• The Problem
• Manual Updates to University Active Directory
• Recommended Solution
• Schedule Impact to Current IAM Program Plan
• Immediate Next Steps
The Problem

Critical defect identified for SailPoint foundation release results in production delay

A critical defect that allows overwriting of University Active Directory (AD) email attributes and has been identified during test case execution. As a result, email addresses for University AD population risk being overwritten.

The race condition
There are known use cases for when University AD is manually updated outside of a central provisioning toolset:

1. **System administrators for support services**
   AD System administrators perform routine updates to individual user accounts

2. **Mailbox migrations for 0365 migrations**
   Migration scripts update University AD to account for modified email attributes

3. **Provisioning of new users into Exchange**
   The creation of new user Exchange mailboxes and Lync accounts also requires edits to attributes that are managed by SailPoint

During release integration testing, it was discovered that the *timing* of these update cases could impact the accuracy of account attributes managed by SailPoint

- The complexity of this end-to-end process was not fully understood prior to testing
In order to prevent this condition in the long term, the proposed solution is to prohibit any direct updates outside of SailPoint to University AD attributes that are under the management of SailPoint.

To accomplish this objective for all use cases, the following activities must occur:

- Communicate decision to restrict direct access to University AD
- Design and develop additional interfaces for direct and batch updates into University AD
- Work in collaboration with the Unified Communications team to update O365 processes and scripts
- Define and execute coordinated test cases
- Prepare support documentation and train the University AD community and HUIT Help Desk staff
- Reschedule production go-live through change management processes
As a result of the additional activities supporting this release, the go-live date for the SailPoint foundation release is now scheduled for August 16, 2014.

The proposed recommendation impacts the IAM Program Plan as follows:

<table>
<thead>
<tr>
<th>Project</th>
<th>Release</th>
<th>Description</th>
<th>Impact</th>
<th>Plan Date</th>
<th>New Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Directory Services</td>
<td>Identity APIs</td>
<td>QA Resource contention</td>
<td>• Delay to validation of FindPerson service deployment.</td>
<td>August 2014</td>
<td>September 2014</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• No delay to SIS release.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Immediate Next Steps

1. Prepare and execute change order with Qubera
   - Additional in-scope results in need for development resources

2. Perform requirements definition with the Unified Communications team

3. Measure and assess business process changes external to HUIT (such as GSD, GSE, SPH) for mail administration