

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 | 100% | |
| | | | | In Progress | 0 | | |
| | | | | Complete/Deferred | 6 | | |
| | | | | 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 | 100% | |
| | | | | In Progress | | | |
| | | | | Complete/Deferred | 4 | | |
| | | | | 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 | 100% | |
| | | | | In Progress | | | |
| | | | | Complete/Deferred | 4 | | |
| | | | | Additional Objectives Completed | | | |
| Stability | | | Stabilize IIQ performance (Environment and Code); Improvement for Authentication (IDP), Authentication Improvement | 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) - In Progress | PI-13 Summary Statistics | Total | 17 | 100% |
| | | | | | In Progress | | |
| | | | | | Complete/Deferred | 17 | |
| | | | | | Additional Completed | 2 | |

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 | | Stabilize IIQ Performance | | Two Factor simplification for Alumni |
| | Committed 15 features | | Email Self-Service for Students | | API Expansion to accommodate privacy data |
| | In Progress 4 27% | | Authentication Improvement (IDP) | | |
| | To Do 9 60% | | Writing to new central IAM database in the Cloud | | |
| | Complete/Deferred 2 13% | | | | |
| | Additional Completed | | | | |
| Sprint 2 (1/31 - 2/13) | 4w elapsed | Authentication Improvement | Planning with HMS for AD provisioning | | Stabilize IIQ Performance (Environment; Code) |
| | Committed 16 features | | Loading of data for Emergency Broadcast Tool | | |
| | In Progress 6 38% | | Authentication Improvement | | |
| | To Do 7 44% | | | | |
| | Complete/Deferred 3 19% | | | | |
| | Additional Completed | | | | |
| Sprint 3 (2/14 - 2/27) | 6w elapsed | Plan for Authentication Environment Updates | Provide function to bulk license users for Office365 | Database for App Registrations; Modify HK Auth to use Database | Provision 60k XID users to Unified LDAP (objective) |
| | Committed 17 features | | Migrate Provisioning gateway servers to the Cloud | | |
| | In Progress 9 53% | | Combine MIDAS helpdesk roles to improve experience | | |
| | To Do 4 24% | | | | |
| | Complete/Deferred 4 24% | | | | |
| | Additional Completed 1 | | | | |
| Sprint 4 (2/28 - 3/13) | 8w elapsed | | Midas and App Admin migrated to the Cloud | | |
| | Committed 17 features | | Plan for Authentication Environment Updates | | |
| | In Progress 11 65% | | | | |
| | To Do 2 12% | | | | |
| | Complete/Deferred 4 24% | | | | |
| | Additional Completed 1 | | | | |
| Sprint 5 (3/14 - 3/27) | 10w elapsed | | | Work with security to define a future AD directory structure | Provide function to bulk license users for Office365 |
| | Committed 17 features | | | | Silverpop loader fix and migration to Cloud |
| | In Progress 10 59% | | | | Cutover XID app to use new Unified LDAP (objective) |
| | To Do 0 0% | | | | |
| | Complete/Deferred 7 41% | | | | |
| | Additional Completed 2 | | | | |
| Sprint 6 (3/28 - 4/10) | 12w elapsed | | | Authentication Improvement (IDP) Migrate Provisioning gateway servers to the Cloud | Loading of data for Emergency Broadcast Tool |
| | Committed 17 features | | | | Writing to new central IAM database in the Cloud |
| | In Progress 0% | | | | Authentication Improvement |
| | To Do 0% | | | | Midas migrated to the Cloud |
| | Complete/Deferred 17 100% | | | | Combine MIDAS helpdesk roles to improve experience |
| | Additional Completed 2 | | | | Email Self-Service for Students Planning with HMS for AD provisioning Plan for Authentication Environment Updates |

Operational Activities

| Sprint | # Changes Processed | Application Onboarding | | Service Now Tasks | | # 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 - 4/12 | 16 | 16 | 7 | 13 | 25 | 1350 | 606 | 10 | 4/3: 2: One QA Application registration not working (27h) |
| Quarterly Total | 62 | 76 | 52 | 75 | 132 | 10114 | 3202 | 63 | 5 |
| Fiscal Year to Date (6/28/17 - now) | 187 | - | 146 | - | 330 | 25080 | 10983 | 213 | 22 |