IAM Program Increment (PI) 14 Status Report

Goals Summary

	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Deprovision users in University Active Directory using grace and separation rules Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence Review and Address HK Self Service user improvements	Total	5	
		In Progress	2	
		Complete/Deferred		
		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	
		In Progress	2	
		Complete/Deferred		
		Additional Objectives Completed		
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	
		In Progress	3	
		Complete/Deferred		
		Additional Objectives Completed		
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	
		In Progress	2	
		Complete/Deferred		
		Additional Objectives Completed		
% of PI Time Elapsed (12w in total) 33%	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**	Total	17	
		Summary Statistics — In Progress	9	
		Complete/Deferred		
		Additional Completed		

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 Committed 17 features In Progress 8 47% To Do 9 53% Complete/Deferred 0% Additional Completed		- 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)		
Sprint 2 (4/25 - 5/8) 4w elapsed Committed 17 features In Progress 9 53% To Do 8 47% Complete/Deferred 0% Additional Completed		- Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence		
Sprint 3 (5/9 - 5/22) 6w elapsed Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				
Sprint 4 (5/23 - 6/5) 8w elapsed Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				
Sprint 5 (6/6 - 6/19) 10w elapsed Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				
Sprint 6 (6/20 - 7/3) 12w elapsed Committed features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed				

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											
4: 5/23 - 6/5											
5: 6/6 - 6/19											
6: 6/20 - 7/3											
Quarterly Total	4,301	18	-	16	-	47	2,462	1,128	-	13	2
Fiscal Year to Date (6/28/17 - now)	46,946	205	-	162	-	377	24,340	12,048	-	226	24