



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

Metrics Overview

The following 5 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](#)

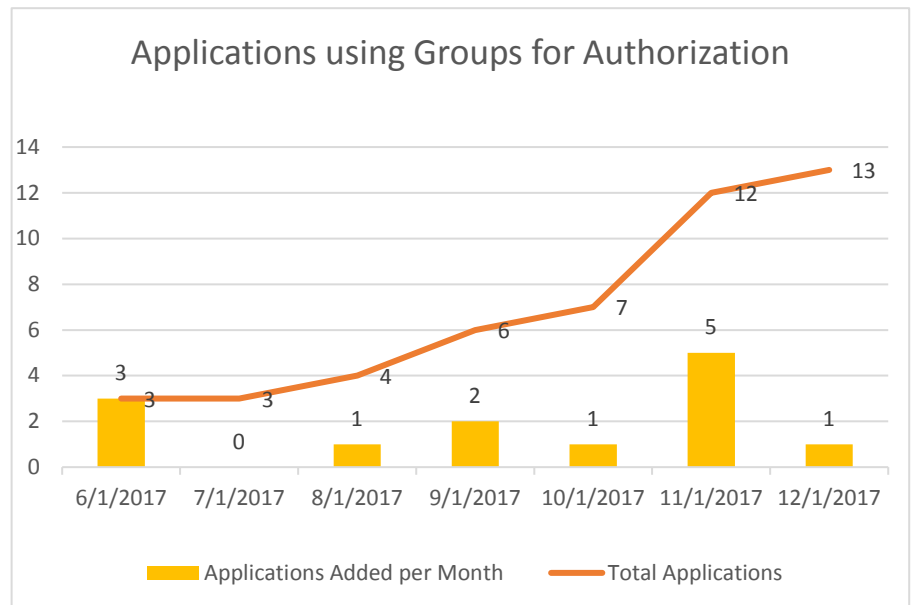
Metric 1: Applications using Groups for Authorization

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:

- Applications using group-based authorization was back within the average range, indicating that November was a spike.
- Average onboarding with groups is 2/mo.
- Although Group-based authorization is considered to be in a pilot, word is getting out, especially within HUIT departments that manage applications.
- Projecting onboard requests in December to be the average, 2.

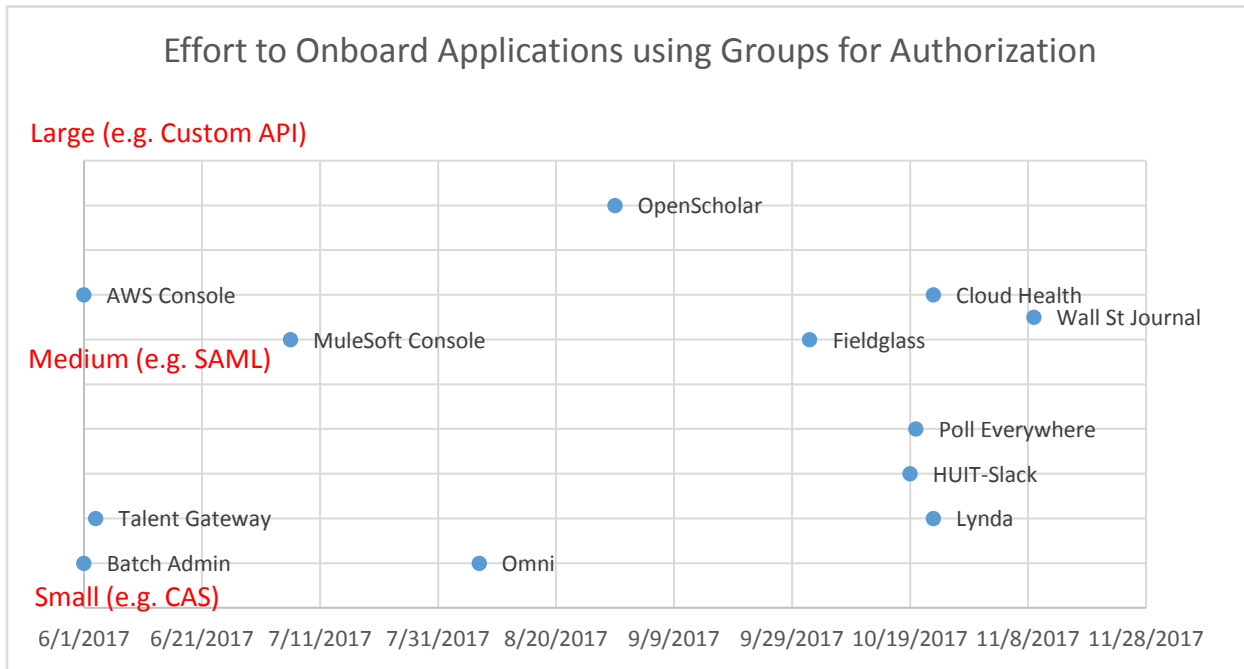


How is it counted?

- 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:

- The Wall Street Journal application is our first on-boarding using groups for application authorization with Library Technology Services (LTS). They requested a variety of test identities from IAM in order for them to test group authorization. We decided it was worth the investment since these identities may be re-used by other clients for testing and because once LTS is comfortable with our service, they have a lot more applications to follow.
- Anticipate continued hand-holding effort with clients until we see requests by same client for additional applications.
- Current interest still seems to be in SAML onboarding with Group Authorization filter.

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

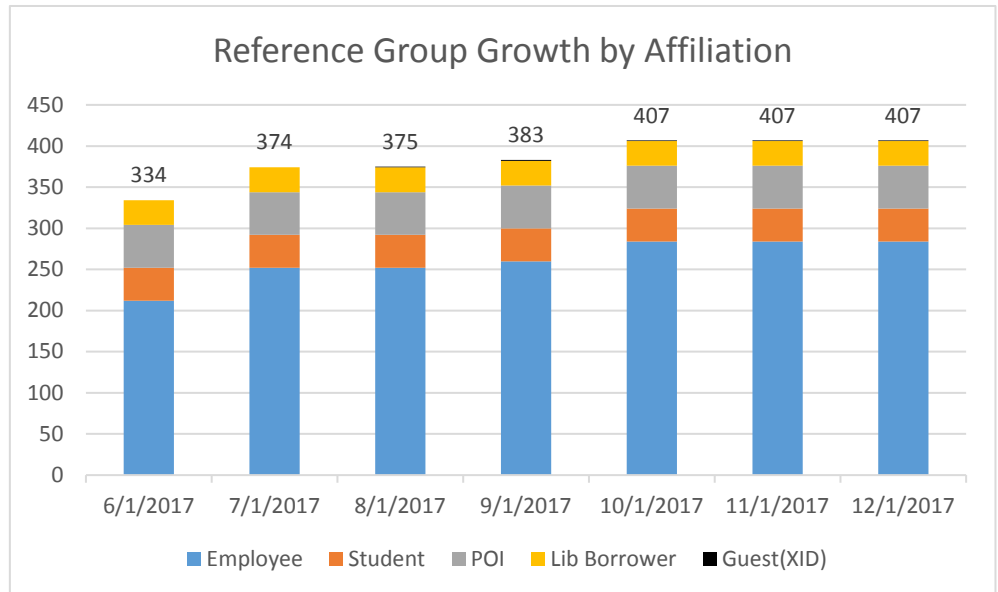
This metric counts the number of Reference groups each month by the affiliation types of Employee, Student, POI, Library Borrower and Guest (XID holders). Does not include Bundled groups, which are bundles of reference groups.

Indicates:

- ✓ Group Services adoption; after the initial offering of 334 reference groups in June of 2017. They are now built by request and IAM analysis.
- ✓ IAM Effort; new and updated reference groups require both business and development resources to implement.

Analysis and Projection:

- No change in the number of reference groups in November.
- Current reference groups total 407. Employees make up 70%.
- Projecting significant growth in employees once we add the “Employee excluding Temps” to our standard 8 employee group types. Nov or Dec timeframe.



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

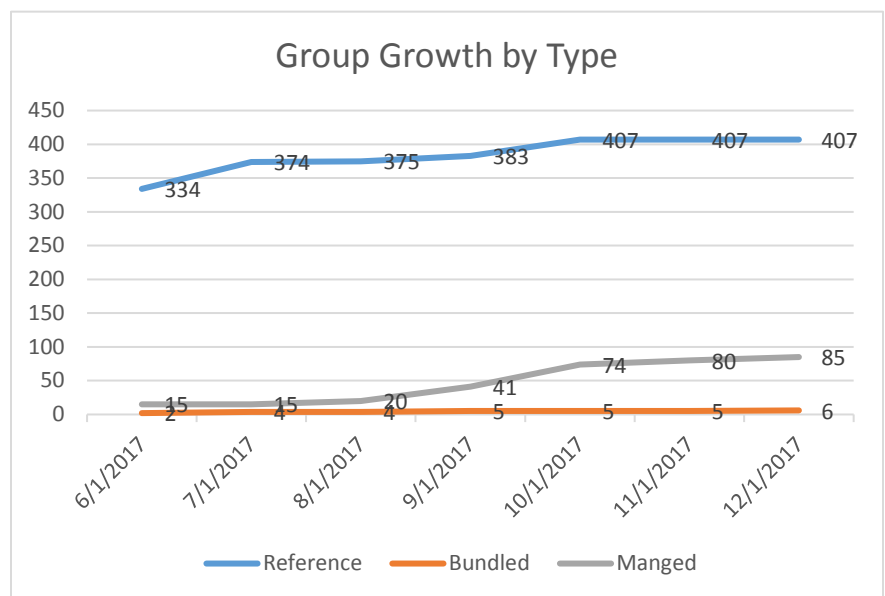
This metric counts the number of groups each month by their type; reference, bundled or managed. Managed groups does not include the 1,281 iSites legacy groups in the Academic Technologies “managed” folder.

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:

- Increase in Managed groups due to interest/training in various HUIT departments.
- Bundled groups will grow significantly once we build out the “All” bundles for schools and major department in Dec/Jan.





Metric 4: Group Growth by Type (continued)

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 folders and Grouper UI users leveled off in November as the large amount of users who have been trained are now beginning to use Grouper.
- Project this to continue to be level throughout December.

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.

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