



NO SIGNIFICANT CONCERNS	SIGNIFICANT CONCERNS/RISKS; NEEDS IMMEDIATE ATTENTION
RISKS IDENTIFIED; MITIGATION FEASIBLE AND UNDER REVIEW	MAJOR RISKS TO DELIVERABLES/ MILESTONES; NO PLAN YET

PROGRAM NARRATIVE

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 out of Waveset. Program Increment 5 includes work to continue rollout of HarvardKey to other Schools; focus is on stabilizing critical functionality, onboarding HKS and HLS for provisioning, and building infrastructure necessary for Grouper.

EXECUTIVE ATTENTION NEEDED

Issue: SEAS communications
Description: HarvardKey communications and go-live planning did not align with SEAS expectations.
Mitigation: Weekly meetings scheduled. Support staff on site for rollout.

Issue: Operational support
Description: Operational support is not currently sized for expanded rollout for Alumni and all Schools.
Mitigation: We have offset with temporary staff and are actively defining a future-state support model.

CRITICAL SUCCESS FACTORS

Executive Sponsorship	Transition Planning	Budget Planning	Resource Planning	Community & School Engagement	Collaboration
<ul style="list-style-type: none"> Published schedule for future Executive Committee status meetings: <ul style="list-style-type: none"> Jan. 22, 2:00-3:00 p.m. Feb. 25, 2:00-3:00 p.m. March 24, 2:00-3:00 p.m. 	<ul style="list-style-type: none"> Two successful production releases of HarvardKey self-service and authentication Major IIQ release to support FAS provisioning and MIDAS for management of Alumni and sponsored users All production deployments followed standard release management practices For both HarvardKey releases, a number of stabilization items also successfully deployed to production within days of launch 	<ul style="list-style-type: none"> Consolidated our financial plans and identified a single financial partner 	<ul style="list-style-type: none"> New Hires: DevOps Engineer, LDAP Consultant, Developer, Active Directory Engineer, two accounts team temps Contract Changes: Everett (development partner) contract accelerated for development, new contract developed for infrastructure support 	<ul style="list-style-type: none"> Participating in FAS Tech Renewal Demo Days Providing demos for populations rolling onto HarvardKey Ongoing involved discussions with all schools as HarvardKey rollout continues Staffing support sites (WISC, Science Center, SEAS) for extra HarvardKey support Distributed fliers, posters, tattoos 	<ul style="list-style-type: none"> Continued work with HAA to support Alumni HarvardKey rollout On-site UC resources to support data mitigation before Nov. 12 HarvardKey release War room with HPAC and Support Services to review and revise final HarvardKey collateral to mitigate any concerns

PROGRAM PLAN SUMMARY, STATUS, AND MILESTONES

KEY [RELEASE COMPLETED UNDER DEVELOPMENT NOT STARTED OVERDUE]

TRACK	PROJECT STATUS	NEAR-TERM MILESTONES	2014												2015												2016												2017		
			Q1			Q2			Q3			Q4			Q1			Q2			Q3			Q4			Q1	Q2													
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Provisioning	Completed transition from Waveset to SailPoint IIQ for user provisioning and management. Claiming through HarvardKey expanded to additional communities, including Alumni, FAS, Central, Radcliffe, SEAS, DCE, etc.	No near-term milestones.	Readiness												PIN/AD Credential Management												FIM Replacement for O365												Sponsored Account Self-Service		
			Foundation												Expansion (FAS)												Expand Provisioning Targets														
			Waveset												Account Claiming Self-Service												Decommission Waveset														
															Alumni																										
Federation	No near-term milestones.	Dec: Improve workflow for non-Harvard app owners with portal for certificate and metadata self-service.	idP Functionality Expansion												External Partner												Federation for Hospitals												Enhanced idP Functionality for Privacy		
			InCommon Bronze Self-Certification Preparation (AD, PIN/CAS)																																						
Directory Services	No near-term milestones.	March: Boost security and access to resources for Library users by expanding LDAP attributes, notably ORCID researcher ID. Improve flexibility and ease of use for app owners when working with IAM-managed LDAP data by adding new access methods.	LDAP Updates (HU/Auth)												New Cloud LDAP (HU and AUTH LDAP)												LDAP Functional Enhancement												LDAP Attribute Expansion		
			UUID Enhancement																																				Decommission FAS AD		
			Identity APIs																																				AD Migration (FAS/Central)		
App Owner Support	No near-term milestones.	No near-term milestones.	Application Registration																								Customer Test Data												Federation Updates		
Identity Access Governance	No near-term milestones.	Dec: Reduce the risk profile for all Harvard Community users by ensuring that SSN is no longer stored in places where it is not absolutely needed.	Program-Level KPI Reporting												IAM External-Facing Website												IAM Reference Implementations												Application Usage Statistics		
															Refine Privacy Protocols												Metric Dashboard												IAM Service Usage & Access Reporting		
															SSN Truncation												Automated Alerting and Monitoring												School-Level KPI Reporting		
																											Business Intelligence Tool Set												Add Data to Warehouse		
Authentication Enhancements	Rolled out MFA support, providing a mechanism to reduce end-user risk of identity and account compromise.	Feb: Enable a larger set of application owners to use CAS authentication by supporting federated integrations.	Decommission PIN3												Multifactor Authentication												CAS Bridge												Identity Proofing		
Authorization Enhancements	Group management scope revision is underway to meet needs of next wave of provisioning customers.	Feb: Make authorization administration tasks easier for application owners by enabling them to create user groups.	SIS Wave 0												SIS Wave 2												Cloud Authentication												Bring Your Own Identity		
															Group Management												Coarse-Grained Authorization												Desktop & Mobile Native Apps		
External Directories	No near-term milestones.	No near-term milestones.	Connections Update																								Connections UI Improvements												Yellow Pages Improvements		
Expanded Provisioning	No near-term milestones.	No near-term milestones.													FIM Support																								Authenticable Credentials for Machines		
Cloud Migration	Completed production migration of PIN/CAS/IDP, saving costs and keeping current with other IAM infrastructure.	Feb: Boost stability and performance for people administrators — as well as cut costs — by moving on-premise MIDAS application to the cloud.	Cloud Architectural Reference Model												Stand Up Cloud-Based LDAP												Retire Legacy LDAP														
			Connections Migration												IdDB Migration and Database Export/View Migration												PIN/CAS Migration														
															SailPoint IIQ Migration												MIDAS Migration												Phonebook & Public LDAP Cloud Migration		

STRATEGY AND PLANNING: TOPICS & TREND LINES

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.

◀ Schedule	◀ Budget
▼ Scope	◀ Reporting
◀ Staffing	◀ Community Outreach
◀ Release Management	

FUNCTIONAL STATUS: TOPICS & TREND LINES

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 expedited 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.

◀ Policy Governance	◀ Service Support
◀ Documentation	◀ Requirements Assessment
◀ Service Definition	◀ Quality Assurance
◀ Service Transition	

TECHNICAL STATUS: TOPICS & TREND LINES

With assistance from Everett, team completed all code necessary to roll out HarvardKey to Central Admin, the T.H. Chan School of Public Health, Harvard Divinity School, and Radcliffe Institute for Advanced Study; members in every organization (faculty code) have claimed a HarvardKey. Updates are ongoing for incident support or new features, and work continues on rollout to FAS, DCE, HMS, and HLS based on customer and UC feedback. Identities have successfully been rationalized between FAS and University AD. Duo has been enabled for self-service registration for two-step verification, with teams prioritizing and troubleshooting support issues as they arise. Significant effort continues to remediate Alumni data and prepare School data for later HarvardKey claiming.

▲ Identity Management	◀ Cloud Migration
◀ Access Management	◀ Infrastructure
◀ Directory Services	◀ Data
▲ User Experience	

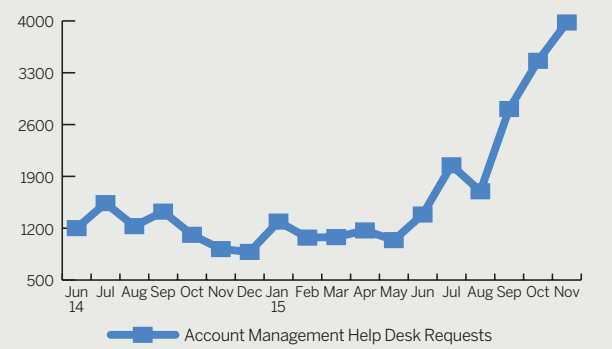
COMMUNITY OUTREACH: HARVARD UNITS & TREND LINES

Participated in second round of FAS Technology Renewal Demo Days. Ongoing meetings with Support Services and Security teams on support and rollout of HarvardKey. Extensive outreach to provide replacement language and related materials for websites across the University that include language referring to the PIN System. Outreach via fliers, 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.

◀ Faculty of Arts and Sciences	◀ Graduate School of Design	◀ Harvard School of Public Health	◀ Harvard Library
◀ Graduate School of Arts and Sciences	◀ Graduate School of Education	◀ Radcliffe Institute for Advanced Study	◀ Registrars
◀ Harvard Business School	▼ School of Engineering & Applied Sciences	◀ Alumni Affairs	◀ SIS
◀ Division of Continuing Education	◀ Harvard Kennedy School	◀ Campus Services	◀ TLT
◀ Harvard School of Dental Medicine	◀ Harvard Law School	◀ FSS	▲ Unified Communications
◀ Harvard Divinity School	◀ Harvard Medical School	◀ Human Resources	◀ Other HUIT Departments

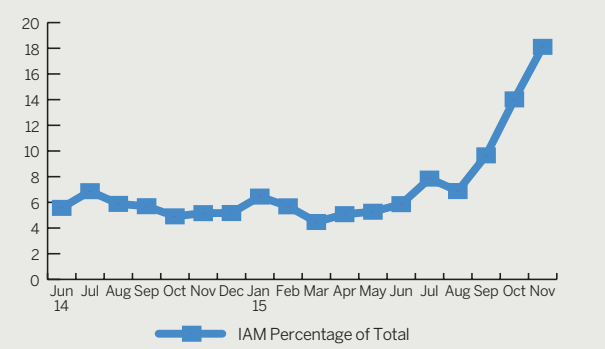
KEY PERFORMANCE INDICATORS

Account Management Help Desk Requests



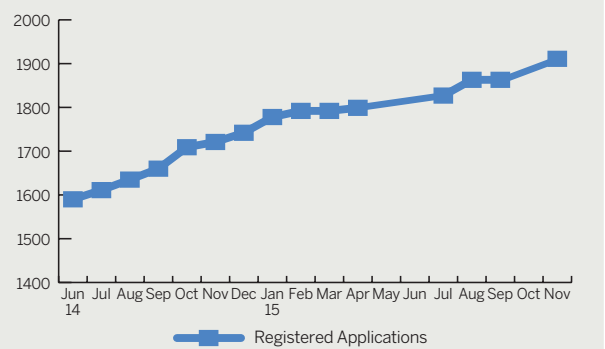
Autumn increase in account management help desk requests represents tickets opened as HarvardKey rollout waves progress.

IAM Incidents as Percent of Total



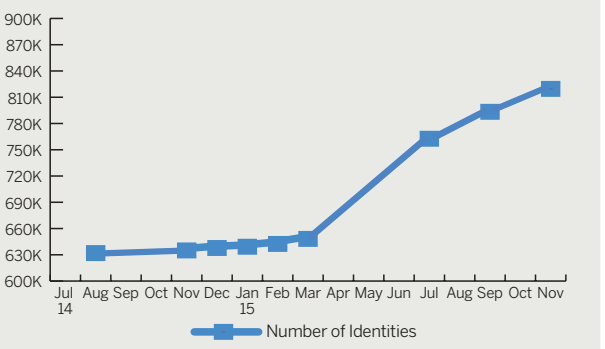
Autumn increase in IAM incidents as a percentage of total ServiceNow incidents represents tickets opened as a result of HarvardKey rollout waves.

Total Authentication Services Registrations



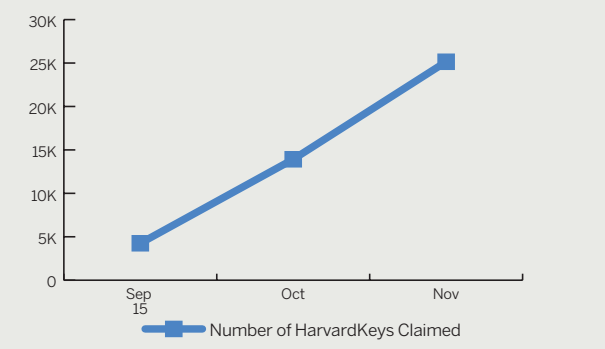
Number of registrations is expected to fluctuate over time — but grow overall — based upon new applications added and removal of unused applications.

Total Identities in SailPoint IIQ



The number of identities will increase over time as overall migration from Waveset to SailPoint IIQ progresses; spring spike is due to addition of Alumni.

Total HarvardKeys Claimed



HarvardKey claim rate will increase over time, with periodic spikes as new Schools and other user populations are included in the rollout.