



HARVARD UNIVERSITY
Information Technology

Identity and Access Management
IAM Lifecycle Committee
May Meeting: Early Access

May 5, 2014

Monday

10:30 – 12:00

Holyoke 561

Agenda

- Welcome
- Meeting Minutes
- Status Update
- Discussion: Early Access
- Wrap-up
 - Topic for next meeting
 - Timeframe for next meeting
 - Recap any action items

Minutes

- Any corrections?
- Action Item: Member ship in technical oversight committee (next slide)

Technical Oversight Committee Members

Name	School/Group
Steve Duncan	Harvard Kennedy School
Tyson Kamikawa	Harvard Medical School
Sherif Hashem	Harvard Law School
Indir Avdagic	SEAS
Ken Ho	GSE
Jake Yerdon	HSPH
David Faux	HUIT Admin Tech/FAS & College
Jonah Pollard	Unified Communication/Cloud
Tim Gleason	HUIT IAM/AD

Name	School/Group
Carolyn Brzezinski	SIS
Sara Sclaroff	HUIT Admin Tech/HR
Rich Ohlsten	HUIT Admin Tech/Alumni
Colin Murtaugh	HUIT Academic
Dan Fitzpatrick	Partners
Eileen Flood	Campus Services
Randy Stern	Library IT
Joe Zurba	HUIT Security

Status Report

- Releases - Completed
 - Application Administration Portal (for internal Product Team use with registering PIN applications)
- Releases – Coming up soon
 - PIN Reference Materials migrated off Drupal (this week)
 - Sailpoint Readiness (late May)
 - Includes read-only connectors aggregating data from the IDDB as well as correlation of data from the provisioned targets (e.g. active directory instances, other)
- Active topics
 - Outreach meetings continue
 - Discussions with schools around provisioning of Office 365 (single tenant)
 - Plan and Analyze phase for multiple releases

Discussion: Early Access

- Long-standing area of concern under heading of “On-boarding”
 - Perceived as a gap by many
 - Particularly problematic for Faculty and Instructors
- Different approaches taken by different schools and departments depending on what tool sets are used
- Lack of clear policies on when early access is or is not okay
- Lot of focus on the I-9 process as it impacts ability to get data into the system so that an HUID can be issued to an individual

Discussion:

- Inventory the problematic use cases
- Identify common themes between the cases
- Identify topics that can be categorized as “policy issues”
- Identify things that appear to be training and awareness issues?

Given the above, what are the top priorities for possible action?

Wrap-Up

- Topic for next meeting
- Timeframe for next meeting
- Recap any action items

Reference Materials

IAM Program Overview - Vision

The Vision for Identity and Access Management (IAM)

Provide secure access to applications that is easy for the user, application owner, and IT administrative staff with solutions that require fewer login credentials, enable collaboration across Harvard and beyond, and improve security and auditing.

Strategic Objectives

- 1. Simplify the User Experience**
“Simplify and improve user access to applications and information inside and outside of the University.”
- 2. Enable Research and Collaboration**
“Simplify the ability for faculty, staff, and students to perform research and collaboration within the University and with colleagues from other institutions.”
- 3. Protect University Resources**
“Improve the security stature of the University with a standard approach.”
- 4. Facilitate Technology Innovation**
“Establish a strong foundation for IAM to enable user access regardless of new and/or disruptive technologies.”

Guiding Principles

- **Harvard Community needs will drive the technology supporting the Identity and Access Management Program**
- **Tactical project planning will remain aligned with the Program strategic objectives**
- **Solution design should allow for other Schools to use the foundational to communicate with the IAM system in a consistent, federated fashion**
- **Communication and socialization of the program are critical to its success**

Key Performance Indicators

- **The number of help desk requests that relate to account management per month.**
- **The number of registered production applications that use the IAM system per month.**
- **The number of user logins and access requests through the IAM system per month.**
- **The number of production systems that the IAM system provisions to per month.**