



IAM Executive Status Dashboard – March 31, 2014

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No significant concerns **GREEN**
 Risks identified; mitigation plans feasible and under review. **YELLOW**
 Significant concerns / risks; mitigation plan requires immediate attention. **ORANGE**
 Significant risks to project deliverables and/or milestones; no viable mitigation plan yet known. **RED**

STRATEGY & PLANNING STATUS

TOPIC	STATUS	TREND
Schedule	YELLOW	↔
Scope	GREEN	↔
Staffing	YELLOW	↔
Budget	GREEN	↔
Reporting	GREEN	↔
Community Outreach	YELLOW	↔
Release Management	GREEN	↔

The Strategy and Planning Team has recommended planning adjustments to accommodate scope changes, SailPoint delivery delays and resource availability. Additionally, Gretchen Grozier has joined the team as the Community Program Manager and will work to define a standard outreach approach. The team is actively recruiting a Communications Specialist to assist with the creation of SailPoint training and Community Outreach material. Finally, the team has defined HUIT enterprise use cases for a Salesforce.com CRM solution to track partner engagement. A joint higher ed Salesforce.com best practices discussion will take place on 4/3 at Northeastern.

COMMUNITY OUTREACH

TOPIC	STATUS	TREND
Registrars	GREEN	↔
Human Resources	GREEN	↔
Harvard Business School	GREEN	↔
Division of Continuing Education	GREEN	↔
Faculty of Arts and Sciences	GREEN	↔
Graduate School of Design	GREEN	↔
Harvard Graduate School of Education	GREEN	↔

The IAM Program Plan has been widely presented to the broader community of Harvard. The Communication Plan will be reviewed and distributed over the next month. The Unified Communications, Collaboration and IAM teams are meeting to create a unified approach for managing common objectives and dependencies across projects and programs.

FUNCTIONAL STATUS

TOPIC	STATUS	TREND
Policy Governance	GREEN	↑
Documentation	YELLOW	↔
Service Definition	YELLOW	↔
Service Support	GREEN	↔
Requirements Assessment	YELLOW	↔
Quality Assurance	YELLOW	↔
Service Transition	GREEN	↔

The Product Team successfully coordinated the HU-LDAP release with dozens of customer groups. The release of a new version of the internal directory provided an opportunity to provide a better user experience, and collaborate with HLS. The provisioning project is progressing through an intense planning, analysis and requirements finalization effort for two future releases as it finalizes an initial production release of Sailpoint for April. Communication and outreach, documentation, service definition and quality assurance are improving as the staff reach target levels.

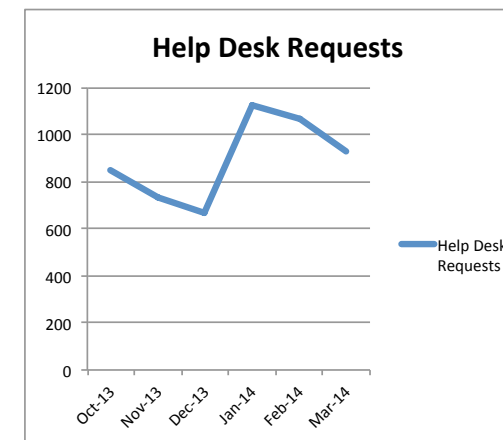
TECHNICAL STATUS

TOPIC	STATUS	TREND
Identity Management	YELLOW	↔
Access Management	GREEN	↔
Directory Services	GREEN	↔
Cloud Migration	GREEN	↔
Infrastructure	GREEN	↔
Data	GREEN	↔
User Experience	GREEN	↔

The Technical Team has recently delivered an LDAP upgrade for attributes, migration of Connections to the cloud as well as defining the development cloud architecture that will be used by IAM. The first deployment of the App Portal is on track to be delivered in April. Both Connections and App Portal fit well with the Cloud Architecture and we are gaining confidence that most of our applications will work well in the cloud. There are performance issues relating to infrastructure components controlled by Harvard, SailPoint, and enhancements made by our implementation consultant, Qubera. The teams are working on a joint resolution.

KEY PERFORMANCE INDICATORS

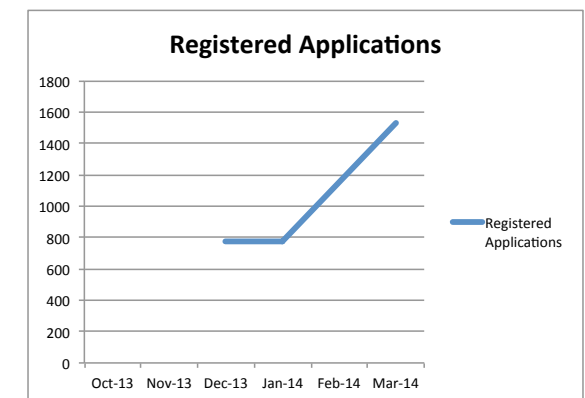
Account Mgt Help Desk Requests



The graph above represents the number of account management related help desk requests. We expect to see a cyclical trend in help desk requests that will require analysis over a longer period of time to be of significant value.

We expect to see the number of requests to decline over time as the self service functionality is introduced. This will be offset by the increase in the user population.

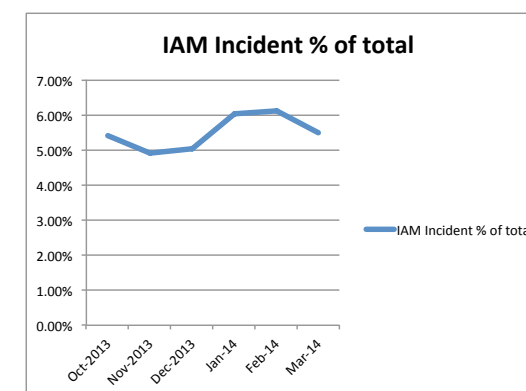
Registered Application



The graph above represents just one month of this cumulative statistic.

We expect to see an increase in the number of registered applications over time as we federate out to others.

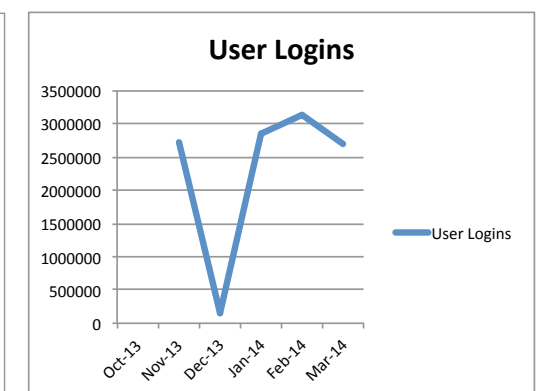
IAM Incidents as percentage of total



The graph above represents the IAM incidents as a percentage of the total.

We expect a reduction in the number of IAM incidents as a percentage in the total number of ServiceNow incidents.

User Logins



The graph above represents monthly user logins.

We expect to see the number of user logins to increase as we work with more populations and applications.