

IAM Program Increment (PI) 16 Status Report

Goals Summary				updated	11/14/18	
Planned Scope		Features		% Done		
Stability		IIQ Upgrade Grouper 2.4 Upgrade in QA Address Cross-Reg Class Participant claiming Issues HarvardKey and email Qlik troubleshooting report for Support services	Total 4 In Progress 2 Complete/Deferred 1 Additional Objectives Completed	25%		
Improvements		Upgraded Authentication Environment in Production Add password sync to O365 email opt-in processes Self-service for O365 DUO	Total 3 In Progress 2 Complete/Deferred 1 Additional Objectives Completed	33%		
Customer Commitments		HLS Provisioning Discovery Deck HMS Provisioning Passwords - phase 1 to stage FAS Registrar Policy Clarifications: Provisioning adjustments	Total 3 In Progress 3 Complete/Deferred Additional Objectives Completed			
ITCRB		Design the MessageMe Opt-In Self-Service for review with Stakeholders	Total 1 In Progress 1 Complete/Deferred Additional Objectives Completed			
% of PI Time Elapsed <i>(14w in total)</i>	14%	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 Determine solution for XID replacement to integrate with HarvardKey platform - In Progress Provision Groups to Active Directory	Summary Statistics Total 11 In Progress 8 Complete/Deferred 2 Additional Completed	18%	

Sprint Summary

	New Feature(s) after PI Start	Features moved from 'To Do' to 'In Progress'	Deferred or Cancelled	Completed Features
Sprint 1 (10/1 - 10/16) <i>2w elapsed</i>	Planned 11 features In Progress 7 64% To Do 4 36% Complete/Deferred Additional Completed	IIQ Upgrade Upgraded Authentication Environment in Production Add password sync to O365 email opt-in processes Self-service for O365 DUO HLS Provisioning Discovery Deck FAS Registrar Policy Clarifications: Provisioning adjustments Design the MessageMe Opt-In Self-Service for review with Stakeholders		
Sprint 2 (10/17 - 10/30) <i>4w elapsed</i>	Planned 11 features In Progress 9 82% To Do 2 18% Complete/Deferred Additional Completed	Address Cross-Reg Class Participant claiming Issues HarvardKey and email Qlik troubleshooting report for Support services		
Sprint 3 (10/31 - 11/13) <i>6w elapsed</i>	Planned 11 features In Progress 8 73% To Do 1 9% Complete/Deferred 2 18% Additional Completed	HMS Provisioning Passwords - phase 1 to stage	HarvardKey and email Qlik troubleshooting report for Support services	Add password sync to O365 email opt-in processes
Sprint 4 (11/14 - 11/27) <i>8w elapsed</i>	Planned features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed			
Sprint 5 (11/28 - 12/11) <i>10w elapsed</i>	Planned features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed			
Sprint 6 (12/12 - 1/13) <i>14w elapsed</i>	Planned features In Progress 0% To Do 0% Complete/Deferred 0% Additional Completed			

Sprint	Harvard Keys Claimed	# Changes Processed	Application Onboarding Tickets In-Flight	Completed	Service Now Tasks In-Flight	Completed	# Tickets Updated	# Tickets Resolved	Open Tickets	Duplicate / Overwritten IDs	Priority 1 & 2 Incidents
1: 10/1 - 10/16	1,280	9	18	11	17	51	1,062	534	176	5	10/11: 1: Partial Authentication Outage [IDP] (70m)
2: 10/17 - 10/30	1,220	3	19	11	10	14	841	357	281	3	n/a
3: 10/31 - 11/13	1,261	8	19	11	10	27	885	557	218	3	11/5: 1: Duo phone call delays (90m)
4: 11/14 - 11/27											
5: 11/28 - 12-11											
6: 12/12 - 1/13											
Quarterly Total	3,761	20	-	33	-	92	2,788	1,448	-	11	2
Fiscal Year to Date (7/4/18 - now)	16,769	76	-	126	-	250	10,538	5,657	-	87	8