

IAM Program Increment (PI) 15 Status Report

Goals Summary		updated	8/30/18		
Committed Scope		Features	% Done		
Improvements	IIQ - Allow users to be put into "O365 Duo protected" Group Grouper: load Preferred (Listing) Name instead of Official Name Operationalize Phone data updates Refine the username choices offered during claiming and opt-in DCE Library access (new card type and card eligibility work) Midas performance enhancements SAO library Physical Access	Total	7		
		In Progress	3		
		Complete/Deferred	4		
		Additional Objectives Completed			
			57%		
Stability	Authentication behind Cloud Shield IIQ Upgrade Grouper: Patch OS to latest AMI and include Ansible Tower SIS Student Role Data cleanup	Total	4		
		In Progress	3		
		Complete/Deferred	1		
		Additional Objectives Completed			
			25%		
Customer Commitments	Priority HKS Provisioning Improvements HMS Provisioning Project Plan Allow Admitted Students in HLS to opt-in to Two Step verification Deploy new MFA communities to ensure Two Step Required for most communities of users	Total	4		
		In Progress	3		
		Complete/Deferred	1		
		Additional Objectives Completed			
			25%		
Cloud	Support customer migrations to Unified LDAP Turn off AuthLDAP servers in 60 Oxford Street and Migrate AuthZProxy to Unified LDAP Move remaining Windows servers out of Oxford Street Decomm Public LDAP legacy server Migrate Phonebook app to Unified LDAP (added after commitment)	Total	5		
		In Progress	5		
		Complete/Deferred			
		Additional Objectives Completed			
% of PI Time Elapsed <i>(12w in total)</i>	67%	IAM Commitments for FY'19	Partner with HLS/HMS for Provisioning - In Progress Protect O365 with Two Factor - In Progress Critical Upgrades (Authentication / IIQ / Grouper) - In Progress Provision Groups to Active Directory Determine solution for XID replacement to integrate with HarvardKey platform	Summary Statistics Total In Progress Complete/Deferred Additional Completed	20 14 6 30%

Sprint Summary

Sprint	New Feature(s) after Commitment	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (7/4 - 7/17) <i>2w elapsed</i> Committed 19 features In Progress 13 68% To Do 5 26% Complete/Deferred 1 5% Additional Completed		Improvements (4): Grouper: load Preferred Name instead of Official Name; Operationalize Phone data updates; Refine the username choices offered during claiming and opt-in; DCE Library access Stability (3): Auth behind Cloud Shield; IIQ Upgrade; SIS Data cleanup Customer (3): Priority HKS Provisioning Improvements; HMS Provisioning Project Plan; Update "MFA Optional" communities to allow Admitted Students to opt-in to Two Step verification Cloud (3): Support customer migrations to Unified LDAP; Move remaining Windows servers out of Oxford Street; Decomm Public LDAP		SAO library Physical Access
Sprint 2 (7/18 - 7/31) <i>4w elapsed</i> Committed 20 features In Progress 15 75% To Do 3 15% Complete/Deferred 2 10% Additional Completed	Migrate Phonebook app to Unified LDAP	Turn off AuthLDAP servers in 60 Oxford Street and Migrate AuthZProxy to Unified LDAP Migrate Phonebook app to Unified LDAP IIQ - Allow users to be put into "O365 Duo protected" Group		Allow Admitted Students in HLS to opt-in to Two Step verification
Sprint 3 (8/1 - 8/14) <i>6w elapsed</i> Committed 20 features In Progress 15 75% To Do 1 5% Complete/Deferred 4 20% Additional Completed		Grouper: Patch OS to latest AMI and include Ansible Tower SIS Student Role Data cleanup		Grouper: load Preferred Name instead of Official Name Authentication behind Cloud Shield
Sprint 4 (8/15 - 8/28) <i>8w elapsed</i> Committed 20 features In Progress 14 70% To Do 0 0% Complete/Deferred 6 30% Additional Completed		Midas performance enhancements		Priority HKS Provisioning Improvements IIQ - Allow users to be put into "O365 Duo protected" Group Deploy new MFA communities to ensure Two Step Required for most communities of users DCE Library access
Sprint 5 (8/29 - 9/11) <i>10w elapsed</i> Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				
Sprint 6 (9/12 - 9/25) <i>12w elapsed</i> Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				

Operational Activities

Sprint	Harvard Keys Claimed	# Changes Processed	Application Onboarding In-Flight	Application Onboarding Completed	Service Now Tasks In-Flight	Service Now Tasks Completed	# Tickets Updated	# Tickets Resolved	Open Tickets	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
1: 7/4 - 7/17	2,155	7	9	21	14	12	1,059	558	271	11	n/a
2: 7/18 - 7/31	1,860	9	21	12	11	36	1,346	585	266	18	7/31: 2: Midas data incorrect for 2 users (1d)
3: 8/1 - 8/14	1,850	13	21	14	13	16	1,457	793	245	14	8/13: 2: Campus services app not working (4h) 8/14: 1: Duo Registration issues for some users (1h)
4: 8/15 - 8/28	1,860	10	24	14	22	42	1,329	615	354	9	8/21: 2: Allow connections to database from new IPs (1hr)
5: 8/29 - 9/11											
6: 9/12 - 9/25											
Quarterly Total	7,725	39	-	61	-	106	5,191	2,551	-	52	3
Fiscal Year to Date (7/4/18 - now)	7,725	39	-	61	-	106	5,191	2,551	-	52	3