IAM Program Increment (PI) 14 Status Report

Goals Summary

updated 7/9/18

	Committed Scope		Features		% Done
Customer Commitments	O365 Self Service Opt-In Stabilization for Students Provision a group to University AD for Papercut application Deprovision users in University Active Directory using grace and separation rules Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence Review and Address HK Self Service user improvements		Total	5	100%
			In Progress		
			Complete/Deferred	5	
			Additional Objectives Completed		
Stability	Improvement for Authentication (CAS Server) IIQ Upgrade DUO update user alias and user information from HarvardKey self-service Scramble (or lock) Students who didn't enable MFA Grouper does not include people when an active role is added, if person had no prior active roles		Total	5	100%
			In Progress		
			Complete/Deferred	5	
			Additional Objectives Completed	2	
Cloud	IAM Database to the Cloud Provision HU-LDAP branch AuthLDAP branch to Unified LDAP (SHA-1 only) Move XID schema to the Cloud		Total	4	100%
			In Progress		
			Complete/Deferred	4	
			Additional Objectives Completed	1	
Improvements	Authentication Environment Updates Optimize IIQ deployments (Cloud Formation templates) Work with Security to define the OU provisioning strategy for UNIVAD for future implementation		Total	3	100%
			In Progress		
			Complete/Deferred	3	
			Additional Objectives Completed		
% of PI Time Elapsed (12w in total)	100%	IAM Commitments for FY'18	Provisioning to HKS Active Directory (11/4) - **Complete** Opt-In functionality for Office365 via HarvardKey for students (4/12) - **Complete** All servers out of the 60 Oxford Street datacenter (6/30) - **Will not Complete**	Summary Statistics	Total 17 / 100%

Summary Statistics:
- Total 17
- In Progress
- Complete/Deferred 17
- Additional Completed 3

Sprint Summary

			New Feature(s) after Commitment	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (4/13 - 4/24)	2w elapsed			- O365 Self Service Opt-In Stailization for Students - Improvement for Authentication (CAS Server) - IIQ Upgrade - IAM Database to the Cloud - Provision HU-LDAP branch - AuthLDAP branch to Unified LDAP (SHA-1 only) - Authentication Environment Updates - Optimize IIQ deployments (Cloud Formation templates)		
Committed	17	features				
In Progress	8	47%				
To Do	9	53%				
Complete/Deferred		0%				
Additional Completed						
Sprint 2 (4/25 - 5/8)	4w elapsed			- Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence		
Committed	17	features				
In Progress	9	53%				
To Do	8	47%				
Complete/Deferred		0%				
Additional Completed						
Sprint 3 (5/9 - 5/22)	6w elapsed			- Review and Address HK Self Service user improvements - Move XID schema to the Cloud - Work with Security to define the OU provisioning strategy for UNIVAD for future implementation - Provision a group to University AD for Papercut application	- AuthLDAP branch to Unified LDAP (SHA-1 only) - Deprovision users in University Active Directory using grace and separation rules - IIQ Upgrade	- O365 Self Service Opt-In Stailization for Students - Improvement for Authentication (CAS Server)
Committed	17	features				
In Progress	9	53%				
To Do	3	18%				
Complete/Deferred	5	29%				
Additional Completed						
Sprint 4 (5/23 - 6/5)	8w elapsed			- DUO update user alias and user information from HarvardKey self-service		- IAM Database to the Cloud - Move XID schema to the Cloud
Committed	17	features				
In Progress	8	47%				
To Do	2	12%				
Complete/Deferred	7	41%				
Additional Completed						
Sprint 5 (6/6 - 6/19)	10w elapsed			- Scramble (or lock) Students who didn't enable MFA - Grouper does not include people when an active role is added, if person had no prior active roles		- Authentication Environment Updates - Provision a group to University AD for Papercut application - Move Midas App Admin to the Cloud (Objective)
Committed	17	features				
In Progress	8	47%				
To Do		0%				
Complete/Deferred	9	53%				
Additional Completed	1					
Sprint 6 (6/20 - 7/3)	12w elapsed				- Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence (deferred by customer) - Optimize IIQ deployments (Cloud Formation templates) - Scramble (or lock) Students who didn't enable MFA	- Review and Address HK Self Service user improvements - Grouper does not include people when an active role added... - Provision HU-LDAP branch - DUO update user alias and user information from self-service - Work with Security to define the OU provisioning strategy... - Add Grouper Loader Job Fail Notifications (Objective) - Grouper DB access: Create read and read/write (Objective)
Committed	17	features				
In Progress		0%				
To Do		0%				
Complete/Deferred	17	100%				
Additional Completed	3					

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: 4/13 - 4/24	1,885	7	14	8	14	20	1,071	410	191	9	n/a
2: 4/25 - 5/8	2,416	11	18	8	13	27	1,391	718	248	4	4/26: 2: HKS Alumni app authorization issue (3d) 5/2: 2: StarRez authorization for some students (3d)
3: 5/9 - 5/22	2,798	9	24	2	13	31	1,319	491	197	11	5/21: 2: HLDAP users not appearing for VOIP in Stage (2h)
4: 5/23 - 6/5	2,024	11	21	17	17	24	1,095	438	253	18	6/3: 1: Database outage due to lack of free space (1.5h)
5: 6/6 - 6/19	1,987	9	19	9	11	21	1,340	668	221	19	6/11: 2: cinq.cloudservices app failure (4d)
6: 6/20 - 7/3	1,693	10	17	13	14	14	1,329	592	282	23	n/a
Quarterly Total	12,803	57	-	57	-	137	7,545	3,317	-	84	5
Fiscal Year to Date (6/28/17 - now)	55,448	244	-	203	-	467	29,423	14,237	-	297	27

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