [Growth of Delegated Group Administration & Grouper UI Users](#)
- [Group-related ServiceNow Tickets Opened](#)

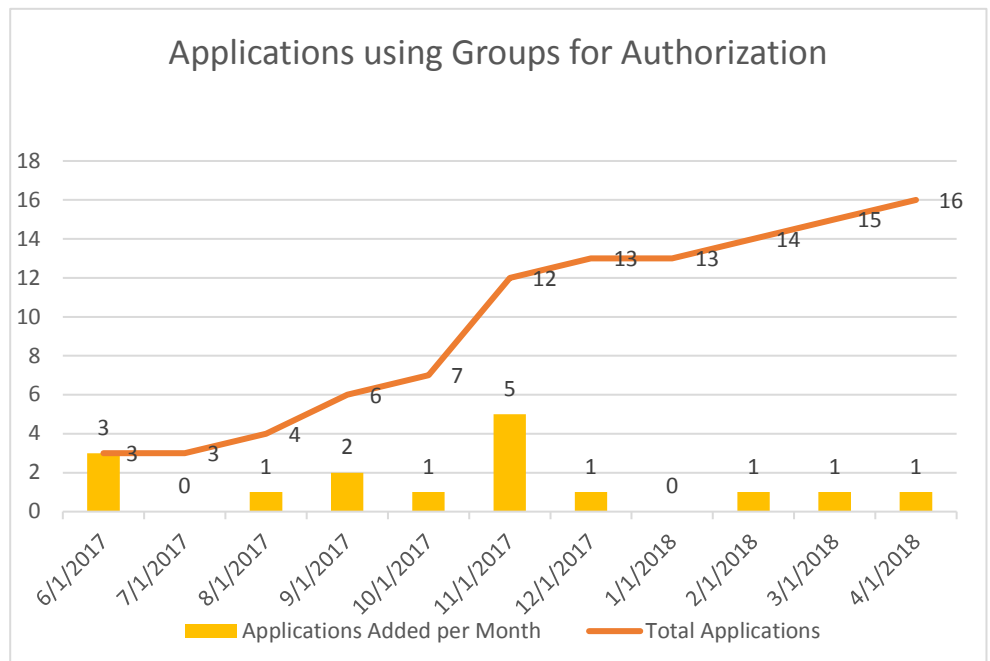
Metric 1: Applications using Groups for Authorization

This metric counts the number of applications each month which began using Groups integrated with HarvardKey to control their application authorization.

Indicates: Group Services adoption

Analysis and Projection:

- Increase of only 1 in the number of applications using groups for authorization.
- Average onboarding with groups decreases from 2 to 1.5/mo.
- Projecting the onboard requests to remain in the average.
- Create 2 knowledge articles explaining Application Authorization.
- Need more outreach.



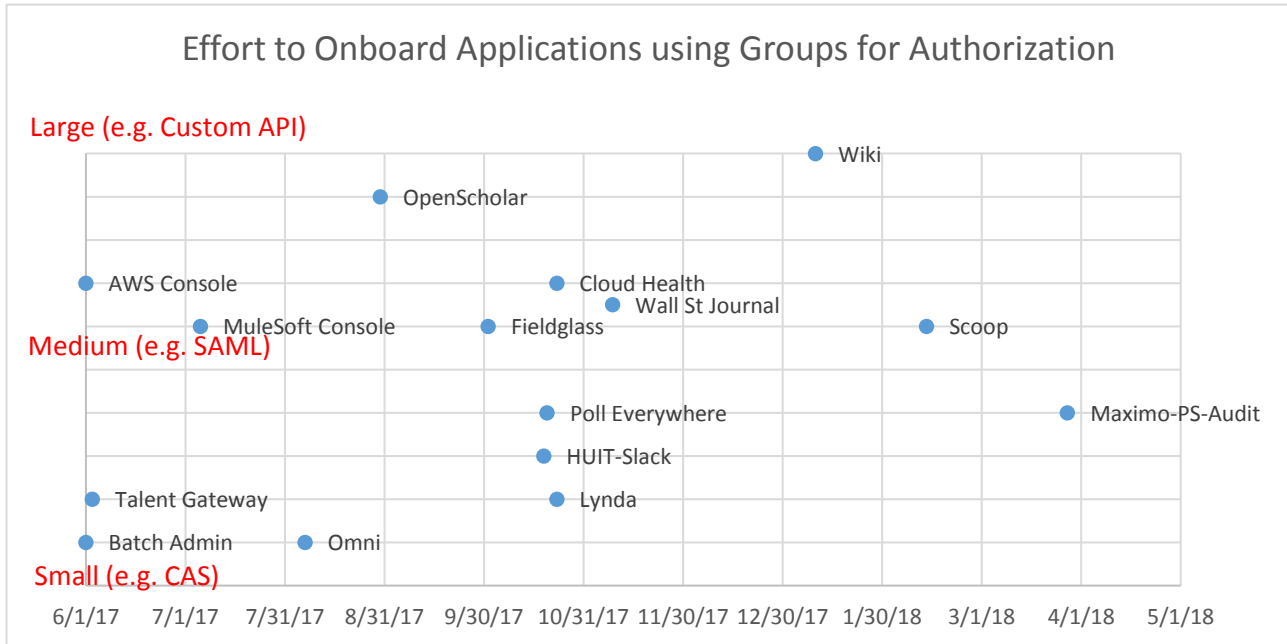
How is it counted?

- An application is counted once it utilizes one or both of the group features integrated with HarvardKey in Production; regardless of whether the application has previously been on-boarded without using the feature.
- An application is counted only once regardless of whether it uses one or two methods. It is not counted again if it uses one method at one date, and then incorporates the other method at a later time.



Metric 2: Effort to Onboard Applications using Groups for Authorization

This metric estimates the IAM effort to onboard applications each month which began using Groups integrated with HarvardKey to control their application authorization.



Indicates: IAM effort

Analysis and Projection:

- Maximo-PeopeSoft-Audit application is the first one for Campus Services. Expecting additional applications to onboard as they experience this pilot.
- Cloud Protection Manager (CPM) is in Stage environment but testing continues. It should go to production in Apr.
- Anticipate continued hand-holding effort with clients until we see requests by same client for additional applications.

How is it counted?

- An application is given a subjective effort rating from 1-10 indicating the effort involved in completing the onboarding request through to production.
- CAS integrations are considered easy, SAML as medium and custom integrations as large. Other factors are enterprise versus local applications, delegated or IAM-managed group administration, was training necessary, how much did the request go back and forth between the client and IAM, and did the client require a test environment before production.



Metric 3: Reference Group Growth by Affiliation

This metric counts the number of Reference groups each month by the affiliation types of Employee, Student, POI, Library Borrower and Guest (XID holders).

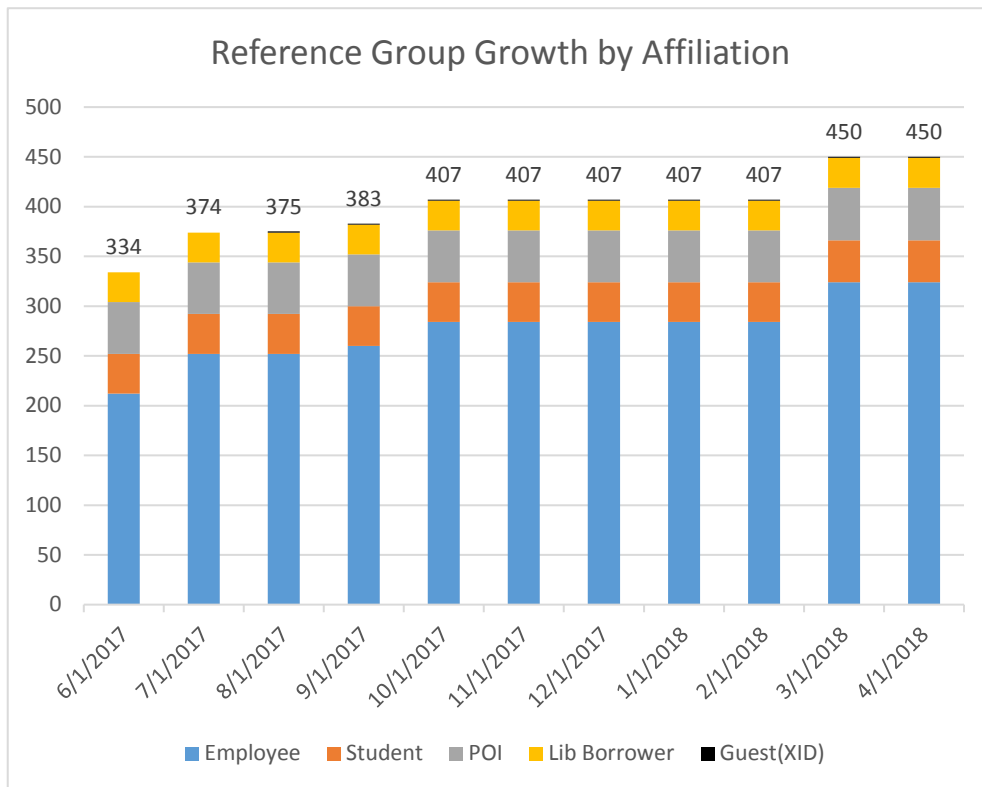
- Metric does not include Bundled groups, which are bundles of reference groups.
- Metric does not include the 285,000+ Academic Course groups generated from the Academic Technology course database and used primarily for the wiki.

Indicates:

- ✓ **Group Services adoption;** after the initial offering of reference groups in June 2017, they are now built by request or IAM analysis.
- ✓ **IAM Effort;** reference groups require both business and development resources to implement.

Analysis and Projection:

- No change in groups count since last month.
- Current reference groups total 450. Employees make up 72%.
- Expect bundled groups to increase significantly since the Group Services Workgroup agreed that bundles of all affiliations



should be built out similar to Reference group depth. This work should begin in Apr.

How is it counted? Reference groups are counted at the first of each month from the decision table spreadsheet for each affiliation type (e.g. student decision table).



Metric 4: Group Growth by Type

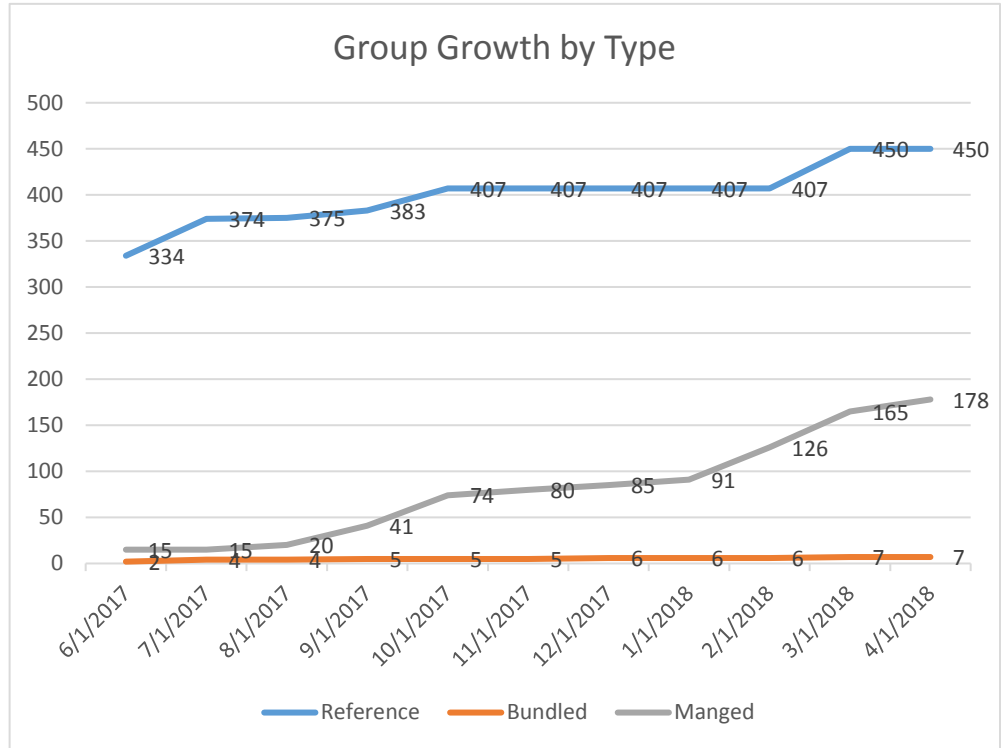
This metric counts the number of groups each month by their type; reference, bundled or managed. Managed groups does not include the approx. 1,300 iSites legacy groups in the Academic Technologies “managed” folder.

Indicates:

- ✓ **Group Services adoption;** managed groups are built out by delegated group administrators within the schools/departments.
- ✓ **IAM effort;** bundled groups, and delegated group folders are built out by IAM business and QA resources.

Analysis and Projection:

- Continued increase in Managed groups due to copying of legacy iSites groups to Managed group folders for Wiki space administrators.
- Average number of managed groups added per month is 15.
- Analysis of the effort to proactively work with wiki space owners to migrate off of iSites legacy groups and onto using managed groups will get underway in May. Once the effort is completed, the 2,588 iSites legacy groups can be removed from Grouper.



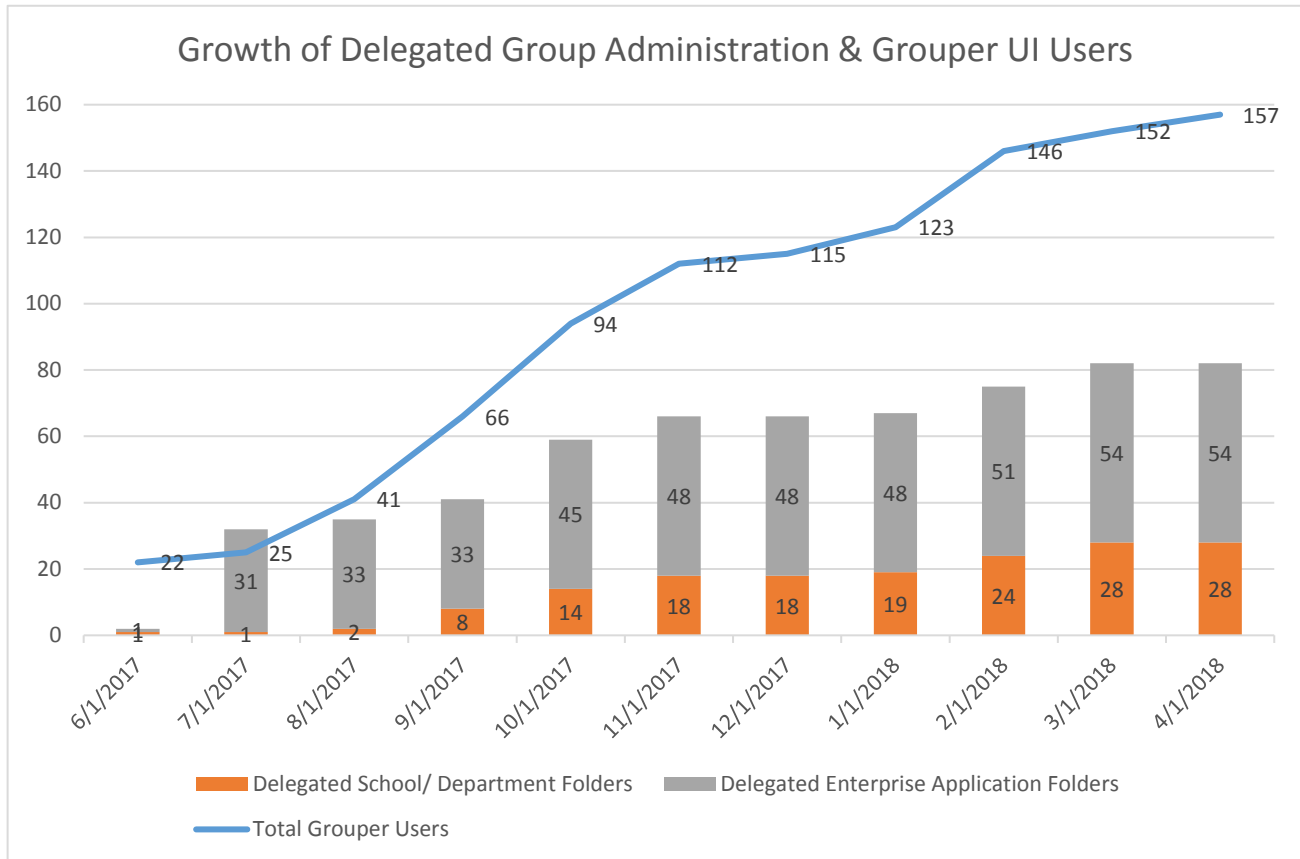
How is it counted?

- Reference groups are calculated as the total of the affiliation reference groups counted in the Reference Group Growth metric.
- Bundled groups are calculated using Grouper search for "bundle:" and filter on Groups and use the total count of groups listed minus the two security groups for read and view access.
- Managed groups are calculated using Grouper search for "managed:" and filter on Groups. Get the total count and then subtract the count for "managed:legacy:" groups in order to remove the legacy groups imported for iSites migration.



Metric 5: Growth of Delegated Group Administration and Grouper UI Users

This metric counts the increase in the number of users who are authorized to access the Grouper UI as well as the number of delegated school/department folders in the org hierarchy, plus enterprise application folders in the harvard:apps hierarchy each month. Delegated school/department folders include both “managed” and “app” folders.



Indicates:

- ✓ **Group Services adoption***; delegating group administration to schools and departments is a fundamental goal of Group Services.
- ✓ **IAM effort**; initial folder build-out and training.

Analysis and Projection:

- Delegated school/department folders and enterprise application folders continue a steady increase. School/department folders increase on average 2.5/mo, while enterprise application folders is 5/mo.
- * At this time all delegated enterprise application folders belong to the AWS Console application. A delegated folder is created whenever an AWS account is added, however it may not actually be delegated to tenant group administrators to manage, so this metric is somewhat misleading in term of measuring Group Services Adoption
- Grouper UI users increased slightly; mainly due to Wiki space administrators who wish to become Membership Managers for their groups.



How is it counted?

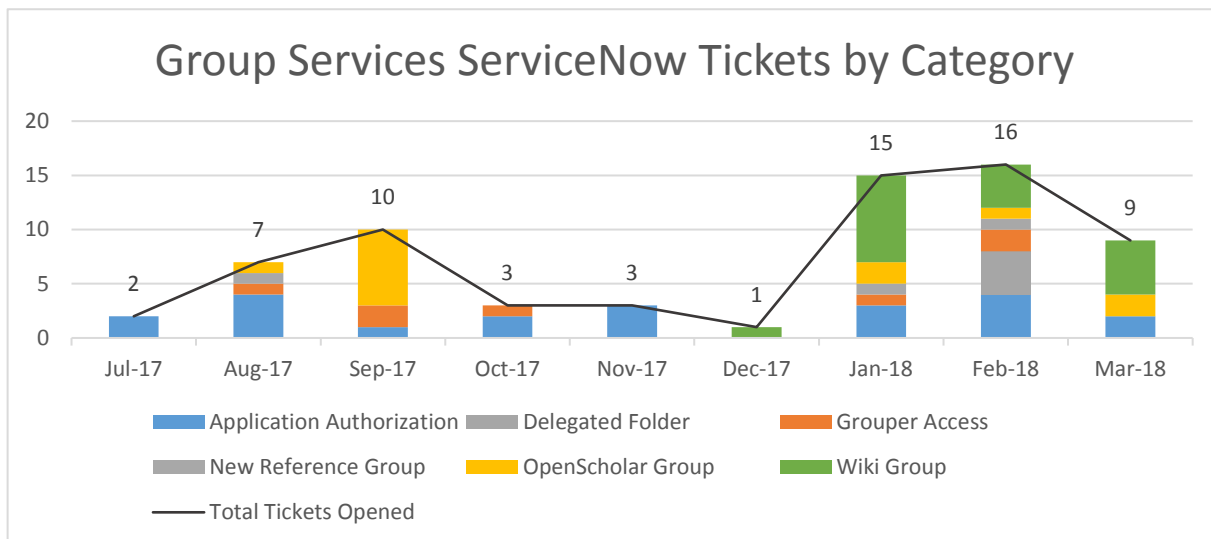
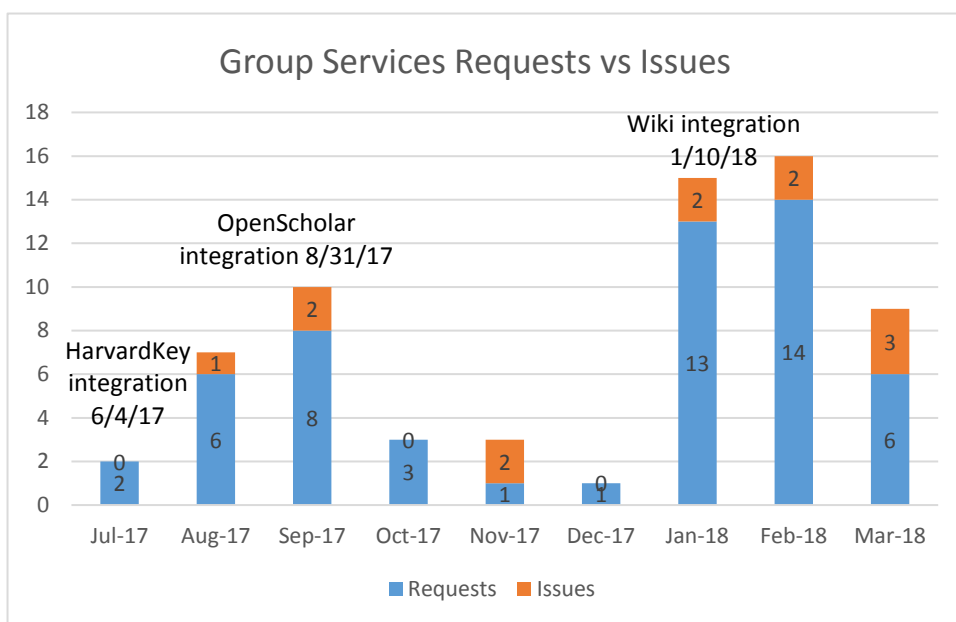
- Grouper users are counted as the total *indirect* members in the etc:UiUsers group as of the 1st of each month.
- Delegated School/Department Folders are counted using Grouper search for "org etc" and filter on "folders" as of the 1st of each month.
- Delegated Enterprise Application Folders are counted using Grouper search for "harvard:apps etc" and filter on "folders" as of the 1st of each month.

Metric 6: Group-related ServiceNow Tickets Opened

This metric counts the number of ServiceNow tickets opened each month by their type (request or issue) and by their category. These are tickets that get directed to the IAM team to resolve. Schools/Departments with delegated group administrators handle their own group-related tickets and are not included in this metric.

Indicates:

- ✓ **Group Services adoption;** Group Services work is primarily managed through ServiceNow Requests, thus an increase in requests indicates an increase in service usage or adoption.
- ✓ **Group Services quality;** ServiceNow Issues indicate user difficulty with the service or platform.
- ✓ **IAM effort;** the IAM AAM and Product Owner teams handle the Group Services requests.





Analysis and Projection:

- The number of Group Services requests for March was 9, a significant decrease from the prior two months after the wiki release. However, Wiki and OpenScholar issues/requests were the bulk of tickets.
- Average number of tickets per month remained at 7.
- Percentage of total tickets over time that were issues increase from 16% to 18%.
- 30% of this month's tickets were issues and pertained to OpenScholar and Wiki. These were eventually reassigned to Academic Technology to resolve but included a fair amount of IAM time to initially assess and try to resolve.

How is it counted?

- ServiceNow tickets are those categorized as: Service=Identity and Access Services > Identity Data & Tools, Application=Grouper, Category=Request.
- Application Authorization tickets may be categorized as: Service=Identity and Access Services > Authentication Services, Application=HarvardKey Authentication, Category=Register New Application or Modify Application Registration.
- Finer grain categories, and issues vs requests, are determined by inspection of the ticket data.