



**HARVARD UNIVERSITY**  
Information Technology

# **Identity and Access Management SailPoint Foundation Release Update**

July 22, 2014

Tuesday

11 a.m. – 12 p.m.

Smith Center 1009

# Agenda

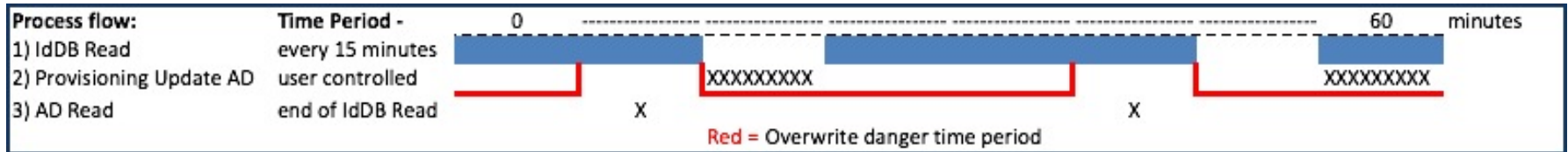
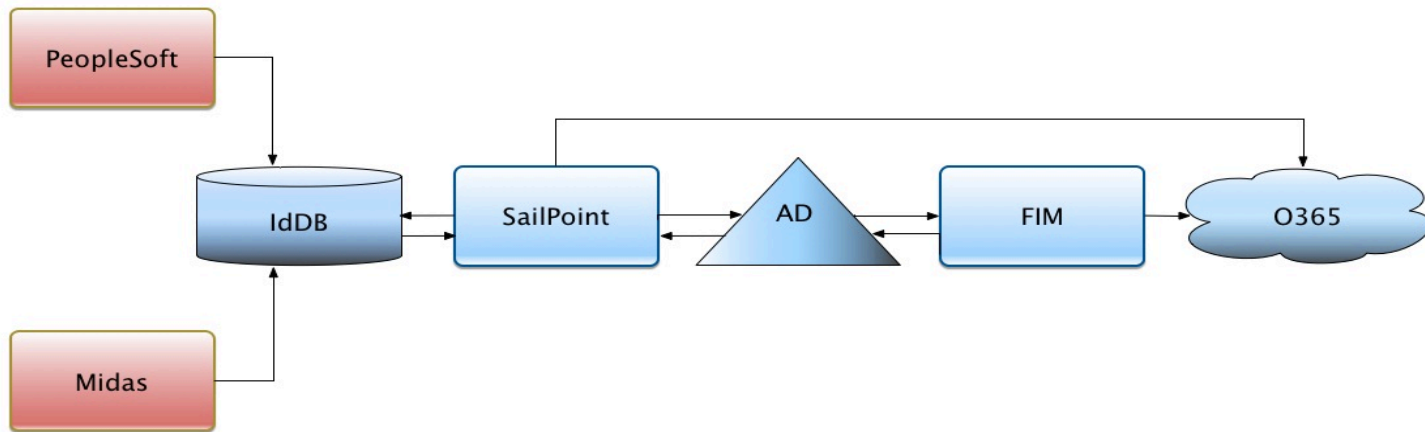
- The Problem
- Manual Updates to University Active Directory
- Recommended Solution
- Schedule Impact to Current IAM Program Plan
- Immediate Next Steps

# 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



# Manual Updates to University Active Directory

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

# Recommended Solution

**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

# Schedule Impact to Current IAM Program Plan

**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:

Project	Release	Description	Impact	Plan Date	New Date
Directory Services	Identity APIs	QA Resource contention	<ul style="list-style-type: none"><li>• Delay to validation of FindPerson service deployment.</li><li>• No delay to SIS release.</li></ul>	August 2014	September 2014

# 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