IAM Program Increment (PI) 16 Status Report

Goals Summary

		updated	10/23/18

	Planned Scope	Features		% Done
Stability	IIQ Upgrade Grouper 2.4 Upgrade in QA Address Cross-Reg Class Participant claiming Issues HarvardKey and email Qlik troubleshooting report for Support services	Total	4	
		In Progress	1	
		Complete/Deferred		
		Additional Objectives Completed		
Improvements	Upgraded Authentication Environment in Production Add password sync to O365 email opt-in processes Self-service for 0365 DUO	Total	3	
		In Progress	3	
		Complete/Deferred		
		Additional Objectives Completed		
Customer Commitments	HLS Provisioning Discovery Deck HMS Provisioning Passwords - phase 1 to stage FAS Registrar Policy Clarifications: Provisioning adjustments	Total	3	
		In Progress	2	
		Complete/Deferred		
		Additional Objectives Completed		
ITCRB	Design the MessageMe Opt-In Self-Service for review with Stakeholders	Total	1	
		In Progress	1	
		Complete/Deferred		
		Additional Objectives Completed		
% of PI Time Elapsed (14w in total) — 14%	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** Determine solution for XID replacement to integrate with HarvardKey platform - **In Progress** Provision Groups to Active Directory	Summary Statistics — Total	11	
		In Progress	7	
		Complete/Deferred		
		Additional Completed		

Sprint Summary

	New Feature(s) after PI Start	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (10/1 - 10/16) *2w elapsed*		IIQ Upgrade Upgraded Authentication Environment in Production Add password sync to O365 email opt-in processes Self-service for 0365 DUO HLS Provisioning Discovery Deck FAS Registrar Policy Clarifications: Provisioning adjustments Design the MessageMe Opt-In Self-Service for review with Stakeholders		
Planned 11 features				
In Progress 7 — 64%				
To Do 4 — 36%				
Complete/Deferred — 0%				
Additional Completed				
Sprint 2 (10/17 - 10/30) *4w elapsed*				
Planned features				
In Progress 0%				
To Do 0%				
Complete/Deferred 0%				
Additional Completed				
Sprint 3 (10/31 - 11/13) *6w elapsed*				
Planned features				
In Progress 0%				
To Do 0%				
Complete/Deferred 0%				
Additional Completed				
Sprint 4 (11/14 - 11/27) *8w elapsed*				
Planned features				
In Progress 0%				
To Do 0%				
Complete/Deferred 0%				
Additional Completed				
Sprint 5 (11/28 - 12/11) *10w elapsed*				
Planned features				
In Progress 0%				
To Do 0%				
Complete/Deferred 0%				
Additional Completed				
Sprint 6 (12/12 - 1/13) *14w elapsed*				
Planned features				
In Progress 0%				
To Do 0%				
Complete/Deferred 0%				
Additional Completed				

`

Sprint	Harvard Keys Claimed	# Changes Processed	Application Onboarding Tickets In-Flight	Application Onboarding Tickets Completed	Service Now Tasks In-Flight	Service Now Tasks Completed	# Tickets Updated	# Tickets Resolved	Open Tickets	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
1: 10/1 - 10/16	1,280	9	18	11	17	51	1,062	534	176	5	10/11: 1: Partial Authentication Outage [IDP] (70m)
2: 10/17 - 10/30											
3: 10/31 - 11/13											
4: 11/14 - 11/27											
5: 11/28 - 12-11											
6: 12/12 - 1/13											
Quarterly Total	1,280	9	-	11	-	51	1,062	534	-	5	1
Fiscal Year to Date (7/4/18 - now)	14,288	65	-	104	-	209	8,812	4,743	-	81	7