

## Meeting Agenda / Notes



Project Name	IAM Program – IAM Lifecycle Committee		
Meeting Date	April 2, 2014	Meeting Time	12:00 – 2:00
Location/ Conference #	Smith Campus Center 561	Meeting Host	Jane Hill
			Amy Fairhall

### Invitees

Mike Burke	
Teresa Butler	X
Julie Broad	X
Peggy Callinan	X
Ann-Marie Costa	X
Courtney Harwood	X
Michael Humphreys	X
Tom Mayhew	X

Isabelle Modiano	X
Susan Richelson	X
Susan Vomacka	X
Kwok Yu	

### Agenda and Notes

Kick-off Meeting opened as 12:10; lunch was served. Mike Burke was away at a conference; Kwok Yu was unable to make the meeting.

#### Agenda Items:

1. We went around the room introducing ourselves, and where we were from.
2. Review the meeting purpose and intended outcomes: Introduce the IAM program governance approach and responsibilities of this new committee.
3. Review the slide outlining the IAM Program Overview and Vision.
  - a. There was general agreement with the strategic objectives and guiding principles.
  - b. Discussion around the importance of getting behind the idea of improving the user experience resulted in some sharing of perspective on the types of issues that users are facing.
    - i. Important to be specific about what we mean by 'user experience' as that term could be applied to a wide range of services and things that users encounter that our program team is not going to tackle.
    - ii. Recommendation that we focus on user experience of how we enter Harvard—specifically onboarding and provisioning. "Tools and resources that enable you to do your job"
    - iii. Provisioning and de-provisioning
    - iv. Topic of early access as an importance concern for many groups was discussed. Different timings are necessary for specific types of users.
    - v. The necessity of a pre-employment status was confirmed in this discussion
    - vi. For Alumni, the objective revolves around eliminating the re-registration process
    - vii. Communication, training, raising awareness needed and vital to success.
4. Discussion turned to how to make the Lifecycle Committee be an effective group. Everyone weighed in with their ideas on this, as many in the room have been on such groups before
  - a. Topics should be scheduled ahead of time, and time-boxed in the meeting
  - b. Agendas and meeting notes should be circulated; action items clearly called out and tracked
  - c. What is being discussed should be actionable; goals should be formulated and action taken.
5. Isabelle asked the question of whether the group was empowered to make changes. After discussion, the consensus was that we had people in the room who were in a position to make recommended changes. Policies may need to be made first, before systems can be changed.
  - a. The Faculty Data Focus Group is a good model; the people in that group were the right people to advocate for policy change, and then Isabelle was able to make system changes.
  - b. Some schools (like HKS) are forming IAM groups with cross-functional teams that bring together business units to try to determine policy changes
  - c. Recommendations from this committee may need to be approved by the Executive Committee, depending on the impact and implementation details. We may want to consult OGC on some issues.
6. Discussion of best time to meet. Problems with Tue, Wed and Thursday for some members. We agreed to try for Monday mornings, 10:30 to 12

### Action Items

- Prepare IAM Committee Site (Wiki) and link relevant materials - Jane
- Pre-stage topics for the Committee for the coming months - Jane
- Topics for next meeting:
  - Early Access; identify relevant use cases as pre-work (Committee – Jane to solicit)
  - POI Transition to Permanent HUIDS – briefing on change; discuss relationship to early access

### Next Meeting

May 5<sup>th</sup>: 10:30 to 12:00 proposed

### Archived Document