HARVARD UNIVERSITY
Information Technology
IDENTITY & ACCESS MANAGEMENT

Identity and Access Management
IAM Lifecycle Committee

November 10, 2014	Monday	10:30 - 12	561 Smith Center

Agenda

- Short Program Status Update
- User Name Policy Topics Coming to the Fore
- Discussion Topics:
  - User Names
  - POI Roles
  - Related Provisioning Process of Certain Access
  - Data Management Topics
- Closing/Questions or Concerns?

IAM Program: Quick Update

Provisioning stabilization releases completed last week

- Support for advanced features associated with “AD Lockout” use cases
- Ongoing stabilization work and data cleanup tasks
- HMS provisioning of 0365 using the FIM bridge is ready to go live

Current focus is delivery of Program Increment 1

- Preparation for next populations (Alumni, HMS) to be incorporated into the new account management / provisioning (SailPoint)
  - Account claiming proof of concept
- PeopleSoft Import
- New LDAP environment which will be used for Alumni
- Planning for start of Program Increment 2
- Also extensive planning around Office 365 implementation

Consolidation Challenges

- Merging schools into the central identity registry involves
  - Sharing data models
  - Developing processes that work across Harvard
- Consolidating user name space
  - Handling the case where there are two jhill@
- Local process change for the sake of the global Harvard user experience
- Surfaces Data Quality and Data Flow Issues
  - Example: Preferred Name at HMS is a good example of type of issue we may uncover

Discussion: Use of POI Roles

- When should a POI role be authorized?
- When should it definitely *not* be authorized?
- What are best ways to make the different clear?
- What can we learn from other distributed “identity intake” processes with regard to discouraging gaming the system to enable people to have access to Harvard resources?

Provisioning Process Questions

- In cases where limited access is requested early, how should those processes work so they are reasonable, and not subject to abuse?
- Are there specific cases related to student access between terms for which we need to prioritize solution development?

Data Management Questions: Maintaining & Distributing

- Increased demand for distributing data to other systems at Harvard.
  - Do I have any volunteers to work with me on giving a sanity check on proposed criteria?
- Thoughts on how to motivate administrators to maintain phone and other directory data
- Concerns about deleting phone and office address data for employees after they terminate to avoid these data being assumed to still be accurate
  - What do you do in your own systems?

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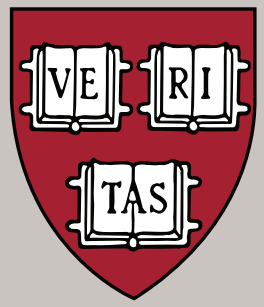

IDENTITY & ACCESS MANAGEMENT

Thank you!

Supporting Materials

Appendix A: IAM Accomplishments to Date

Simplify the User Experience

- Selected and purchased an identity creation toolset that will lead to improved onboarding for all users.
- Implemented a new Central Authentication Service for faster, flexible deployment of applications across Harvard.
- Implemented one-way federation with the Harvard Medical School as proof of concept of credential self-selection by users in order to access services.
- Implemented provisioning improvements that set a foundation for expanded cloud services, support for Active Directory consolidation, and support for email migration.
- Integrated a new ID card application that enables large-scale replacement of expired cards.
- Implemented a new external-facing IAM website for regularly updated information on project purpose and status.
- Migrated University AD users to the SailPoint IdentityIQ provisioning solution.

Enable Research and Collaboration

- Joined the InCommon Federation, enabling authorized Harvard users to access protected material at HathiTrust.
- Enabled access to a planning tool used by Harvard researchers to assist with compliance of funding requirements specific to grants (e.g. NSF, NIH, Gordon and Betty Moore Foundation).

Protect University Resources

- Proposed a new University-wide password policy to the HUIT Security Organization in order to standardize password strength and expiration requirements.
- Drafted a cloud security architecture with the HUIT Security Organization to provide Level 4 security assurance for application deployments using Amazon Web Services.
- Refreshed the AUTH and HU LDAP software and infrastructure to current, supported versions.
- Certified as an InCommon Bronze Identity Provider.

Facilitate Technology Innovation

- Created a conceptual architecture for IAM services to be deployed within the Amazon's offsite hosting facilities.
- Deployed the Connections directory to the AWS cloud.

Appendix B: Project Description Summary

The IAM program will be implemented according to the four strategic objectives, and work will be managed as a portfolio of 11 projects:

Project	Description
Provisioning	Improves user account management processes by replacing outdated tools with a new, feature-rich solution that can be expanded for local use by interested Schools across the University.
Federation	Enables Harvard and non- Harvard users to collaborate and easily gain access to both internal and external applications and tools.
Directory Services	Reduces the number of user-information systems of record while expanding data model and user attributes stored in the central IAM identity repository — enabling quick, consistent, appropriate access across LDAP, AD, and web authentication protocols.
App Portal	Enables Harvard application owners to learn about and easily integrate applications and software services with central IAM services.
One-Way Federation	A series of authentication releases and school onboarding efforts that provide Harvard users the flexibility to access applications and services using the credential of their choice.
Identity & Access Governance	Delivers visibility into IAM program metrics — including in time business intelligence capabilities such as advanced reporting and trend analysis — in support of security requirements.
Authentication Enhancements	Provides users with a simplified login experience, as well as enhanced security options for sensitive data and applications.
Authorization Enhancements	Provide application owners and administrators with the ability to manage users via access groups, as well as the ability to manage authorization rules for access to applications or software services.
External Directories	Securely exposes user identity information inside and outside of the University.
Expanded Provisioning	Enables identity creation and proofing for non-person users.
Cloud Migration	Provides the University with a cloud reference architecture for Harvard application deployments, including migrating IAM services from on-premise hosting to Amazon Web Services.