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.
➢ Average onboarding with groups remains at 2/mo.
➢ Projecting the onboard requests to remain in the average.
➢ Need to create more awareness and technical documentation to accelerated adoption.

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:

- Cloud Protection Manager (CPM) is in Stage environment. Expect it to go to production in Mar.
- 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:

- 43 reference groups were added. Current reference groups total 450. Employees make up 72%.

- Temporary Employees were added to the Active Employee criteria and a new employee group type “Employees excluding Temps” was added to our standard 8 employee group types.

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:

- Continued increase 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 continued to increase from 14 to 17.
- 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.

![Chart showing growth of delegated group administration and Grouper UI users over time]

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:

- Delegated school/department folders and enterprise application folders continue a steady increase.
- Grouper UI users increased 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**; Group Services work is primarily managed through ServiceNow Requests, 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 requests.

![Group Services Requests vs Issues](chart1.png)

![Group Services ServiceNow Tickets by Category](chart2.png)

**Analysis and Projection:**

- The number of Group Services requests for February was 16, similar to the January post-wiki release number, however the categories of requests indicate a fairly even distribution.
- Average number of tickets per month increased to 7.
- Percentage of tickets that are issues decreased to 16%.

**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.
• Finer grain categories, and issues vs requests, are determined by inspection of the ticket data.