

IAM Program Increment (PI) 17 Status Report

Goals Summary				updated	4/9/19			
Planned Scope			Features	% Done				
Stability	IIQ Upgrade Stabilization - COMPLETE HarvardKey AuthN Release Stabilization - COMPLETE Allow Library Research Assistants to be a role on a person's permanent HUIDs - COMPLETE IAM Identity registry patch/upgrade - COMPLETE Update existing Email Ledger with all known Google NickNames - COMPLETE			Total	5	100%		
				In Progress	0			
				Complete/Deferred	5			
				Additional Objectives Completed	0			
Improvements	Self-service for 0365 DUO - COMPLETE Grouper Upgrade to 2.4 HMS Phase 1 KeySS Verbiage changes/enhancements - COMPLETE Make additional target specific data available to Qlik and ad-hoc queries			Total	5	100%		
				In Progress	0			
				Complete/Deferred	5			
				Additional Objectives Completed	0			
ITCRB	ITCRB HarvardKey Light Project Planning ITCRB - Broadcast Communications (MessageMe) integration			Total	2	100%		
				In Progress	0			
				Complete/Deferred	2			
				Additional Objectives Completed	0			
Customer Commitments	Support the Spring 2019 Email Onboarding Cycle - COMPLETE			Total	1	100%		
				In Progress	0			
				Complete/Deferred	1			
				Additional Objectives Completed	0			
% of PI Time Elapsed <i>(14w in total)</i>	45%	IAM Commitments for FY'19	Protect O365 with Two Factor - COMPLETE Partner with HLS/HMS for Provisioning - In Progress Critical Upgrades (Authentication / IIQ / Grouper) - In Progress Determine solution for XID replacement to integrate with HarvardKey platform - In Progress Provision Groups to Active Directory			Total	13	100%
						In Progress	0	
						Complete/Deferred	13	
						Additional Completed	0	

Sprint Summary

		New Feature(s) after PI Start	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (1/14 - 1/22)	<i>1w elapsed</i>				
	Planned 13 features		- IIQ Upgrade Stabilization - Self-service for 0365 DUO - HarvardKey AuthN Release Stabilization - Allow Library Research Assistants to be a role on a person's permanent HUIDs - ITCRB HarvardKey Light Project Planning		
	In Progress 5 38%				
	To Do 8 62%				
	Complete/Deferred 0%				
Additional Completed					
Sprint 2 (1/23 - 2/5)	<i>3w elapsed</i>		- IAM Identity registry patch/upgrade - Update existing Email Ledger with all known Google NickNames - HMS Phase 1		
	Planned 13 features				
	In Progress 8 62%				
	To Do 5 38%				
	Complete/Deferred 0%				
Sprint 3 (2/6 - 2/19)	<i>5w elapsed</i>		- Grouper Upgrade to 2.4 - ITCRB - Broadcast Communications (MessageMe) integration - Support the Spring 2019 Email Onboarding Cycle - Make additional target specific data available to Qlik and ad-hoc queries		- IIQ Upgrade Stabilization - Self-service for 0365 DUO
	Planned 13 features				
	In Progress 10 77%				
	To Do 1 8%				
	Complete/Deferred 2 15%				
Sprint 4 (2/20 - 3/5)	<i>7w elapsed</i>				- Allow Library Research Assistants to be a role on a person's permanent HUIDs
	Planned 13 features				
	In Progress 10 77%				
	To Do 0 0%				
	Complete/Deferred 1 8%				
Sprint 5 (3/6 - 3/19)	<i>9w elapsed</i>				- HarvardKey Authorization Release Stabilization
	Planned 13 features				
	In Progress 7 54%				
	To Do 0 0%				
	Complete/Deferred 6 46%				
Sprint 6 (3/20 - 4/2)	<i>11w elapsed</i>				
	Planned 13 features				
	In Progress 0 0%				
	To Do 0 0%				
	Complete/Deferred 13 100%				

Sprint	Harvard Keys Claimed	# Changes Processed	Application Onboarding Tickets In-Flight	Completed	Service Now Tasks In-Flight	Completed	# Tickets Updated	# Tickets Resolved	Open Tickets	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
1: 1/14 - 1/22	1,211	4	17	9	14	11	665	340	271	8	1/16: 1: Authentication issues after Key claiming (3h) 1/22: 1: Authentication issues after Key claiming (2h)
2: 1/23 - 2/5	2,783	7	18	9	14	32	1,402	685	198	19	n/a
3: 2/6 - 2/19	1,336	11	20	12	10	24	1,229	476	147	12	2/6: 2: FAS ADC5 ADC6 network comm. problems 2/15: 1: Windows Authentications Issues for Some Users 2/19: 2: PeopleSoft to ID API connect error after PS cert renewal
4: 2/20 - 3/5	1,787	12	18	10	9	4	977	375	183	28	2/23: 1: HarvardKey Authentication System Upgrade - Interruption of applications
5: 3/6 - 3/19	2,223	9	18	15	18	12	752	437	624	13	3/6: 1: HarvardKey Authentication Issues 3/11: 1: Issues Claiming Harvard Key 3/12: 2: Harvard Key is not working on www.hsph.harvard.edu 3/15 2: Maestro job failures for psem-prd-02.cadm.harvard.edu: 8103 (Disk Space)
Quarterly Total	12,151	51	-	61	-	99	5,750	2,674	-	89	10
Fiscal Year to Date (7/4/18 - now)	36,439	157	-	213	-	431	19,367	9,829	-	208	21