

IAM Program Increment (PI) 16 Status Report

Goals Summary				updated	1/14/19			
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	100%		
				In Progress				
				Complete/Deferred	4			
				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	100%		
				In Progress				
				Complete/Deferred	3			
				Additional Objectives Completed				
Customer Commitments	HLS Provisioning Discovery Deck HMS Provisioning Passwords - phase 1 to stage FAS Registrar Policy Clarifications: Provisioning adjustments			Total	3	100%		
				In Progress				
				Complete/Deferred	3			
				Additional Objectives Completed	1			
ITCRB	Design the MessageMe Opt-In Self-Service for review with Stakeholders			Total	1	100%		
				In Progress				
				Complete/Deferred	1			
				Additional Objectives Completed				
% of PI Time Elapsed <i>(14w in total)</i>	100%	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	100%
		In Progress						
		Complete/Deferred	11					
		Additional Completed	1					

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)	<i>2w elapsed</i>	Planned 11 features In Progress 7 64% To Do 4 36% Complete/Deferred 0% Additional Completed	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		
Sprint 2 (10/17 - 10/30)	<i>4w elapsed</i>	Planned 11 features In Progress 9 82% To Do 2 18% Complete/Deferred 0% Additional Completed	Address Cross-Reg Class Participant claiming Issues HarvardKey and email Qlik troubleshooting report for Support services		
Sprint 3 (10/31 - 11/13)	<i>6w elapsed</i>	Planned 11 features In Progress 8 73% To Do 1 9% Complete/Deferred 2 18% Additional Completed	HMS Provisioning Passwords - phase 1 to stage	HarvardKey and email Qlik troubleshooting report for Support services	Add password sync to O365 email opt-in processes
Sprint 4 (11/14 - 11/27)	<i>8w elapsed</i>	Planned 11 features In Progress 9 82% To Do 0 0% Complete/Deferred 2 18% Additional Completed	Grouper 2.4 Upgrade in QA		
Sprint 5 (11/28 - 12/11)	<i>10w elapsed</i>	Planned 11 features In Progress 5 45% To Do 0 0% Complete/Deferred 6 55% Additional Completed 1		Grouper 2.4 Upgrade in QA	FAS Registrar Policy Clarifications: Provisioning adjustments Address Cross-Reg Class Participant claiming Issues Design the MessageMe Opt-In Self-Service for review with Stakeholders Implement UNIVAD full user lifecycle (stretch goal)
Sprint 6 (12/12 - 1/13)	<i>14w elapsed</i>	Planned 11 features In Progress 0 0% To Do 0 0% Complete/Deferred 11 100% Additional Completed 1		Self-service for 0365 DUO Upgraded Authentication Environment	HLS Provisioning Discovery Deck IIQ Upgrade HMS Provisioning Passwords Analysis

Sprint	Harvard Keys Claimed	# Changes Processed	Application Onboarding Tickets In-Flight	Completed	Service Now Tickets In-Flight	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	1,220	3	19	11	10	14	841	357	281	3	n/a
3: 10/31 - 11/13	1,261	8	19	11	10	27	885	557	218	3	11/5: 1: Duo phone call delays (90m)
4: 11/14 - 11/27	1,603	4	10	9	7	10	580	323	221	3	n/a
5: 11/28 - 12-11	1,565	13	13	4	16	16	991	463	183	22	12/3: 2: Grouper population issues (6h) 12/5: 1: AWS Authentication issue (1.5h)
6: 12/12 - 1/13	4,351	13	21	13	7	56	1,508	712	204	7	1/1: 1: Issues with some apps after Auth upgrade (20m)
Quarterly Total	11,280	50	-	59	-	174	5,867	2,946	-	43	5
Fiscal Year to Date (7/4/18 - now)	24,288	106	-	152	-	332	13,617	7,155	-	119	11

