

IAM Program Increment (PI) 13 Status Report

Goals Summary				updated	3/28/18	
		Committed Scope	Features	% Done		
Cloud	API Expansion to accommodate privacy data (allows decommissioning of CDWS infrastructure); Writing to new central IAM database in the Cloud; Migrating HarvardKey Authentication to reference a database instead of a legacy LDAP; Migrate Provisioning gateway servers to the Cloud; Midas and App Admin migrated to the Cloud; Silverpop loader fix and migration to Cloud		Total	6	50%	
			In Progress	3		
			Complete/Deferred	3		
			Additional Objectives Completed	2		
Customer Commitments	Two Factor simplification for Alumni; Office365 opt-in via HarvardKey Self Service; Planning with HMS for AD provisioning; Loading of data for Emergency Broadcast Tool		Total	4	25%	
			In Progress	3		
			Complete/Deferred	1		
			Additional Objectives Completed			
Improvements	Provide function to bulk license users for Office365; Work with security to define a future AD directory structure; Combine MIDAS helpdesk roles to improve experience		Total	4	50%	
			In Progress	2		
			Complete/Deferred	2		
			Additional Objectives Completed			
Stability	Stabilize IIQ performance (Environment and Code); Improvement for Authentication (IDP), Authentication Improvement		Total	3	33%	
			In Progress	2		
			Complete/Deferred	1		
			Additional Objectives Completed			
% of PI Time Elapsed (12w in total)	83%	IAM Commitments for FY'18	Provisioning to HKS Active Directory (11/4) - Complete Opt-In functionality for Office365 via HarvardKey for students (3/29) - In Progress All servers out of the 60 Oxford Street datacenter (6/30) - In Progress	PI-13 Summary Statistics	Total 17 In Progress 10 Complete/Deferred 7 Additional Completed 2	41%

Sprint Summary

	New Feature(s) after Commitment	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (1/17 - 1/30) 2w elapsed Committed 15 features In Progress 4 27% To Do 9 60% Complete/Deferred 2 13% Additional Completed		Stabilize IIQ Performance Email Self-Service for Students Authentication Improvement (IDP) Writing to new central IAM database in the Cloud		Two Factor simplification for Alumni API Expansion to accommodate privacy data
Sprint 2 (1/31 - 2/13) 4w elapsed Committed 16 features In Progress 6 38% To Do 7 44% Complete/Deferred 3 19% Additional Completed	Authentication Improvement	Planning with HMS for AD provisioning Loading of data for Emergency Broadcast Tool Authentication Improvement		Stabilize IIQ Performance (Environment; Code)
Sprint 3 (2/14 - 2/27) 6w elapsed Committed 17 features In Progress 9 53% To Do 4 24% Complete/Deferred 4 24% Additional Completed 1	Plan for Authentication Environment Updates	Provide function to bulk license users for Office365 Migrate Provisioning gateway servers to the Cloud Combine MIDAS helpdesk roles to improve experience	Database for App Registrations; Modify HK Auth to use Database	Provision 60k XID users to Unified LDAP (objective)
Sprint 4 (2/28 - 3/13) 8w elapsed Committed 17 features In Progress 11 65% To Do 2 12% Complete/Deferred 4 24% Additional Completed 1		Midas and App Admin migrated to the Cloud Plan for Authentication Environment Updates		
Sprint 5 (3/14 - 3/27) 10w elapsed Committed 17 features In Progress 10 59% To Do 0 0% Complete/Deferred 7 41% Additional Completed 2			Work with security to define a future AD directory structure	Bulk license O365 via IIQ Silverpop loader fix and migration to Cloud Cutover XID app to use new Unified LDAP (objective)
Sprint 6 (3/28 - 4/10) 12w elapsed Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				

Operational Activities

Sprint	# Changes Processed	Application Onboarding In-Flight	Application Onboarding Completed	Service Now Tasks In-Flight	Service Now Tasks Completed	# Tickets Updated	# Tickets Resolved	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
1: 1/17 - 1/30	7	11	8	12	22	1354	561	8	1/22: 1: HU-LDAP Failure, some sites unable to Auth. 24min
2: 1/31 - 2/13	4	11	10	13	27	1207	646	18	n/a
3: 2/14 - 2/27	11	13	8	11	17	990	403	12	2/27: 2: SSO failing for Siteimprove (vendor issue)
4: 2/28 - 3/13	12	12	11	14	15	983	511	11	n/a
5: 3/14 - 3/27	12	13	8	12	26	1028	412	4	3/26: 2: XID Data Issue (71 min) 3/27: 2: VOIP Proactive Incident Support (vendor issue)
6: 3/28 - 4/10									
Quarterly Total	46	60	45	62	107	8148	2586	53	4
Fiscal Year to Date (6/28/17 - now)	171	-	139	-	305	23114	10367	203	21