The team successfully met our scheduled commitment to complete work required for the Sep. 22 Alumni HarvardKey rollout, as well as widening use of HarvardKey claim for FAS and Central by Nov. 12. We accelerated delivery of two-step verification, and moved sponsored account management to production within days of launch. The team successfully met our scheduled commitment to complete work required for the Sep. 22 Alumni HarvardKey rollout, as well as widening use of HarvardKey claim for FAS and Central by Nov. 12. We accelerated delivery of two-step verification, and moved sponsored account management to production within days of launch. The team successfully met our scheduled commitment to complete work required for the Sep. 22 Alumni HarvardKey rollout, as well as widening use of HarvardKey claim for FAS and Central by Nov. 12. We accelerated delivery of two-step verification, and moved sponsored account management to production within days of launch. The team successfully met our scheduled commitment to complete work required for the Sep. 22 Alumni HarvardKey rollout, as well as widening use of HarvardKey claim for FAS and Central by Nov. 12. We accelerated delivery of two-step verification, and moved sponsored account management to production within days of launch.
RISKS IDENTIFIED; MITIGATION

Harvard Library
Unified Communications
TLT
Harvard Law School
Requirements Assessment
Harvard Kennedy School
Human Resources
Campus Services
Graduate School of Design
Graduate School of Education
SIS
Service Support
IAM EXECUTIVE STATUS DASHBOARD | December 2, 2015

FEASIBLE AND UNDER REVIEW
NO SIGNIFICANT CONCERNS SIGNIFICANT CONCERNS/RISKS; NEEDS IMMEDIATE ATTENTION

KEY

MAJOR RISKS TO DELIVERABLES/MILESTONES; NO PLAN YET

Infrastructure
Harvard Medical School
Community Outreach

Account Management Help Desk Requests
IAM Incidents as Percent of Total
Total Authentication Services Registrations
Total Identities in SailPoint IIQ
Total HarvardKeys Claimed

IAM Percentage of Total
Registered Applications
Number of Identities
Number of HarvardKeys Claimed

Account Management Help Desk requests represent tickets opened as HarvardKey rollout progresses.

Autumn increase in account management help desk requests represents tickets opened as HarvardKey. Extensive outreach to provide replacement language and related materials for websites across the University that include language referring to the help desk. Outreach via flyers, social media, etc. for November rollout. Collaborated with HURA on updates to new Harvard Resources for Retirees guide. Continuing work with HLS and HMS on early December rollout.

Scope: Focus is on post-deployment stabilization, including (as expected) an increased volume of support tickets related to HarvardKey rollout. Co-locating two UC team members with IAM staff assisted issue resolution and data remediation. The QA team is busy testing additional deployments to address requirements that surfaced during stabilization. In November, product owners worked with their teams and each other to present business objectives and scheduled features for delivery during Program Increment 5. Work with HLS and HKS is ongoing to prepare for an expansion of provisioning; December focus includes outreach to FAS Departments to review new sponsored affiliation procedures that replace the sponsored account process. Additional self-service functionality is also being added to enable users to opt in for email services, which will alleviate requests currently handled by the IAM Product Operations and Accounts team.

FUNCTIONAL STATUS: TOPICS & TREND LINES

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During PI-5, we will build on current successes and completed work to support continued rollout of HarvardKey to other Schools. We plan to focus on stabilizing key functionality, as well as performing the work required to onboard HKS and HLS for provisioning. We are building the infrastructure and starting to define the business processes necessary to support group management, initially using it to support internal IAM functionality before expanding it to other groups who are waiting for group management. In January, we plan to review our program plan milestones to align them with the needs of the business. Scope risk has been identified due to capacity concerns.

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