HARVARD UNIVERSITY
Information Technology
IDENTITY & ACCESS MANAGEMENT

Identity and Access Management
PI-2 Demo

March 10, 2015	Tuesday	11:00a.m.-12:00 p.m.	Lamont Forum Room

Agenda

- Meeting Purpose and Intended Outcomes (5 min)
- PI-2 Business Objectives (5 min)
- Demo: Alumni Imported from Advance to Identity Registry (5 min)
- Demo: Alumni Registration Using HarvardKey Application (10 min)
- Demo: Alumni Authentication to Manage HarvardKey (10 min)
- Summary and Close

Demonstration: Program Increment Accomplishments

Purpose

To provide the team and invited guests a summary and demonstration of key work accomplished during our second Program Planning Increment (PI-2).

Intended Outcomes

- Share our work in PI-2 and provide a forum for stakeholder feedback
- Continue to build an understanding of the IAM program

PI-2 Business Objectives

Teams accomplished the following objectives:

Objective	Demonstration
Implement data migration method for Alumni data	• Import Alumni data into Identity Registry (IdDB) using Identity API
Allow migrated Alumni users to claim and manage their HarvardKey credentials	• Self-service alumni registration for a new HarvardKey • Provision an account and password to credential repository (H-LDAP)
Support Alumni authentication using HarvardKey	• Authenticate Alumni user via HarvardKey

PI-2 Business Objectives

Teams accomplished the following objectives:

Objective	Accomplishment
Replace FAS account management and provisioning so that we can decommission Oracle Waveset	Self-service … • Password change • Password reset • Update password recovery email
Retire technical debt to speed future development	• PIN/CAS to the cloud

PI-2 Business Objectives

Teams also met these additional commitments:

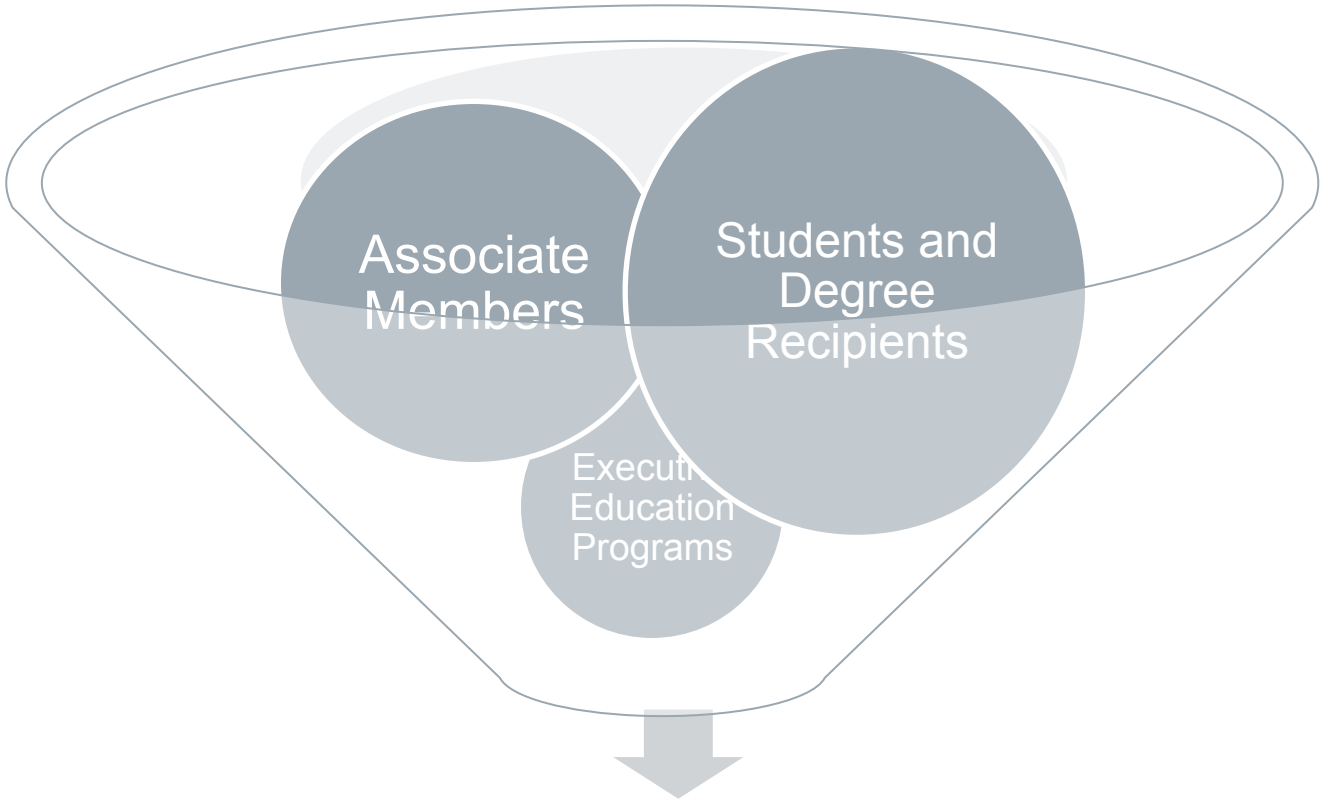
Objective	Accomplishment
Upgrade SHA algorithm to remain compliant with InCommon Bronze standards	• Upgrade to SHA-2 without any interruption to customer applications
Migrate off Oracle Access Manager (PIN3)	• Decommissioned servers in order to save $100K
Implement new Google API before new students onboard	• Deployed Waveset changes for new Google API design
Capture HMS functional and technical requirements to facilitate further planning of the School's migration to SailPoint IIQ	• Extensive requirements-gathering work from Marlena Erdos

Refresher: Identity Registry is the Foundation

- Data are generated by source systems of record and fed to the Identity Database (IdDB), which is an *identity registry*
- IdDB has a master data record of the Harvard user — a source of truth
- SailPoint IdentityIQ (IIQ) aggregates source data on a continuous basis
- Based on eligibility rules determined by the service owner, the provisioning system automatically activates and deactivates individual users and their entitlements
- This streamlines onboarding — and, even more importantly, turns off access when a person separates from Harvard or otherwise loses eligibility

The right access, for the right people, in a timely manner

Various Alumni Populations Comprise the User Base



More than 380,000 Alumni

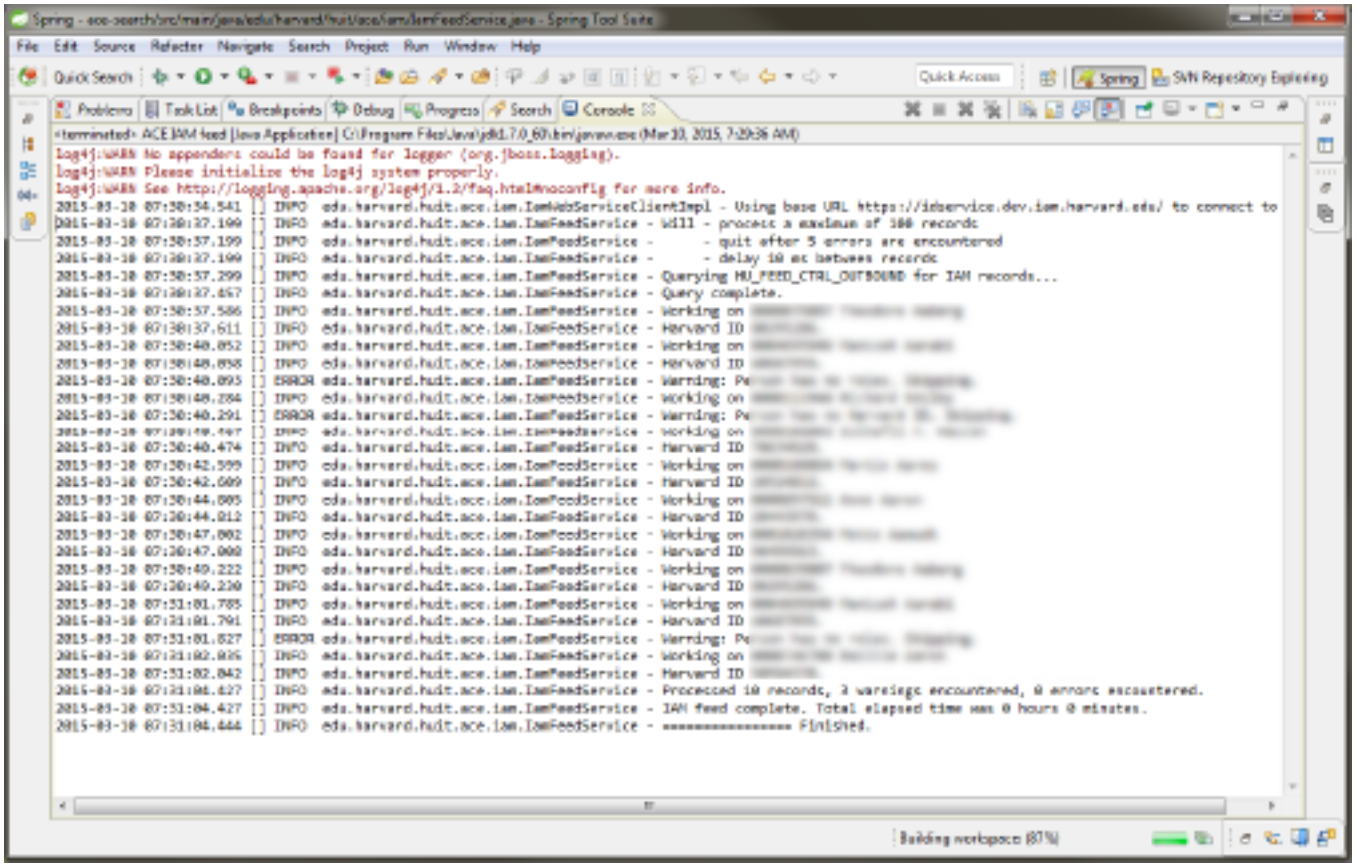
Alumni Data Being Submitted to Identity API

- Alumni data are managed in HAA's Advance database
- Alumni data will be fed to the identity registry (IdDB) to enable Alumni to get a HarvardKey for login to Harvard resources
- New API-based approach to implementing business rules for data creation in the IdDB identity registry will be employed for import of Alumni data (instead of batch XML imports)
  - Only the data needed to manage access and support users will be transferred to the registry
  - The transition from graduating student to Alumni should be seamless
  - API enables a more near-real-time data transfer if required

Demo: Scripted Update from Advance to IdDB

Mike Thomas, HUIT/Administrative Systems

Recap: Scripted Update from Advance to IdDB



- Scripted submission allows control over submission rate and automates error thresholds
- Messages returned through API provide feedback on transactions

Next: Alumni Online Access Will Require HarvardKey

- Access to many Harvard resources is protected and requires login (authentication)
- The current vendor-based solution for issuing Alumni credentials is being sunsetted, and Harvard is building all the components needed to bring this process “in house”
- As part of this major transition, we need to register Alumni again so they can set secure passwords and provide information to support self-service password management
- The new HarvardKey self-service application will support Alumni registration

Demo: Alumni Registration for HarvardKey

Joe Hardin, HUIT/IAM Team

Recap: Registering for an Alumni Account

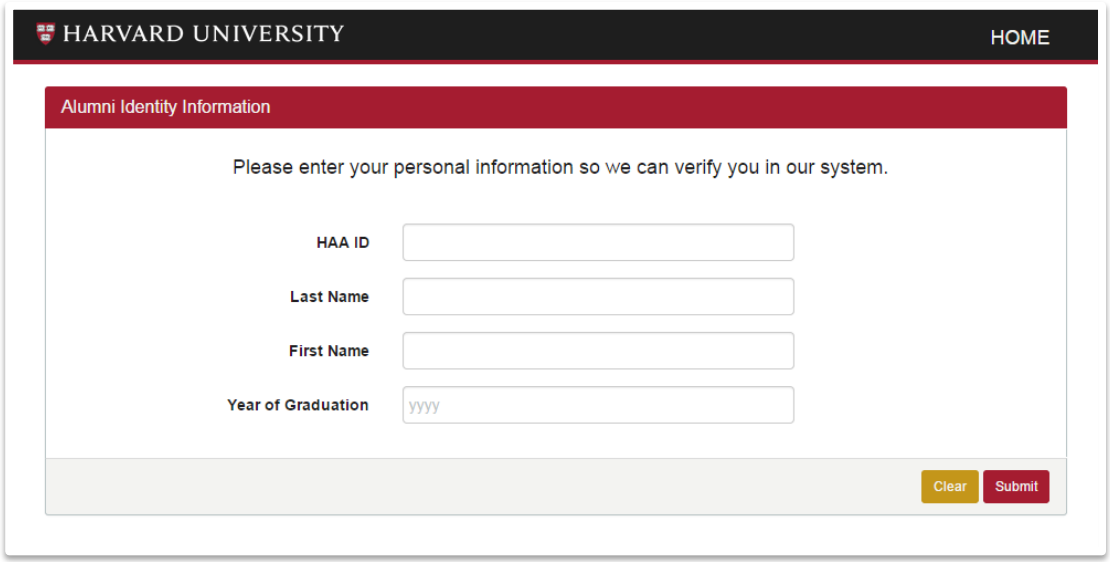
We saw:

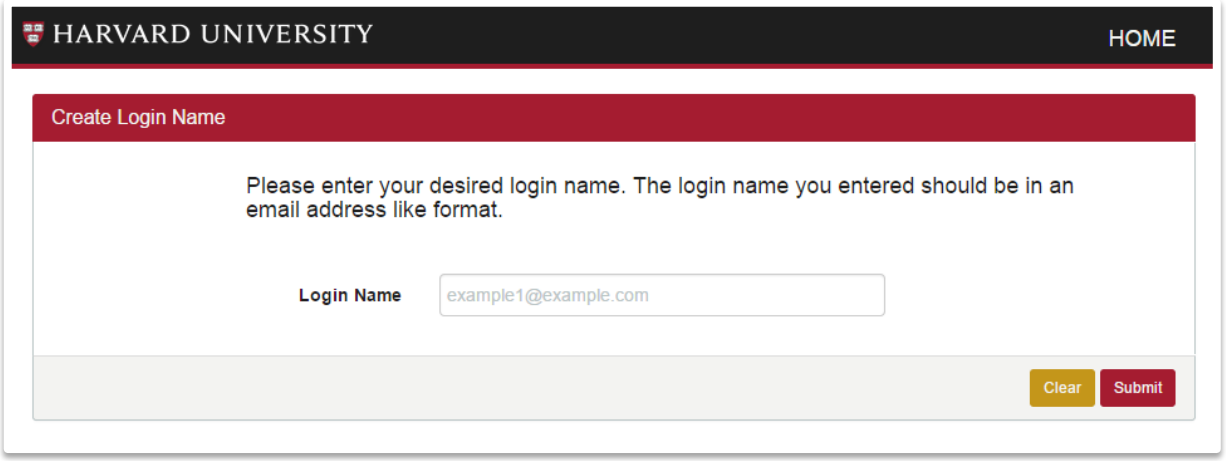
- New self-service registration process for Alumni to claim HarvardKey credentials

Benefits:

- In the future, students with a HarvardKey will no longer need to re-register as Alumni
- No more confusing security questions for Alumni – simple password reset over email

Recap: Registering for an Alumni Account





Recap: Login Name Provisioned by IIQ

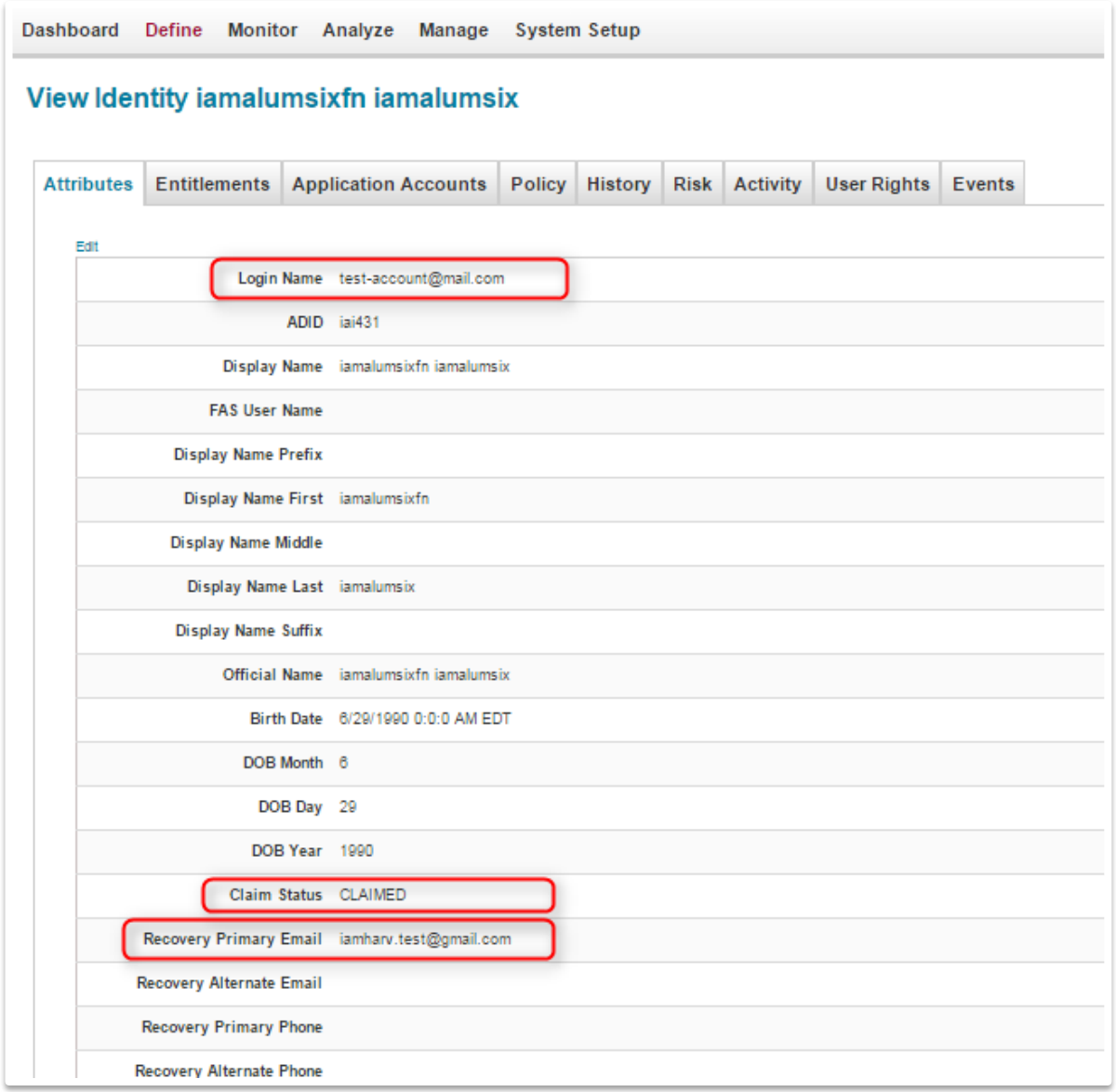
We saw:

- Login name assigned by or entered with HarvardKey application
  - IIQ automatically provisions the password to back-end systems (Harvard LDAP in the case of HarvardKey)

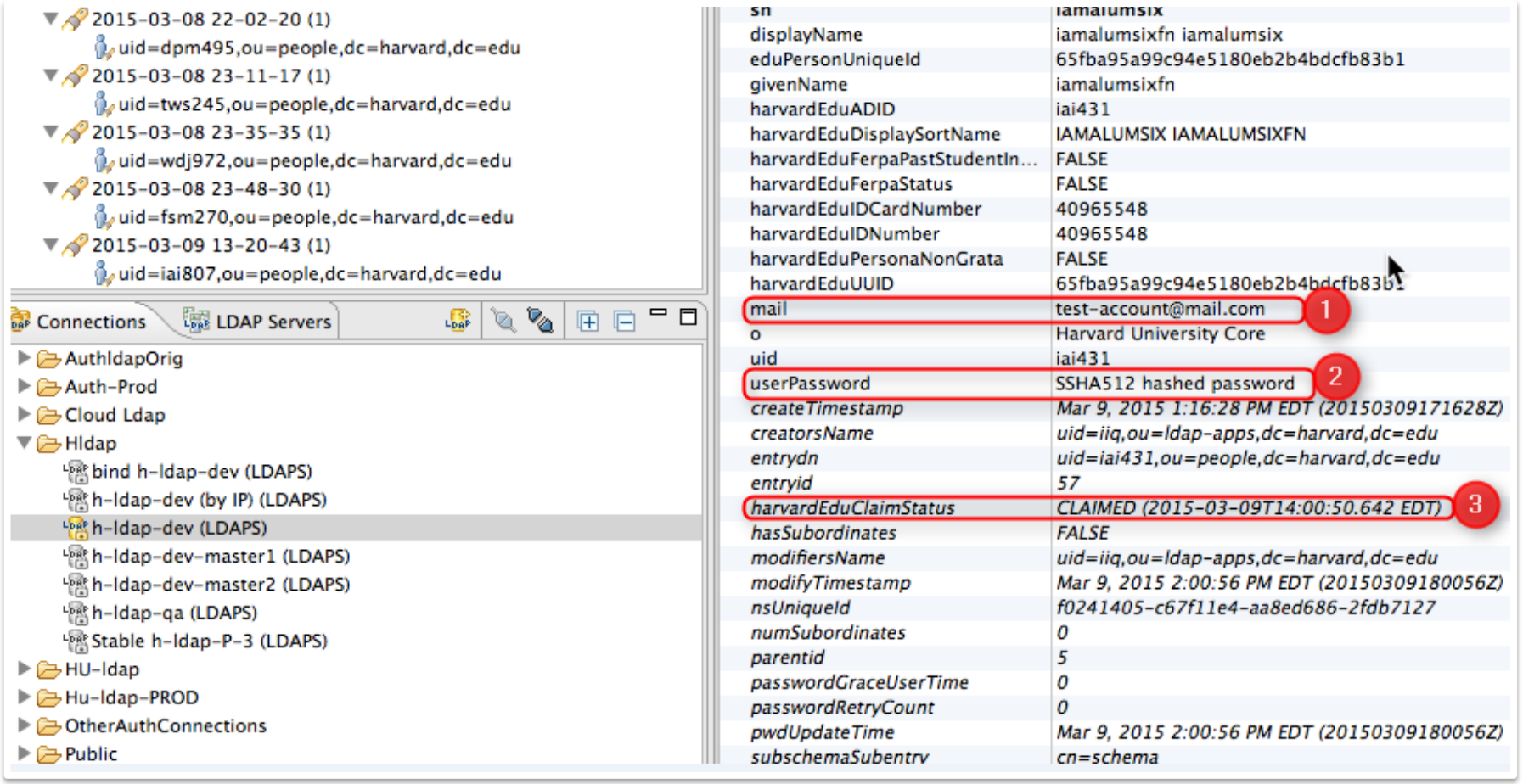
Benefits:

- Best of both worlds — a customer-facing user interface integrated with a powerful provisioning solution

Recap: IIQ Updated Based on Alumni Registration



Recap: H-LDAP Updated with New Password



Next: HarvardKey - A Better Self-Service Experience

The HAA Helpdesk fields thousands of calls a year for forgotten user names and passwords.

The HarvardKey application supports self-service for these routine interactions:

- I want to update my recovery email or phone number
- I need to change my password
- I have forgotten my login name
- I have forgotten my password and need to reset it

Demo: Login to Manage HarvardKey

Joe Hardin, HUIT/IAM Team

Recap: Alumni Managing HarvardKey (Self-Service)

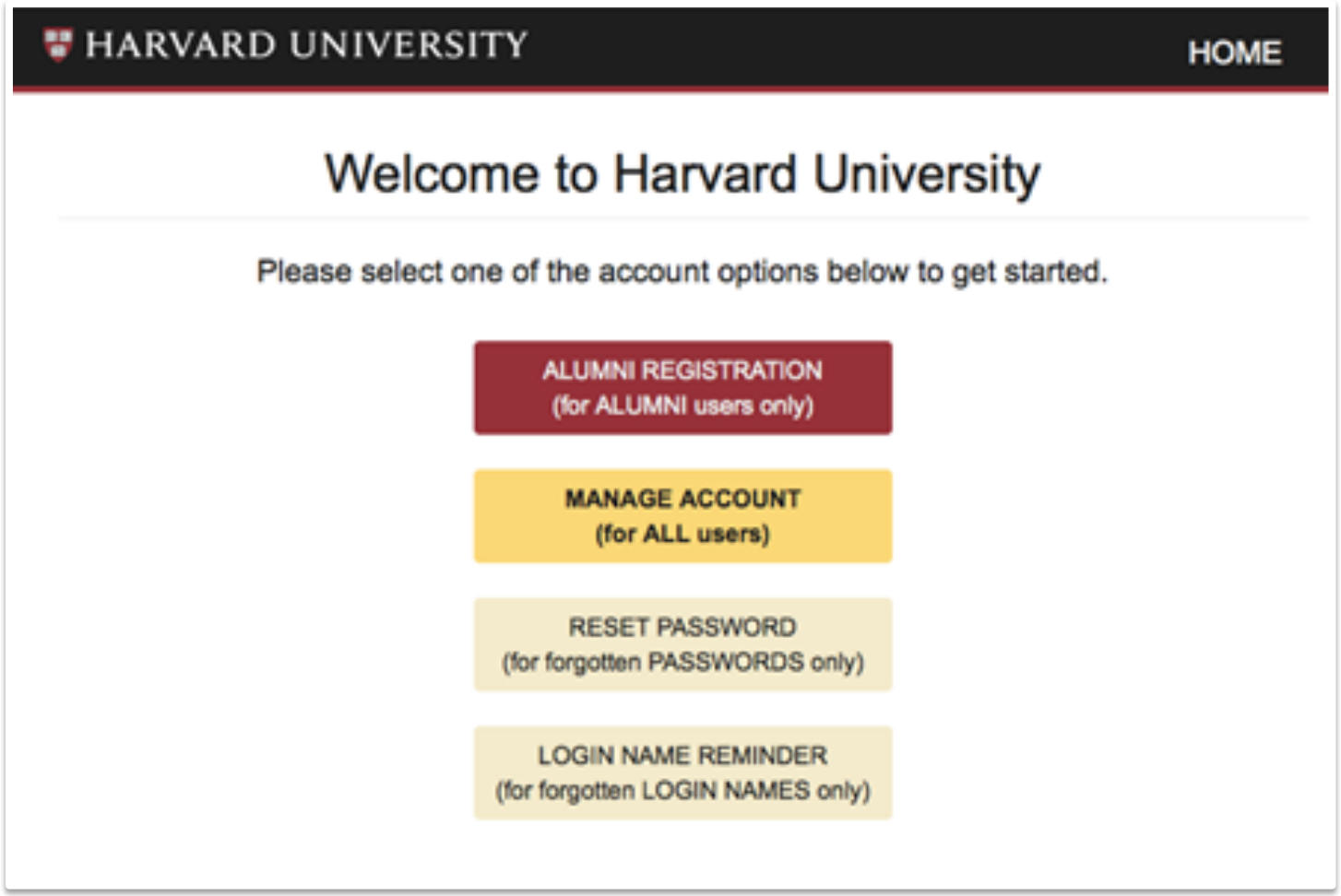
We saw:

- Logging into HarvardKey application to manage a HarvardKey
  - Authentication with HarvardKey integrated with PIN/CAS

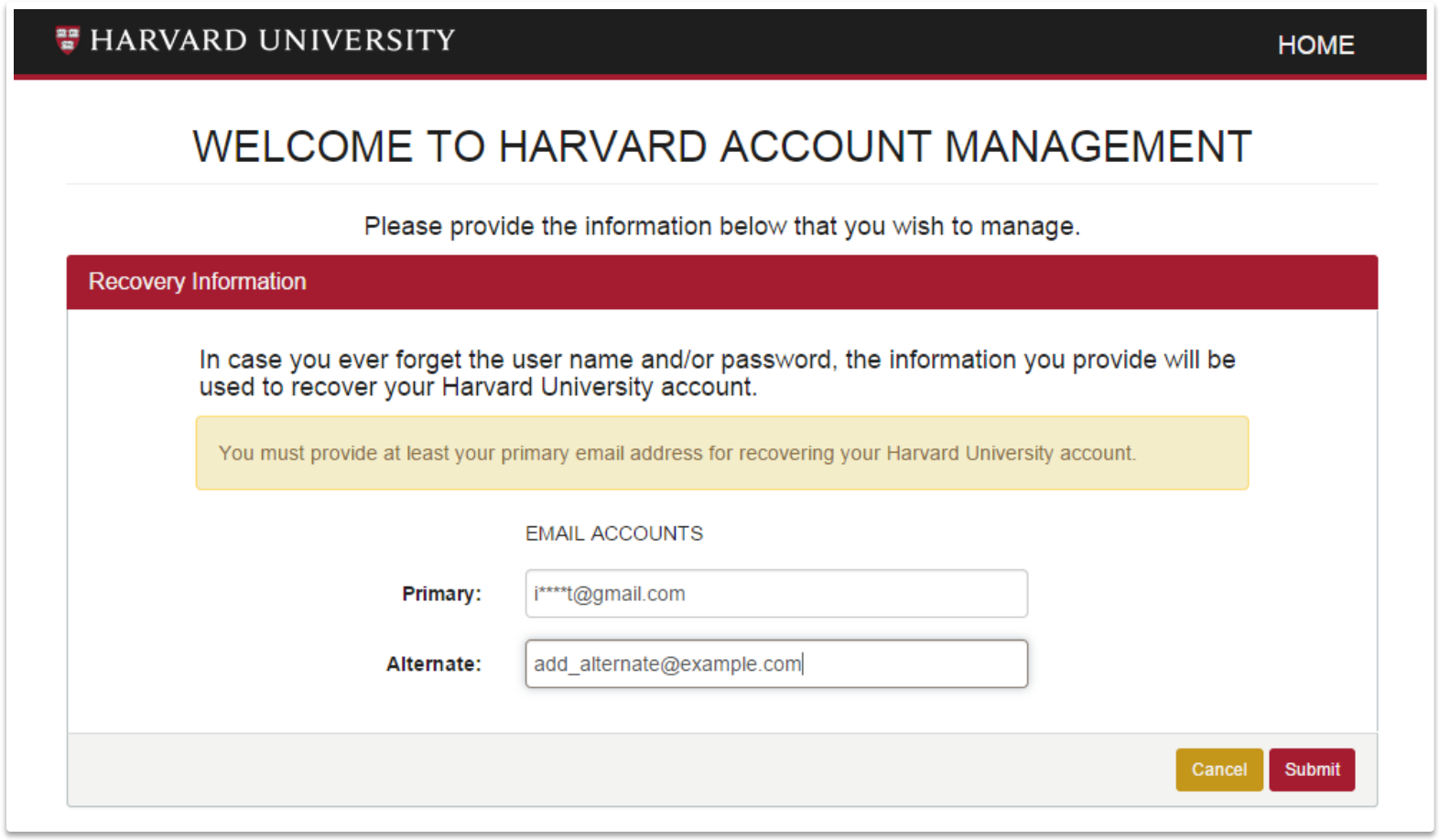
Benefits:

- Self-service that doesn't rely on security questions or defunct Harvard email addresses

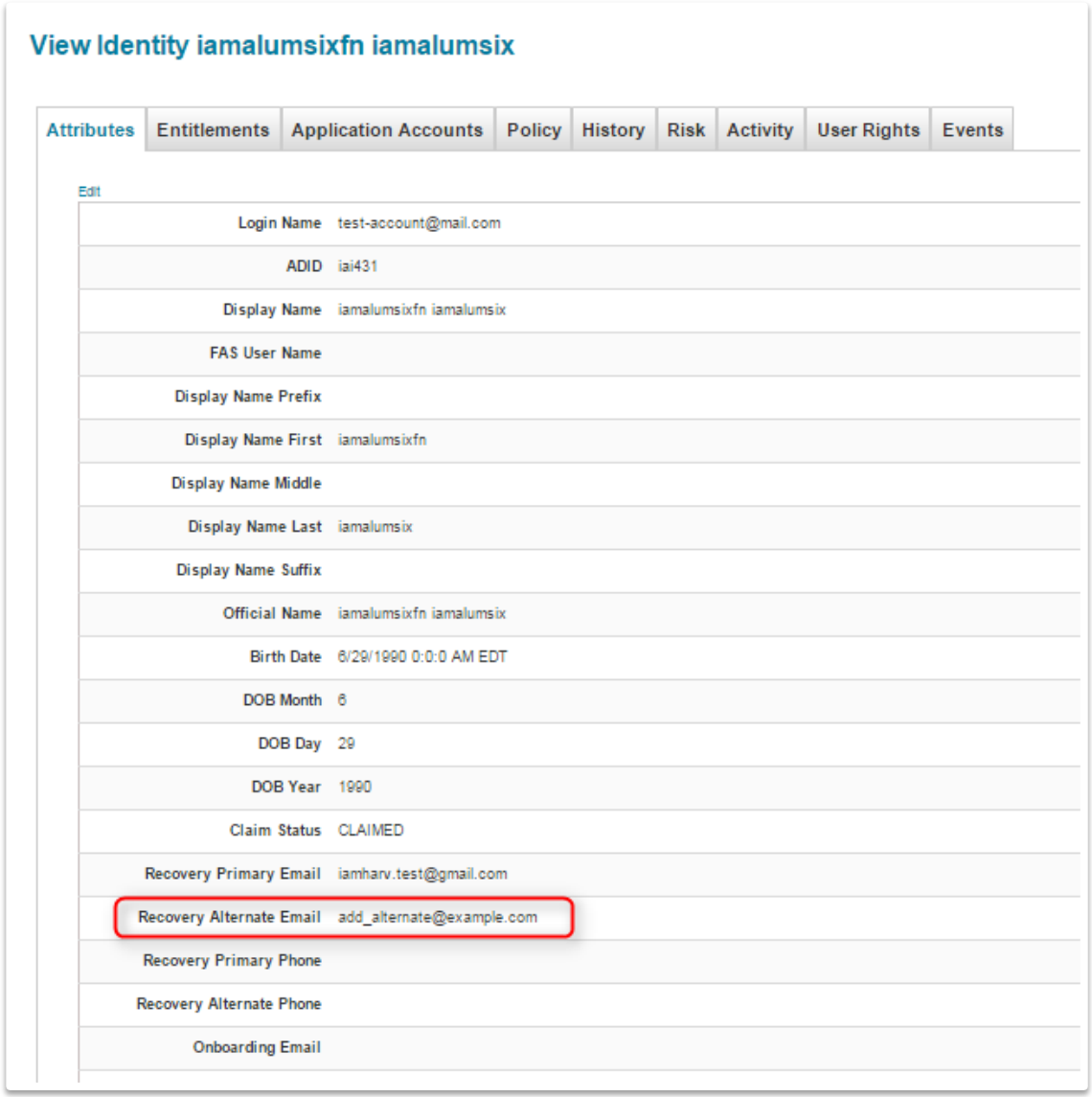
Recap: Alumni One Option in HarvardKey App



Recap: Entering an Additional Recovery Email

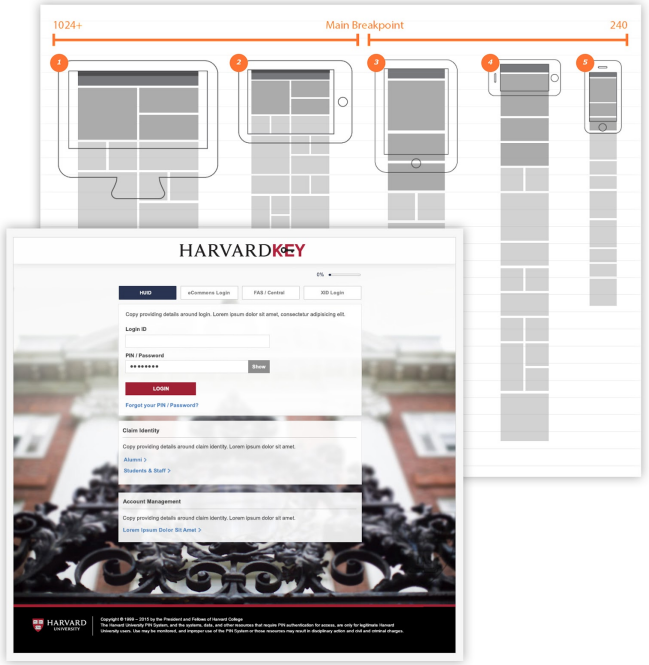


Recap: Viewing the Updates in IIQ and H-LDAP



Functionality Completed … Facelift Pending

- Team has completed the core functionality
- Isobar will be delivering a build kit to Harvard at end of March, which will enable us to align the look and feel of the application with Harvard standards
  - Responsive design (works with different formats/devices)
  - Familiar navigation
  - Level A accessible
  - Nicer looking!



Wrap-Up: Status of PI-2 Business Objectives

Today's demonstrations illustrated the following objectives:

- Data migration method for Alumni data being used by HAA
- Alumni registration process
- Authentication with HarvardKey using PIN/CAS
- Self-service HarvardKey features

Other Accomplishments During PI-2

Cloud:

- New Harvard LDAP (H-LDAP) deployed to the cloud
- PIN/CAS migrated to the cloud, ready for testing during PI-3

Platform Investment:

- Database rationalization project
- PIN3 decommissioned
- SHA2 upgrades
- Upgrade for Google API

Preparing for Future Development:

- Sponsored Account requirements analysis
- HMS system and requirements analysis

Discussion

Questions? Feedback?

Thank you!

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