



HARVARD UNIVERSITY  
Information Technology

# Identity and Access Management Technical Oversight Committee

April 16, 2015

Thursday

1:00-2:00 p.m.

6 Story Conference Room

# Agenda

- Meeting Purpose and Intended Outcomes
- Approval of Previous Minutes (5 min)
- Chair's Report & Executive Committee Summary (10 min)
- Shared Topics of Interest: POI Sponsored Affiliation (10 min)
- Shared Topics of Interest: HarvardKey (20 min)
  - Onboarding Workflow
  - Responsive Design
  - Walk-Through: HarvardKey Design Assets
  - UX Consistency Across HUIT
- General Discussion (15 min)

# Meeting Purpose and Intended Outcomes

## Purpose

- Present the latest status of the IAM Program Plan
- Provide update on POI sponsored affiliation process
- Discuss HarvardKey responsive design
- Examine UX consistency across HUIT strategic initiatives

## Intended Outcomes

- Bring everyone up to date on processes for POI sponsored affiliations
- Demonstrate HarvardKey's responsive design
- Better knowledge of how HarvardKey, SIS, and TLT demonstrate design consistency

# Approval of Previous Minutes


## March 12 Meeting

### Topics

- Multifactor Authentication
- Email as Login Name
- Cloud Migrations

### Action Items

- Refine communications strategy
- Investigate how Lync will interact with HarvardKey (since still on ICEMail)



**Meeting Agenda / Notes**

Meeting Name	IAM Technical Oversight Committee Minutes		
Meeting Date	March 12, 2015	Meeting Time	1:00 – 2:00 PM
Location/ Conference #	6 Story St. Conference Rm	Meeting Host	Magnus Bjorkman

**Invitees**

Magnus Bjorkman	X	Sara Sclaroff	
Steve Duncan	X	Rich Ohlsten	X
Brian Pedranti		Colin Murtaugh	X
Sherif Hashem		Tyson Kamikawa	X
Raj Singh	X	David Faux	
Yadhav Jayaraman		Eileen Flood	X
Jonah Pollard	X	Grainne Reilly	X
Tim Gleason	X	Micah Nelson	
Mahbub Rahman	X	Greg Covelle	
Jessica Schilling	X	Gretchen Grozier	X
Carolyn Brzenzinski		Randy Stern	X

**Action Items from Previous Meeting**

- Gretchen — Distribute communication strategy (including for application owners, different business owners) — discussed during meeting
- Magnus/Tim — think about 3<sup>rd</sup> party vendors using non-Harvard domains for login (Tyson's question)
- Mahbub — look at MFA vendor to be able to use federation in schools (same app on phone does all) — discussed during meeting
- IAM/UC — research how Lync will work with HarvardKey (still on IceMail and use ADID to login at present)

**Agenda and Notes**

Topics:

- ✓ Communications – will have targeted approach for each population we rollout to, with a standard set of formats. Starting outreach to PIN app owners who may need to do some reconfiguration for HarvardKey (town hall meeting scheduled 3/31).

1. Chairs Report – Status Update
  - ✓ Reviewed the [Executive Committee Dashboard from 3/6/15](#) - overall the status is green
  - ✓ Recent highlights: HLDAP is in Prod (in the Cloud), Alumni API is done (Mike T is working on the input from Advance), HMS analysis completed, Program Increment 2 demo done on 3/10.
2. Multi-Factor Authentication
  - ✓ Mahbub discussed the POC happening in this Program Increment and addressed some questions raised last meeting. Harvard MFA solution will be in our cloud; we are looking for flexibility and integration with multiple platforms. Won't be able to use Google (only have SaaS option) also many issues with a "lost key". One vendor we have looked at supports ADFS and one is working on it.
  - ✓ There are 3 use cases we are pursuing: application requires MFA, user opts in to use MFA for all their logins, an app requires a subset of users (ex: admins) to use MFA.

## Previous Minutes: Action Items

### **Research how Lync will work with HarvardKey (still on Icemail and use ADID to login at present)**

- HUIT Unified Communications has a project underway to convert Lync to a cloud-based service using the same O365 credential pair
- The legacy Lync service will continue to use the University AD password, which will match to HarvardKey; the login name in this scenario is unique

### **Refine communications strategy**

- In progress: ability for “production support” emails to go to technical staff prior to business owners
- In progress: methods for reaching out to various populations across the University about HarvardKey

# Chair's Report: Executive Committee

See the latest dashboard at [iam.harvard.edu/executive-dashboard](http://iam.harvard.edu/executive-dashboard)

**STRATEGY AND PLANNING: TOPICS & TREND LINES**

PI-2 was extended by one sprint to allow more development time for incomplete features and minimize carryover, with no impact to customers or program plan. PI-3 now is underway, and the development teams remain focused on features for Alumni and FAS, supporting IAM customers and HUIT programs and migrating IAM applications to the cloud. The goal is to finalize all Alumni features by PI-4 in order to spend the bulk of PI-4 development time on features for FAS. The team received a final budget and needs from leader for implementing user facing design patterns, and will conclude front-end development on HarvardKey account management features in PI-3. Planning for PI-4 began this week with definition of the increment's business objectives and a draft of the candidate features list. Technical analysis and decomposition of features into high level stories will begin in Sprint 3 of PI-3, the week of April 6.

**FUNCTIONAL STATUS: TOPICS & TREND LINES**

The HarvardKey team is currently modifying the application to reflect designs del. SelfPoint Identity to the cloud and, in parallel, refactoring how source data spot enhancements are being developed to allow for viewing of Alumni data and the increment are being reviewed in preparation for design planning.

**TECHNICAL STATUS: TOPICS & TREND LINES**

The team has successfully completed the database rationalization production release. CAS, SIP, and AuthProxy are all also on track to move to the cloud in the near future. Larger volumes, and the introduction of group functionality. The team has also been enabling release later in the year.

**COMMUNITY OUTREACH: HARVARD UNITS & TRENDS**

Alumni, SIS, SEAS, FAS, and HME work progresses, with ongoing outreach efforts to keep them informed. Working with HUIT programs around combined outreach FAS, including our IAM information in a single, coordinated message. Cloud team tracking AWS migrations via Salesforce and will start on reporting for them next. Further work to create coordinate rollout activities plan across programs.

**KEY PERFORMANCE INDICATORS**

**Account Management Help Desk Requests**

**IAM Incidents**

Academy year cyclical trends, we expect a decline in requests as self-service functionality is introduced, offset by the increase in user population. We expect a reduced percentage of total temporary increase.

**PROGRAM NARRATIVE**

Accomplishments this month include implementation of consolidated database schemas for IAM databases — reducing support and testing overhead and enabling faster cloud migrations — as well as the development of a SelfPoint ID release enabling Alumni provisioning. Program Increment 3 is underway, and handoff of final deliverables from BI Dev (for cloud deployment tools) and Jobbar (for user facing design patterns) is expected this month. First cloud migration of an IAM app in concert with Cloud & DevOps program (PhotoBooks) is underway.

**EXECUTIVE ATTENTION NEEDED**

No items requiring executive attention.

**CRITICAL SUCCESS FACTORS**

- Executive Sponsorship**
  - Executive Committee to assist with FAS and Alumni-related rollout and communications activities throughout the summer.
- Transition Planning**
  - Final major release with transition manager a success, with good coordination among stakeholders (multiple CAB meetings, and/or location) post-deployment follow-up complete.
  - IAM DevOps mature via continued app migration.
  - Vendor (BI Dev) failed to deliver entirety of CDOP solution, but app migration still moving as planned; development automation in progress using internal team resources.
- Budget Planning**
  - PI-3 Budget has been approved by HUIT finance team.
- Resource Planning**
  - Initial review for QA contractor.
  - Positions will be posted shortly for two AD engineers.
  - Position will be posted shortly for lead software development manager (replacing Craig Metzler).
- Community & School Engagement**
  - All stakeholder received invitation to PI-2 demo; many accepted.
  - Continued discussions with FAS leadership about HarvardKey rollout and tie in with security campaign.
  - Meetings with HME and H.S. to discuss proposals for their rollouts.
  - Team Hall with small subset of PIN app owners about reconfiguring for HarvardKey.
- Cross-Program Collaboration**
  - Continued meetings for cross-program communications.
  - Support for SIS release in March; working on stories to support June release.
  - Provided TLT with communication templates.
  - Migrated Cloud & DevOps into Salesforce (using for tracking).

**PROGRAM PLAN SUMMARY, STATUS, AND MILESTONES**

TRACK	PROJECT STATUS	NEAR TERM MILESTONES	2014	2015	2016	2017	
Provisioning	Alumni feature development scheduled to complete in May, with data migration and go-live schedule relationships. First round of HME analysis documentation ready for final approval.	June: Support provisioning and account self-service for FAS users. June: Support provisioning and account self-service for Alumni users. June: Final HME analysis Phase 2, AD account lifecycle. IT resource provisioning.	Feb	Apr	Jun	Aug	Oct
Federation	Self-service registration and customer needs, labor deployment requests already released to better support various program applications.	No near-term milestones.	Feb	Apr	Jun	Aug	Oct
Directory Services	No near-term milestones.	No near-term milestones.	Feb	Apr	Jun	Aug	Oct
App Owner Support	Reference implementation release is underway.	July: Make integration easier for HUIT (API review and internal app security) by providing internal APIs.	Feb	Apr	Jun	Aug	Oct
One-Way Fed	No near-term milestones.	No near-term milestones.	Feb	Apr	Jun	Aug	Oct
Identity Access Governance	No near-term milestones.	July: Reduce user risk profile by truncating SSO. Review and update of identity and account compliance. Review report with Senior Committee recommendations.	Feb	Apr	Jun	Aug	Oct
Authentication Enhancements	Multi-factor authentication vendor selected; formal agreement in progress.	Aug: Review and update of identity and account compliance. Review report with Senior Committee recommendations.	Feb	Apr	Jun	Aug	Oct
Authentication Enhancements	Integration testing and API enhancement underway for SIS Phase 2.	July: Enable SIS to benefit from IAM data by providing internal APIs. Aug: Make authorization easier by introducing internal APIs.	Feb	Apr	Jun	Aug	Oct
External Directories	No near-term milestones.	No near-term milestones.	Feb	Apr	Jun	Aug	Oct
Expanded Provisioning	AD & FM support lines approved.	Oct: DevOps team not provisioned through HarvardKey. Review the team to be provisioned. Help: Merge PI-3, complete and releasing. Coordinate with other IAM infrastructure. Aug: Review and update of identity and account compliance. Review report with Senior Committee recommendations.	Feb	Apr	Jun	Aug	Oct
Cloud Migration	IAM app migration is underway in coordination with Cloud & DevOps program. Public LDAP has been retired in dev environment.	Cloud Architectural Review Mode. Connection Approval. FAS Migration and Database Support Migration. SelfPoint Migration. HME Migration. PhotoBooks & FAS LDAP Decommissioning.	Feb	Apr	Jun	Aug	Oct

- Program Status: Green
- Key points: Collapsing instances of IAM databases; HarvardKey design; lower environment cloud migration underway

# Shared Topics: POI Sponsored Affiliation

## Issue: Guest accounts contribute to identity proliferation

- FAS sponsored accounts in Waveset are local identities only without broader capabilities in the University
- We want to include these identities in IdDB (centralized identity registry)
- Establish smooth transitions as role changes occur over time
- Recognize existing University roles to avoid duplicate accounts

## Solution: Integrate with simplified POI (person of interest) in MIDAS

- Add personae/roles to clearly define the person's need for access and who they are — add the *sponsored affiliation* on the POI
- Use MIDAS to administer these identities
- Require DOB for better identity-proofing against existing records
- Move closer to the “one identity for life” paradigm
- Maps more closely to Internet2.edu and InCommon standards
- Integrate self-claiming of identity via HarvardKey

# Shared Topics: POI Sponsored Affiliation

## Same identity - evolving roles

- Once an identity is established, it will evolve with the addition of various roles
- This approach provides consistency and reduces the number of accounts issued

## Example

- An employee sponsors the creation of an account for a contractor; contractor claims their account and is issued credentials
- Contractor is offered employment and has a new role added to the same identity
- The contractor role should be expired by the sponsor, but can coexist with employee role
- Adding other roles is also possible — for example, that one identity may also include DCE enrollment or multiple jobs

## Shared Topics: POI Sponsored Affiliation, continued

Current Non-Sponsored POIs	Current Sponsored POIs	Proposed Sponsored POIs
<ul style="list-style-type: none"><li>• Overseer</li><li>• Retiree</li><li>• Spouse of Deceased Retiree</li><li>• Retired Hospital Affiliate</li><li>• Spouse of Deceased Hospital Affiliate</li></ul>	<ul style="list-style-type: none"><li>• Consultant</li><li>• Contractor</li><li>• Vendor</li><li>• Security</li><li>• Family Member</li><li>• Tenant</li><li>• Smithsonian Employee</li><li>• Harvard Management Company Employee</li><li>• Other</li></ul>	<ul style="list-style-type: none"><li>• Incoming Employee/Transfer</li><li>• Collaborator</li><li>• Inter-school Affiliated</li><li>• Visitor</li><li>• Volunteer</li><li>• Hospital Employee</li><li>• Field Education Supervisor</li><li>• Academic Advisor</li></ul>

**Expanding POI role types will provide a better match with how the identities are actually used.**

- Clear definition of roles to be provided to sponsors/administrators
- Expanded roles may be tied to default service provisioning packages
- Sponsored roles will expire (but can be renewed)

# Shared Topics: HarvardKey Onboarding Workflow



1. Dr. Pat Patrick's accepts an offer for an assistant professorship. Pat's start date is Sept. 1.



2. Pat's department admin sponsors an account for Pat — even though it's only April. This includes details like birthdate, personal email, start/end dates, and affiliation type.



3. An identity for Pat — including a HUID — is created in the Harvard Identity Registry (IdDB).



4. HR sends Pat an email with an invitation to claim a new Harvard account.



5. Pat claims a account using name, date of birth, and the code from the email. Then, Pat chooses a username from a list of options, sets a strong password, and adds a recovery email in case a password reset is ever necessary.



6. Account Management flips Pat's status in SailPoint IIQ to "Claimed."



7. Accounts are provisioned for Pat in the appropriate targets for an Incoming Faculty role — in this case, HarvardKey LDAP, University AD, O365, FAS AD, FAS LDAP, Kerberos, and Google.



8. By August, HR job data for Pat is fully complete in PeopleSoft, and PeopleSoft submits this data to IdDB.



9. A future-effective dated employee role update results in some provisioning to downstream systems.



10. On Sept. 1, when Pat's Incoming Employee role ends and the Employee role starts, additional attributes are updated in LDAP — Pat's data have "aged," and the passage of time automatically results in additional provisioning.

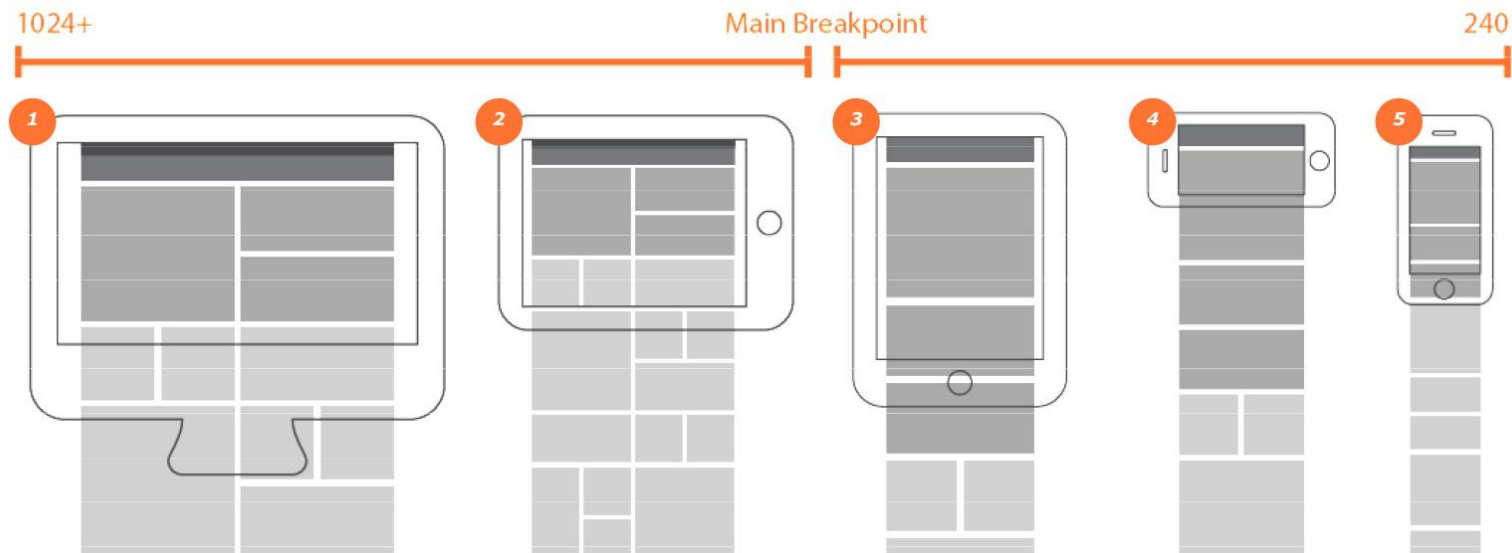


11. Pat comes to campus to start the new appointment! Pat already has access to all the apps and services needed for day-to-day life at Harvard — including the Athletic Office site, where Pat buys a pool sticker for a workout after a great first day on the job.

# Shared Topics: HarvardKey Responsive Design

**HarvardKey will support desktop and mobile with equal fluency.**

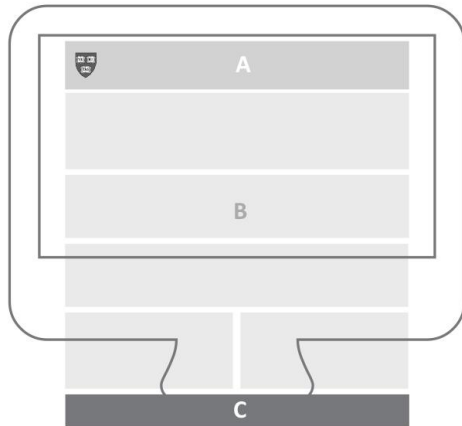
- Width-based, not device-based
- Multiple width “breakpoints”
- Content items follow a modular mental model
- Allows for greatest possible flexibility and future-proofing



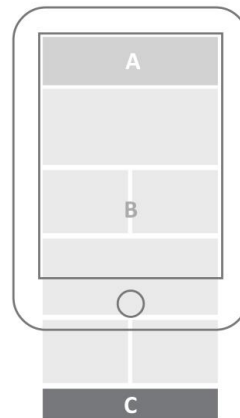
# Shared Topics: HarvardKey Responsive Design

**Modular design will automatically adjust to fit the needs of the user's device.**

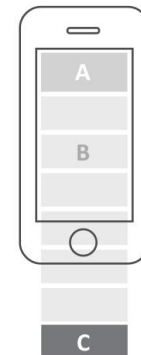
A = Header    B = Page Content    C = Footer



*On both desktop and tablet in landscape, the page structure will follow the format outlined above. The header will span across the top of the page. Content will be displayed in a multi-column format the width of the page. A standard footer will be included at the bottom of the page.*



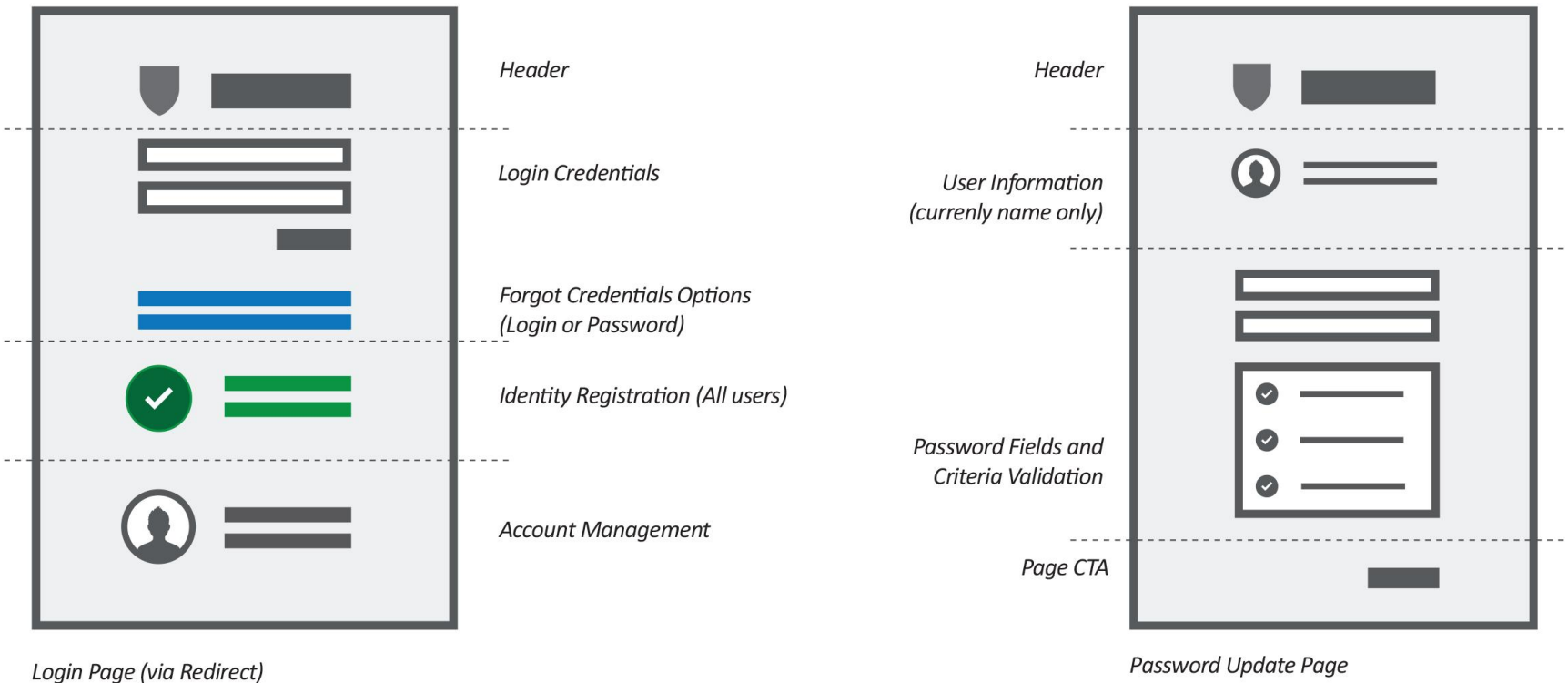
*Page content will primary live in either a single or double column and the footer will remain at the bottom of the page.*



*For the smallest screen size, mobile in portrait orientation, the page structure will fall into a single column format. Page content will be displayed in a single column format.*

# Shared Topics: HarvardKey Responsive Design

Content in these modules can be combined or rearranged as needed, but together create a cohesive pattern with which users will become familiar.



# Shared Topics: HarvardKey Responsive Design

**Let's try it out!**

Welcome/Options Screen:

<http://tinyurl.com/harvardkey-welcome>

Login Screen:

<http://tinyurl.com/harvardkey-login>

Setup (User Type):

<http://tinyurl.com/harvardkey-usertype>

Set Password:

<http://tinyurl.com/harvardkey-setpassword>

# Walk-Through: HarvardKey Design Assets

## Major use cases for HarvardKey:

- Claim an account (new users)
- Manage an existing account (existing users)
- Sign in to protected applications (existing users)

# HarvardKey Walk-Through: Claim an Account

**HARVARDKEY**

Choose Your Identity Type

[ Instructional copy ]


Alumni   Students and Staff Members   Sponsored Individuals

[I don't know my identity type](#)

List of requirements for Alumni:

- Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua
- Labore et dolore magna aliqua
- Quis nostrud exercitation
- Ullamco laboris nisi
- Ut aliquip ex ea commodo consequat
- Dolor in Duis aute inure

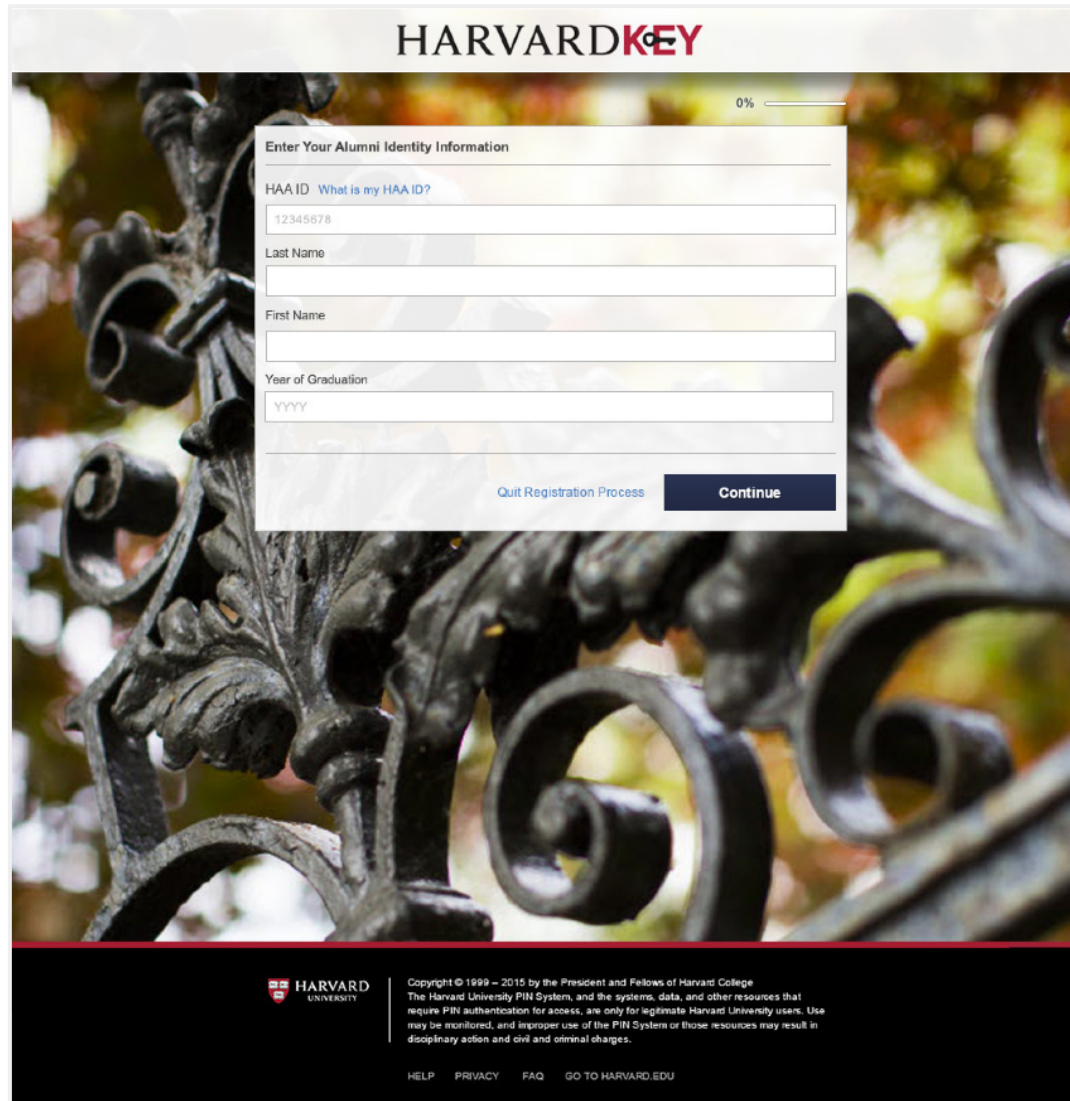
[Quit Registration Process](#) [Continue](#)

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# HarvardKey Walk-Through: Claim an Account



The screenshot shows the HarvardKey registration interface. At the top, the HarvardKey logo is displayed. Below it, a progress indicator shows 0%. The main section is titled "Enter Your Alumni Identity Information" and contains several input fields: "HAA ID" (with a link "What is my HAA ID?"), "Last Name", "First Name", and "Year of Graduation" (with a "YYYY" placeholder). At the bottom of the form are two buttons: "Quit Registration Process" and "Continue". The background of the page features a close-up image of ornate ironwork.

HARVARDKEY

0%

Enter Your Alumni Identity Information

HAA ID [What is my HAA ID?](#)

12345678


Last Name

First Name

Year of Graduation

YYYY

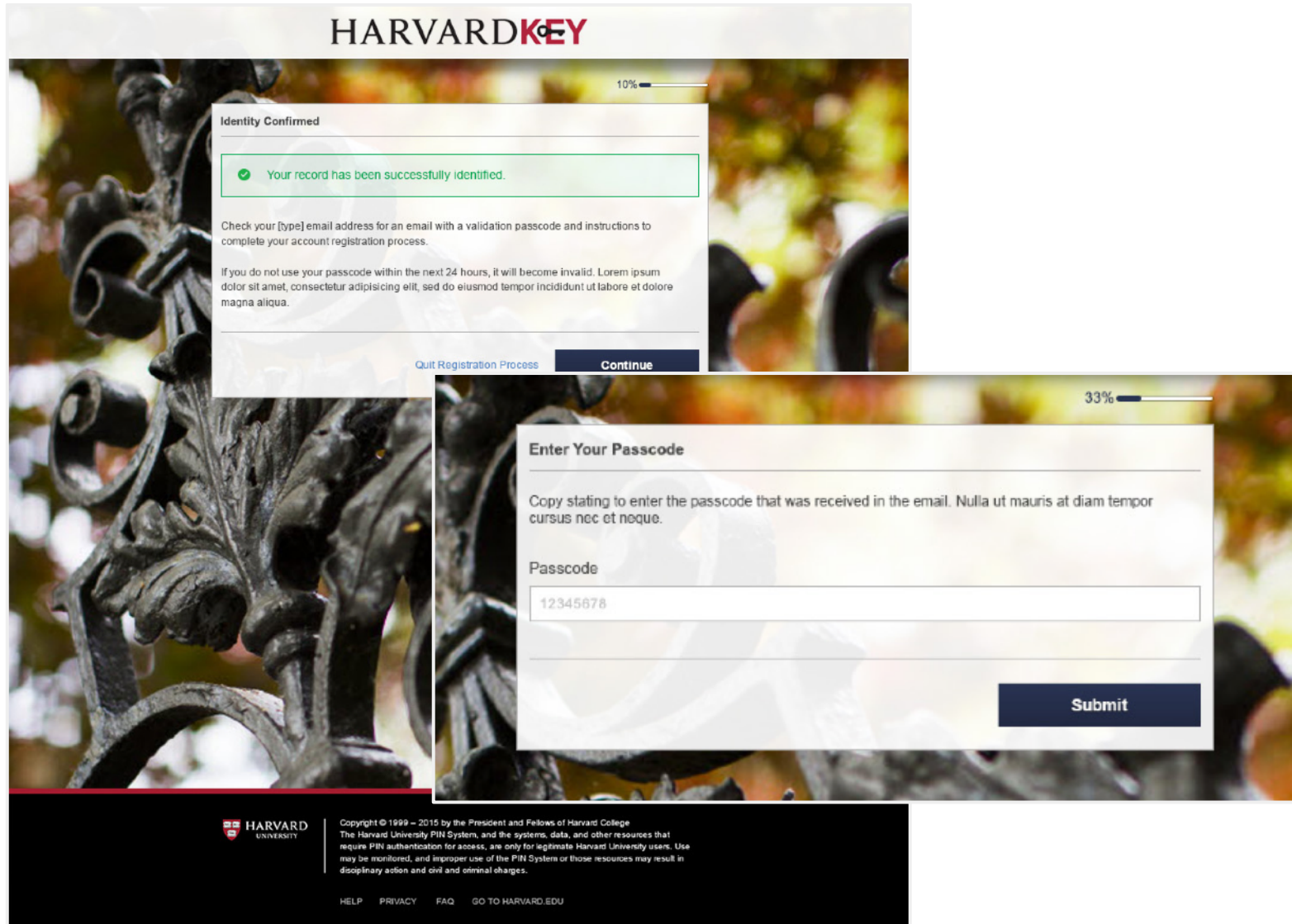
[Quit Registration Process](#) [Continue](#)

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# HarvardKey Walk-Through: Claim an Account



The image displays two sequential screenshots of the HarvardKey registration process. The background of both screenshots is a close-up photograph of a dark, ornate metal sculpture, possibly a part of a building's facade, with intricate scrollwork and circular motifs.

**Top Screenshot (10% progress):**

- Header:** HARVARDKEY
- Progress:** 10%
- Title:** Identity Confirmed
- Message:** A green checkmark icon is followed by the text "Your record has been successfully identified."
- Text:** "Check your [type] email address for an email with a validation passcode and instructions to complete your account registration process." Below this is a paragraph of placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua."
- Buttons:** "Quit Registration Process" (blue text) and "Continue" (dark blue button).

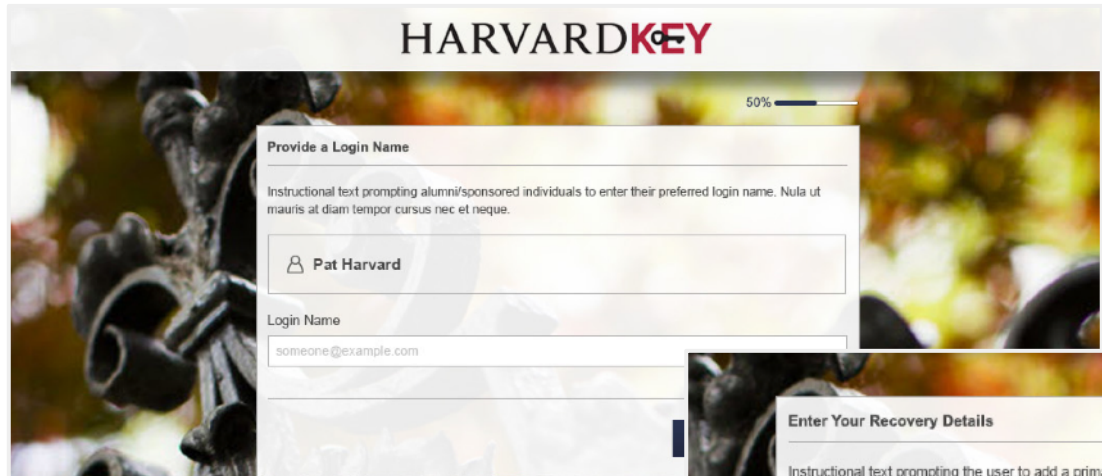
**Bottom Screenshot (33% progress):**

- Header:** HARVARDKEY
- Progress:** 33%
- Title:** Enter Your Passcode
- Text:** "Copy stating to enter the passcode that was received in the email. Nulla ut mauris at diam tempor cursus nec et noque." (Note: "stating" appears to be a typo for "step").
- Form:** A text input field labeled "Passcode" containing the value "12345678".
- Button:** "Submit" (dark blue button).

**Footer:**

- Logo:** HARVARD UNIVERSITY
- Copyright:** Copyright © 1999 – 2015 by the President and Fellows of Harvard College. The Harvard University PIN System, and the systems, data, and other resources that require PIN authentication for access, are only for legitimate Harvard University users. Use may be monitored, and improper use of the PIN System or those resources may result in disciplinary action and civil and criminal charges.
- Links:** HELP PRIVACY FAQ GO TO HARVARD.EDU

# HarvardKey Walk-Through: Claim an Account




**HARVARDKEY**

50%

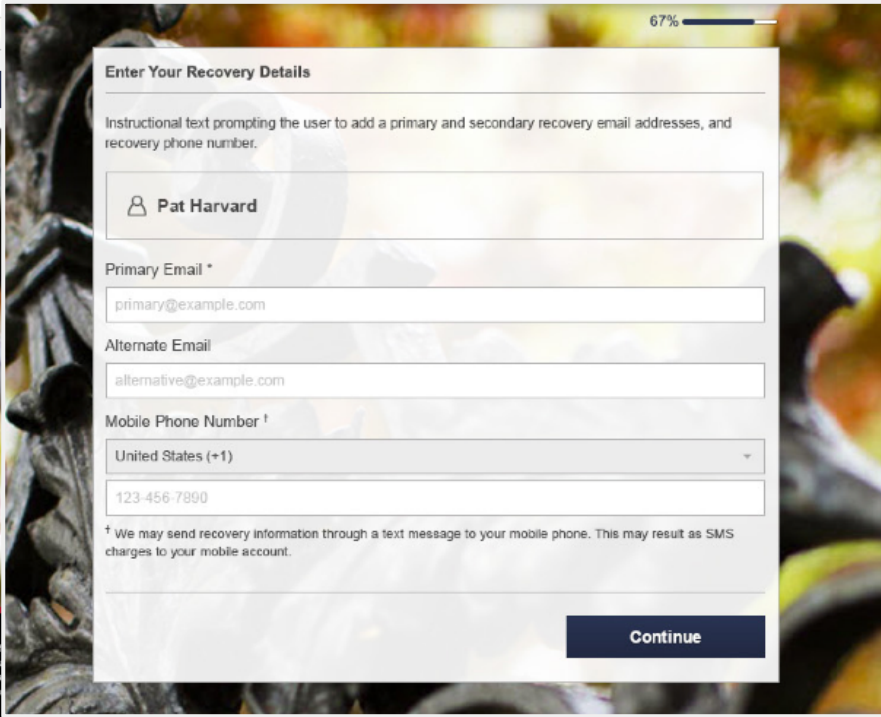
**Provide a Login Name**

Instructional text prompting alumni/sponsored individuals to enter their preferred login name. Nula ut mauris at diam tempor cursus nec et neque.

 Pat Harvard

Login Name


someone@example.com



67%

**Enter Your Recovery Details**

Instructional text prompting the user to add a primary and secondary recovery email addresses, and recovery phone number.

 Pat Harvard

Primary Email \*

primary@example.com

Alternate Email

alternative@example.com

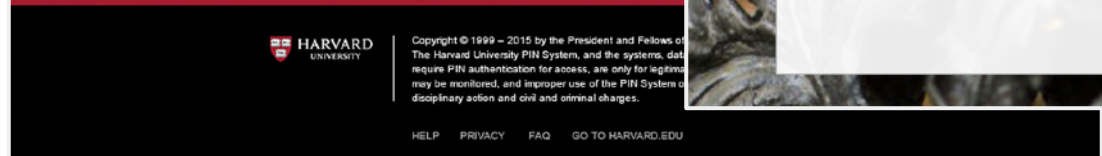
Mobile Phone Number †


United States (+1)

123-456-7890

† We may send recovery information through a text message to your mobile phone. This may result as SMS charges to your mobile account.

**Continue**



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# HarvardKey Walk-Through: Claim an Account

## HARVARDKEY

83%

### Create Your Account Password

Instructional text outlining what the user needs to do lorem ipsum.

 Pat Harvard

Password Rules [Help on Password Rules](#)

Password must contain:

22 characters

OR

Password must contain:

Between 10 and 120 characters

Five or more unique characters

At least 3 of 4 of the following: an upper case, lower case, numeric or special character

Be sure not to include:

Your email, part of your name, or part of your address

Common words with 4 or more letters (in forward or reverse order)

Number sequence with 4 or more numbers (in forward or reverse order)


Password

\*\*\*\*\*

Confirm Password

\*\*\*\*\*

**Submit**



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# HarvardKey Walk-Through: Claim an Account

## HARVARDKEY

83%

### Create Your Account Password

Instructional text outlining what the user needs to do lorem ipsum.

Pat Harvard

**✖ Password does not meet criteria**

#### Password Rules

Mixed Long [Help on Password Rules](#)

**Password must contain:**

- Between 10 and 120 characters  
Only 7 characters
- Five or more unique characters  
Only 5 characters
- At least 3 of 4 of the following: an upper case, lower case, numeric or special character

**Be sure not to include:**


- Your email, part of your name, or part of your address  
Contains your middle name
- Common words with 4 or more letters (in forward or reverse order)  
Contains 'Tree'
- Number sequence with 4 or more numbers (in forward or reverse order)  
Contains '5432'

Password

Confirm Password

**✖ Passwords do not match**

**Submit**

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# HarvardKey Walk-Through: Claim an Account

## Password Rules X

Copy about making sure your password is strong enough.

**No Personal Information:**  
Your password should not contain any of your personal information such as email address, your first, middle or last name, or the parts of your address like street name, city, or state name.

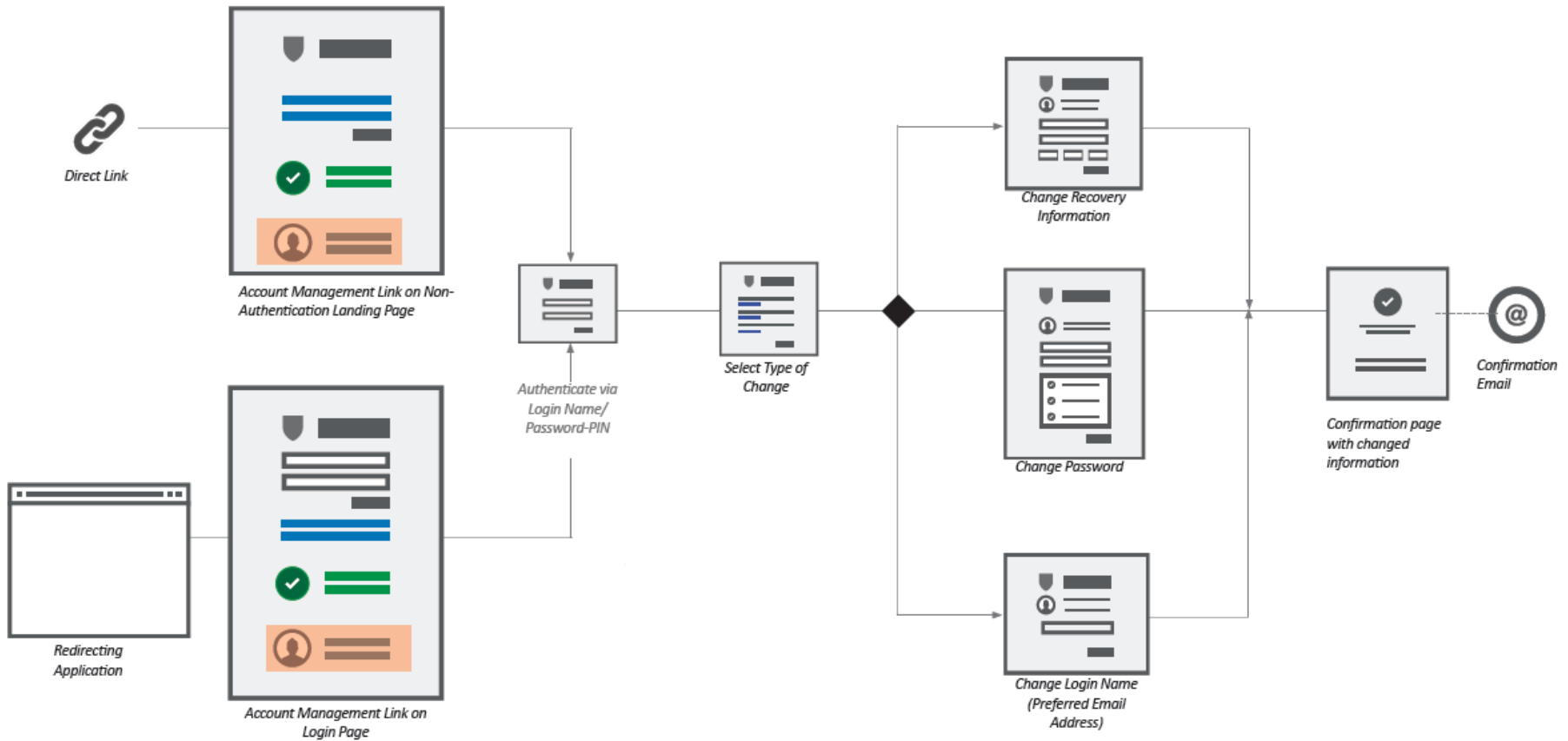
**No common words with 4 or more letters:**  
There should not be common words in forward or backward order (i.e. 'Tree' or 'eerT'). Common words can also be words found within dictionary.

**No number sequences with 4 or more numbers:**  
There should not be a sequences of numbers in forward or backward order (i.e. 1234, 9876)

**Still need password assistance?**  
Please contact HarvardKey at [harvardkeyhelp@harvard.edu](mailto:harvardkeyhelp@harvard.edu)  
All other inquires should be directed to the Online Help Desk at [helpdesk@harvardkey.com](mailto:helpdesk@harvardkey.com) or 800-000-0000

**Close**

# HarvardKey Walk-Through: Manage Existing Account



# HarvardKey Walk-Through: Manage Existing Account

**HARVARDKEY**

## Account Management

Copy instruction providing details around account management. Aenean eget pulvinar odio, et aliquetq quam.

I need to...

- Update my password  
[Change Password >](#)
- Update my recovery Primary email, Alternative email or Mobile Phone Number  
[Change Recovery Information >](#)
- Change my Login ID (Preferred Email)  
[Change Preferred Login Name >](#)

# HarvardKey Walk-Through: Application Sign-In

**HARVARDKEY**

Welcome to HarvardKey

Copy instruction providing details around login details for users who currently exist in Harvard community.

HarvardKey	HUID	FAS / Central	XID / Login	eCommons
------------	------	---------------	-------------	----------

Login Name

PIN / Password

Stay signed in

**LOGIN**

[I Forgot My Login Name](#)  
[I Forgot My PIN / Password](#)

**Identity Registration**

Copy providing details around how the user has the option to claim their identity and establish their credentials for login.

[Begin Registration Process >](#)

**Account Management**

Copy around how the user can manage their account, update recovery information, password...

[Manage My Account >](#)

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# HUIT Guiding Principles for User Experience

**1**

**Perform similar tasks in similar ways**

**2**

**Navigate seamlessly across applications**

**3**

**Apply common branding, look, and feel**

**4**

**Leverage a common mental model**

# HUIT Cross-Program UX Review

## **Perform similar tasks in similar ways**

- Manage distinctions between app functions by focusing on shared UX components

## **Navigate seamlessly across applications**

- Transition from authentication screen to a protected application minimizes differences between the two interfaces

## **Apply common branding, look, and feel**

- Create continuity across applications by using unified branding
- Harmonize design wherever possible

## **Leverage a common mental model**

- Use shared user personas and industry conventions

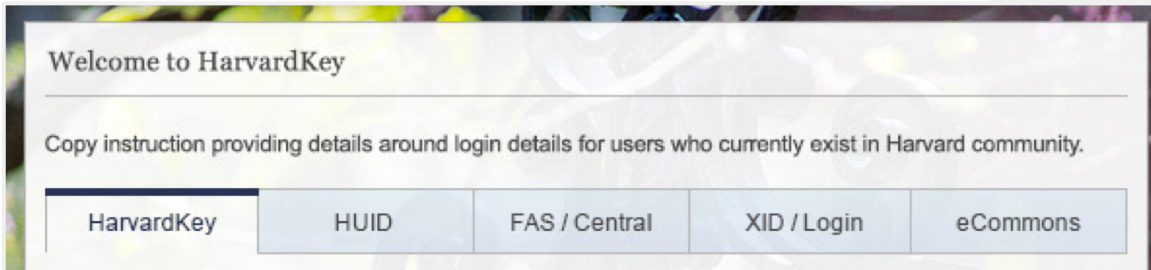
## **For IAM**

- Present a minimal interface with few major UX elements

# Guiding Principle: Focus on Shared UX Components

## Navigation and wayfinding

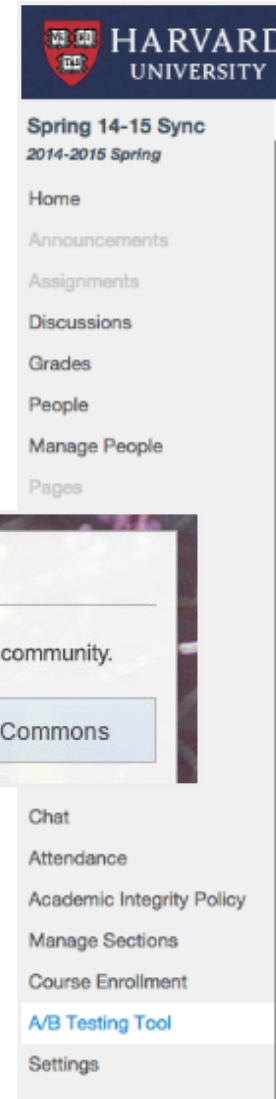
- All user options should be visible on page load
- No “hidden” menus



Welcome to HarvardKey

Copy instruction providing details around login details for users who currently exist in Harvard community.

HarvardKey	HUID	FAS / Central	XID / Login	eCommons
------------	------	---------------	-------------	----------

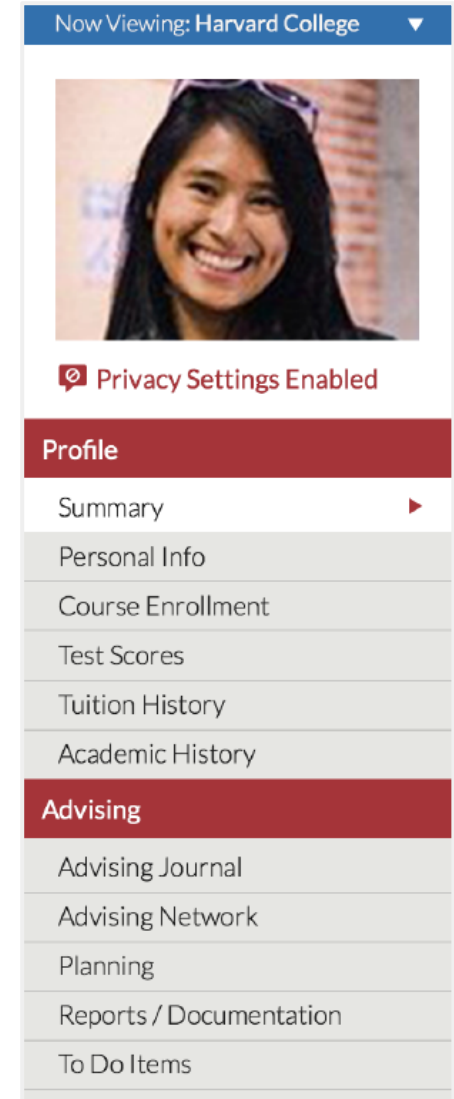


HARVARD UNIVERSITY


Spring 14-15 Sync  
2014-2015 Spring

- Home
- Announcements
- Assignments
- Discussions
- Grades
- People
- Manage People
- Pages

- Chat
- Attendance
- Academic Integrity Policy
- Manage Sections
- Course Enrollment
- A/B Testing Tool
- Settings



Now Viewing: Harvard College



Privacy Settings Enabled

### Profile

- Summary
- Personal Info
- Course Enrollment
- Test Scores
- Tuition History
- Academic History

### Advising

- Advising Journal
- Advising Network
- Planning
- Reports / Documentation
- To Do Items


# Guiding Principle: Focus on Shared UX Components

**The user input form is the common component used in all applications.**

- User inputs presented using similar layout choices
- Inline validation of form inputs
- Layering of UI with internal windows
- Use of color for call-to-action elements

# Guiding Principle: Focus on Shared UX Components

← Peter Miller   **Jacqui Miller**   Milton Brown   →

I am currently pursuing: Bachelor's Degree in Economics with a minor in English Literature 

## Add New Entry

Note Type: Progress ▾

Commonly Used: Met with Student - Satisfactory ▾

Submit

Show My Notes

# Guiding Principle: Focus on Shared UX Components

Welcome to HarvardKey

Copy instruction providing details around login details for users who currently exist in Harvard community.

HarvardKey	HUID	FAS / Central	XID / Login	eCommons
------------	------	---------------	-------------	----------

Login Name

Password

Stay signed in

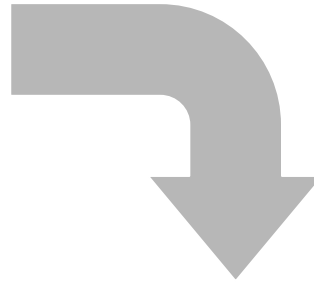
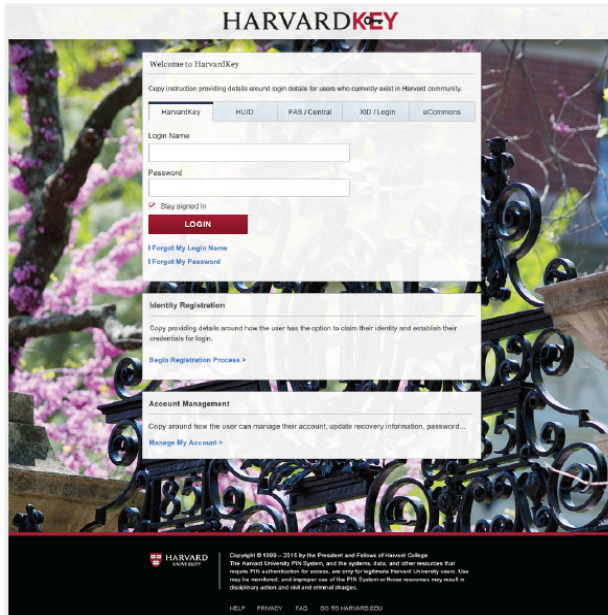
**LOGIN**

[I Forgot My Login Name](#)

[I Forgot My Password](#)

The image shows a login form for HarvardKey. At the top, it says "Welcome to HarvardKey". Below that is a horizontal line and a paragraph: "Copy instruction providing details around login details for users who currently exist in Harvard community." Underneath is a row of five buttons: "HarvardKey", "HUID", "FAS / Central", "XID / Login", and "eCommons". The "HarvardKey" button is highlighted with a dark border. Below the buttons are two text input fields labeled "Login Name" and "Password". Below the "Password" field is a checkbox labeled "Stay signed in" which is checked. Below the checkbox is a large red button with the text "LOGIN" in white. At the bottom, there are two blue links: "I Forgot My Login Name" and "I Forgot My Password". The entire form is overlaid on a background image of a decorative wrought-iron fence.

# Guiding Principle: Navigate Seamlessly Across Apps



**Course Evaluations Due**

Very Satisfactory

**More Announcements**

**Registrar**  
Adipiscing elit, sed do eiusmod. Ut enim ad minim veniam. Duis aute irure dolor in minim ven.

**Undergraduate Council**  
Sunt in culpa qui officia deserunt. Sed ut perspiciatis unde omnis iste. accusantium dolorumque.

**My Department**  
Voluptate velit esse cillum dolore. Excepteur sint occaecat cupidatat.

**My Courses (Fall 2014)**

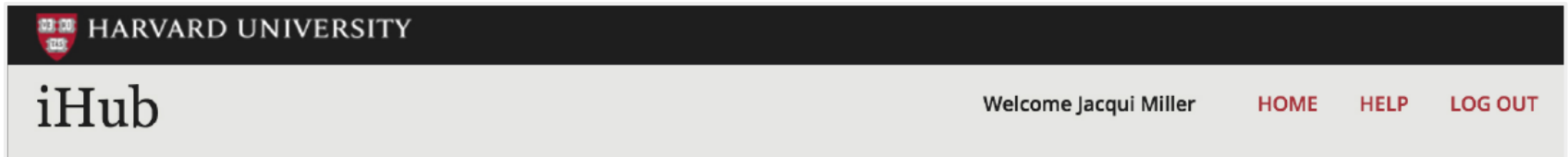
Course	Professor	Location	Time	Day
English 111 - Epic: From Homer to Star Wars	Leah Jane Whittington	Sever Hall 110	2:00 - 3:00pm	MW ●●●
Mathematics 18 - Multivariable Calculus for...	Peter McKee Garfield	Harvard Hall 103	11:00 - 12:00pm	MWF ●●●
Economics 1490 - Growth and Crisis in the...	Dale W. Jorgenson	Sever Hall 202	9:30 - 11:00am	TTH ●●●
Mathematics 115 - Methods of Analysis	Siu Cheong Lau	Science Center 116	2:30 - 4:00pm	TTH ●●●

# Guiding Principle: Apply Common Branding




Canvas LMS header with Harvard University branding. The header is dark blue with the Harvard University logo and name on the left, navigation links in the center, and user information on the right.

HARVARD UNIVERSITY Courses & Groups ▾ Grades Calendar Roderick Morales Inbox Settings Logout Help canvas



iHub header with Harvard University branding. The header is light gray with the Harvard University logo and name on the left, the iHub logo, and user information on the right.

HARVARD UNIVERSITY HARVARD UNIVERSITY iHub Welcome Jacqui Miller HOME HELP LOG OUT



HarvardKey footer with Harvard University branding. The footer is dark blue with the Harvard University logo and name on the left, the HarvardKey logo in the center, and copyright information and navigation links on the right.

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# Guiding Principle: Apply Common Look and Feel

**Harmonize design choices to create a consistent look and feel**

## **Consistent typography**

- Serif typefaces used only in branding contexts
- Sans serif for body text

## **Consistent color usage**

- Color palette limited to Harvard's preferred web-safe colors
- Exception: Standard **red** and **green** for alert feedback messaging

# Guiding Principle: Apply Common Look and Feel

The image displays two overlapping web interfaces. The background interface is the Harvard University iHub Student Center, featuring a dark header with the university logo and name, a navigation bar with 'Student Center' highlighted, and a sidebar with icons for Home, Personal Information, Grades, and Bills & Balances. The main content area shows 'Current Balances' with sections for 'Last Payment', 'Amount Past Due', 'Amount Coming Due', and 'Account Balance' (displaying '\$2,550').

The foreground interface is an 'A/B Testing > Create Experiment' page. It includes a breadcrumb trail, a 'Name' field with a red asterisk, and a text input containing 'Experiment test'. A progress indicator shows '33%'. Below the input is a 'Track' button and a 'random)' label. At the bottom are 'Cancel' and 'Create' buttons.

A modal dialog titled 'Enter Your Passcode' is centered over the Student Center. It contains a message: '[Copy stating to enter the passcode that was received in the email.]'. Below this is a red-bordered error box with a red 'x' icon and the text 'Your passcode is incorrect'. A 'Passcode' input field contains '12345678'. Below the input is the text 'Please try entering it again.' and a link 'I still have passcode problems'. A dark blue 'Submit' button is at the bottom right of the modal.

# Guiding Principle: Leverage a Common Mental Model

**Break with design and usability norms only when use cases require it**

- All applications make use of “web-common” page layout and structure
- Iconography and call-to-action signals are familiar to the user
- Use patterns drive implementation choices

**Thank you!**



**HARVARD UNIVERSITY**  
Information Technology

# Appendix A

## Technical Oversight Committee Members

# Technical Oversight Committee Members

**Chair:** Magnus Bjorkman, Director of IAM Engineering

Name	School/Group
Indir Avdagic	SEAS
Carolyn Brzezinski	SIS
Steve Duncan	Harvard Kennedy School
David Faux	HUIT Admin Tech/FAS & College
Dan Fitzpatrick	Partners
Eileen Flood	Campus Services
Tim Gleason	HUIT IAM/AD
Sherif Hashem	Harvard Law School
Ken Ho	GSE
Yadhav Jayaraman	Harvard Business School

Name	School/Group
Tyson Kamikawa	Harvard Medical School
Colin Murtaugh	HUIT Academic/TLT
Micah Nelson	HUIT Security
Rich Ohlsten	HUIT Admin Tech/Alumni
Brian Pedranti	HSPH
Jonah Pollard	Unified Communication/Cloud
Sara Sclaroff	HUIT Admin Tech/HR
Randy Stern	Library IT