IAM Program Increment (PI) 15 Status Report

Goals Summary

		updated	8/15/18

	Committed Scope	Features		% Done
Improvements	IIQ - Allow users to be put into "O365 Duo protected" Group Grouper: load Preferred (Listing) Name instead of Official Name Operationalize Phone data updates Refine the username choices offered during claiming and opt-in DCE Library access (new card type and card eligibility work) Midas performance enhancements SAO library Physical Access	Total	7	29%
		In Progress	4	
		Complete/Deferred	2	
		Additional Objectives Completed		
Stability	Authentication behind Cloud Shield IIQ Upgrade Grouper: Patch OS to latest AMI and include Ansible Tower SIS Student Role Data cleanup	Total	4	25%
		In Progress	3	
		Complete/Deferred	1	
		Additional Objectives Completed		
Customer Commitments	Priority HKS Provisioning Improvements HMS Provisioning Project Plan Allow Admitted Students in HLS to opt-in to Two Step verification Deploy new MFA communities to ensure Two Step Required for most communities of users	Total	4	25%
		In Progress	3	
		Complete/Deferred	1	
		Additional Objectives Completed		
Cloud	Support customer migrations to Unified LDAP Turn off AuthLDAP servers in 60 Oxford Street and Migrate AuthZProxy to Unified LDAP Move remaining Windows servers out of Oxford Street Decomm Public LDAP legacy server Migrate Phonebook app to Unified LDAP (added after commitment)	Total	5	
		In Progress	5	
		Complete/Deferred		
		Additional Objectives Completed		

% of PI Time Elapsed (12w in total)	50%	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** Provision Groups to Active Directory Determine solution for XID replacement to integrate with HarvardKey platform	Summary Statistics	Total	20	20%
					In Progress	15	
					Complete/Deferred	4	
					Additional Completed		

Sprint Summary

			New Feature(s) after Commitment	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (7/4 - 7/17)	*2w elapsed*			*Improvements (4):* Grouper: load Preferred Name instead of Official Name; Operationalize Phone data updates; Refine the username choices offered during claiming and opt-in; DCE Library access *Stability (3):* Auth behind Cloud Shield; IIQ Upgrade; SIS Data cleanup *Customer (3):* Priority HKS Provisioning Improvements; HMS Provisioning Project Plan; Update "MFA Optional" communities to allow Admitted Students to opt-in to Two Step verification *Cloud (3):* Support customer migrations to Unified LDAP; Move remaining Windows servers out of Oxford Street; Decomm Public LDAP		SAO library Physical Access
Committed	19	features				
In Progress	13	68%				
To Do	5	26%				
Complete/Deferred	1	5%				
Additional Completed						
Sprint 2 (7/18 - 7/31)	*4w elapsed*		Migrate Phonebook app to Unified LDAP	Turn off AuthLDAP servers in 60 Oxford Street and Migrate AuthZProxy to Unifed LDAP Migrate Phonebook app to Unified LDAP IIQ - Allow users to be put into "O365 Duo protected" Group		Allow Admitted Students in HLS to opt-in to Two Step verification
Committed	20	features				
In Progress	15	75%				
To Do	3	15%				
Complete/Deferred	2	10%				
Additional Completed						
Sprint 3 (8/1 - 8/14)	*6w elapsed*			Grouper: Patch OS to latest AMI and include Ansible Tower SIS Student Role Data cleanup		Grouper: load Preferred Name instead of Official Name Authentication behind Cloud Shield
Committed	20	features				
In Progress	15	75%				
To Do	1	5%				
Complete/Deferred	4	20%				
Additional Completed						
Sprint 4 (8/15 - 8/28)	*8w elapsed*					
Committed		features				
In Progress		0%				
To Do		0%				
Complete/Deferred		0%				
Additional Completed						
Sprint 5 (8/29 - 9/11)	*10w elapsed*					
Committed		features				
In Progress		0%				
To Do		0%				
Complete/Deferred		0%				
Additional Completed						
Sprint 6 (9/12 - 9/25)	*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		Service Now Tasks		# Tickets Updated	# Tickets Resolved	Open Tickets	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
			In-Flight	Completed	In-Flight	Completed					
1: 7/4 - 7/17	2,155	7	9	21	14	12	1,059	558	271	11	n/a
2: 7/18 - 7/31	1,860	9	21	12	11	36	1,346	585	266	18	7/31: 2: Midas data incorrect for 2 users (1d)
3: 8/1 - 8/14	1,850	13	21	14	13	16	1,457	793	245	14	8/13: 2: Campus services app not working (4h) 8/14: 1: Duo Registration issues for some users (1h)
4: 8/15 - 8/28											
5: 8/29 - 9/11											
6: 9/12 - 9/25											
Quarterly Total	5,865	29	-	47	-	64	3,862	1,936	-	43	3
Fiscal Year to Date (7/4/18 - now)	5,865	29	-	47	-	64	3,862	1,936	-	43	3