

IAM Program Increment (PI) 14 Status Report

Goals Summary		updated	6/20/18	
Committed Scope		Features		
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Deprovision users in University Active Directory using grace and separation rules Provisioning access for users who are Withdrawn, Not Registered and Leave of Absence Review and Address HK Self Service user improvements	Total 5 In Progress 2 Complete/Deferred 3 Additional Objectives Completed	60%	
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 3 Complete/Deferred 2 Additional Objectives Completed	40%	
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 1 Complete/Deferred 3 Additional Objectives Completed 1	75%	
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 1 Additional Objectives Completed	33%	
% of PI Time Elapsed <i>(12w in total)</i>	83%	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	Summary Statistics Total 17 In Progress 8 Complete/Deferred 9 Additional Completed 1	53%

Sprint Summary

Sprint	New Feature(s) after Commitment	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (4/13 - 4/24) <i>2w elapsed</i> Committed 17 features In Progress 8 47% To Do 9 53% Complete/Deferred 0% Additional Completed		- O365 Self Service Opt-In Stabilization 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) <i>4w elapsed</i> 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) <i>6w elapsed</i> Committed 17 features In Progress 9 53% To Do 3 18% Complete/Deferred 5 29% Additional Completed		- Review and Address HK Self Service user improvements - Move XID schema to the Cloud - Work with Security to define the OU provisioning strategy for UNIVAD for future implementation - Provision a group to University AD for Papercut application	- AuthLDAP branch to Unified LDAP (SHA-1 only) - Deprovision users in University Active Directory using grace and separation rules - IIQ Upgrade	- O365 Self Service Opt-In Stabilization for Students - Improvement for Authentication (CAS Server)
Sprint 4 (5/23 - 6/5) <i>8w elapsed</i> Committed 17 features In Progress 8 47% To Do 2 12% Complete/Deferred 7 41% Additional Completed		- DUO update user alias and user information from HarvardKey self-service		- IAM Database to the Cloud - Move XID schema to the Cloud
Sprint 5 (6/6 - 6/19) <i>10w elapsed</i> Committed 17 features In Progress 8 47% To Do 0% Complete/Deferred 9 53% Additional Completed 1		- 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		- Authentication Environment Updates - Provision a group to University AD for Papercut application - Move Midas App Admin to the Cloud (Objective)
Sprint 6 (6/20 - 7/3) <i>12w elapsed</i> 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	2,798	9	24	2	13	31	1,319	491	197	11	5/21: 2: HLDAP users not appearing for VOIP in Stage (2h)
4: 5/23 - 6/5	2,024	11	21	17	17	24	1,095	438	253	18	6/3: 1: Database outage due to lack of free space (1.5h)
5: 6/6 - 6/19	1,987	9	19	9	11	21	1,340	668	221	19	6/11: 2: cinq.cloudservices app failure (4d)
6: 6/20 - 7/3											
Quarterly Total	11,110	47	-	44	-	123	6,216	2,725	-	61	5
Fiscal Year to Date (6/28/17 - now)	53,755	234	-	190	-	453	28,094	13,645	-	274	27