Introduction
The aim of Group Services Metrics is to measure the impact of our group services on two dimensions:

✓ The benefit of Group Services to our clients as measured by adoption and usage rates
✓ The IAM effort necessary to roll out and support Group Services as measured by size and volume indicators

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Metrics Overview
The following 6 metrics are calculated monthly and included in this report.

• Applications using Groups for Authorization
• Effort to Onboard Applications using Groups for Authorization
• Reference Group Growth by Affiliation
• Group Growth by Type
• Growth of Delegated Group Administration & Grouper UI Users
• Group-related ServiceNow Tickets Opened

Metric 1: Applications using Groups for Authorization

This metric counts the number of applications each month which began using Groups integrated with HarvardKey to control their application authorization.

Indicates: Group Services adoption

Analysis and Projection:

➢ Increase of only 1 in the number of applications using groups for authorization, but it was a biggie; Wiki integrated with HarvardKey
➢ Cloud Protection Manager (CPM) is in QA environment. Expect it to go to production in Feb.
➢ Average onboarding with groups remains at 2/mo.
➢ Projecting the onboard requests in Feb to be the average, 2.
➢ Now that Wiki integrated with Groups is released, Group Services can start targeting teams with applications to use groups.

How is it counted?

• An application is counted once it utilizes one or both of the group features integrated with HarvardKey in Production; regardless of whether the application has previously been on-boarded without using the feature.
• An application is counted only once regardless of whether it uses one or two methods. It is not counted again if it uses one method at one date, and then incorporates the other method at a later time.
Metric 2: Effort to Onboard Applications using Groups for Authorization

This metric estimates the IAM effort to onboard applications each month which began using Groups integrated with HarvardKey to control their application authorization.

**Indicates: IAM effort**

**Analysis and Projection:**

- Wiki integrated with Group Services released on Jan. 10. This integration took many months of IAM working in collaboration with Academic Technology to deliver the solution. The group functionality in the iSites platform is no longer in use and can be decommissioned. Although the release it out, the IAM effort will continue as the Accounts team is now handling the SNOW requests to copy legacy iSites groups (now within Grouper) to an appropriate managed folder within the Grouper org hierarchy.

- Anticipate continued hand-holding effort with clients until we see requests by same client for additional applications.

**How is it counted?**

- An application is given a subjective effort rating from 1-10 indicating the effort involved in completing the onboarding request through to production.

- CAS integrations are considered easy, SAML as medium and custom integrations as large. Other factors are enterprise versus local applications, delegated or IAM-managed group administration, was training necessary, how much did the request go back and forth between the client and IAM, and did the client require a test environment before production.
Metric 3: Reference Group Growth by Affiliation

This metric counts the number of Reference groups each month by the affiliation types of Employee, Student, POI, Library Borrower and Guest (XID holders). Does not include Bundled groups, which are bundles of reference groups.

Indicates:

✓ **Group Services adoption**; after the initial offering of reference groups in June 2017, they are now built by request or IAM analysis.

✓ **IAM Effort**; reference groups require both business and development resources to implement.

Analysis and Projection:

➢ No change in the number of reference groups in January 2018.

➢ Current reference groups total 407. Employees make up 70%.

➢ Projecting significant growth in employees once we add the “Employee excluding Temps” to our standard 8 employee group types, scheduled for February.

**How is it counted?** Reference groups are counted at the first of each month from the decision table spreadsheet for each affiliation type (e.g. student decision table).
Metric 4: Group Growth by Type

This metric counts the number of groups each month by their type; reference, bundled or managed. Managed groups does not include the approx. 1,300 iSites legacy groups in the Academic Technologies “managed” folder.

Indicates:

✓ **Group Services adoption**: managed groups are built out by delegated group administrators within the schools/departments.

✓ **IAM effort**: bundled groups, and delegated group folders are built out by IAM business and QA resources.

Analysis and Projection:

- Spike in Managed groups due to copying of legacy iSites groups to Managed group folders for Wiki space administrators.

- Average number of managed groups added per month increased from 11 to 14.

- Bundled groups will grow significantly once we build out the “All” bundles for schools and major departments. This work is scheduled for March timeframe.

How is it counted?

- Reference groups are calculated as the total of the affiliation reference groups counted in the Reference Group Growth metric.

- Bundled groups are calculated using Grouper search for "bundle:" and filter on Groups and use the total count of groups listed minus the two security groups for read and view access.

- Managed groups are calculated using Grouper search for "managed:" and filter on Groups. Get the total count and then subtract the count for "managed:legacy:" groups in order to remove the legacy groups imported for iSites migration.
Metric 5: Growth of Delegated Group Administration and Grouper UI Users

This metric counts the increase in the number of users who are authorized to access the Grouper UI as well as the number of delegated school/department folders in the org hierarchy, plus enterprise application folders in the harvard:apps hierarchy each month. Delegated school/department folders include both “managed” and “app” folders.

Indicates:

✓ **Group Services adoption**: delegating group administration to schools and departments is a fundamental goal of Group Services.

✓ **IAM effort**: initial folder build-out and training.

Analysis and Projection:

- Spike in Delegated folders and Grouper UI users is due to the addition of delegated group administrators in ATS, HL and LTS.
- Project delegated folders to level off or remain constant as no training sessions are scheduled for February.
- Expect Grouper UI users to increase slightly due Wiki administrators who wish to become Membership Managers for their groups.

How is it counted?

- Grouper users are counted as the total *indirect* members in the etc:UiUsers group as of the 1st of each month.
- Delegated School/Department Folders are counted using Grouper search for "org etc" and filter on "folders" as of the 1st of each month.
- Delegated Enterprise Application Folders are counted using Grouper search for "harvard:apps etc" and filter on "folders" as of the 1st of each month.
Metric 6: Group-related ServiceNow Tickets Opened

This metric counts the number of ServiceNow tickets opened each month by their type (request or issue) and by their category. These are tickets that get directed to the IAM team to resolve. Schools/Departments with delegated group administrators handle their own group-related tickets and are not included in this metric.

Indicates:

✓ **Group Services adoption**; ServiceNow Requests are the primary method by which all requests for group services are managed, thus an increase in requests indicates an increase in service usage or adoption.

✓ **Group Services quality**; ServiceNow Issues indicate user difficulty with the service or platform.

✓ **IAM effort**; the IAM AAM and Product Owner teams handle the Group Services.

Analysis and Projection:

- Both OpenScholar and Wiki integrated with Group Services resulted in a spike of new/update group requests.
- Average number of tickets per month is 6.
- Percentage of tickets that are issues is 17%.

How is it counted?

- ServiceNow tickets are those categorized as: Service=Identity and Access Services > Identity Data & Tools, Application=Grouper, Category=Request.
- Application Authorization tickets may be categorized as: Service=Identity and Access Services > Authentication Services, Application=HarvardKey Authentication, Category=Register New Application or Modify Application Registration.
- Issues are identified by inspection of the ticket data.
- July – December 2017 data was collected by inspection as not all tickets were categorized properly.