



HARVARD UNIVERSITY

Information Technology

IDENTITY & ACCESS MANAGEMENT

# Identity and Access Management PI-3 Demo

June 2, 2015

Tuesday

10:00-11:00 a.m.

Lamont Forum Room

# Agenda

- Meeting Purpose and Intended Outcomes
- PI-3 Business Objectives
- Demo: HarvardKey User Interface Look and Feel
- Demo: MIDAS for Alumni Data
- Demo: Multifactor Authentication Using Duo
- Summary and Close

# Demonstration: Program Increment Accomplishments

## Purpose

To provide the team and invited guests with a summary and demonstration of key work accomplished during our second Program Planning Increment (PI-3).

## Intended Outcomes

- Share our work in PI-3 and provide a forum for stakeholder feedback
- Continue to build an understanding of the IAM program

# PI-3 Business Objectives

Accomplished in support of cloud migration:

Objective	Accomplishment
Continue to migrate applications to the cloud	<ul style="list-style-type: none"><li>Exceeded financial target for decommissioning on-premise environments by focusing on moving development and QA environments across most applications</li></ul>

# PI-3 Business Objectives

## Accomplished in support of Alumni:

Objective	Demonstration
Support Alumni authentication using HarvardKey	<ul style="list-style-type: none"><li>• Authentication with HarvardKey</li></ul>
Support management of Alumni users in MIDAS	<ul style="list-style-type: none"><li>• New MIDAS functionality that includes Alumni data</li></ul>
Implement UX changes to Alumni registration recommended by Isobar	<ul style="list-style-type: none"><li>• HarvardKey application UI highlights</li></ul>

# PI-3 Business Objectives

## Accomplished in support of FAS:

Objective	Accomplishment
Enable FAS users to claim, manage, and authenticate using HarvardKey (PIN)	<ul style="list-style-type: none"><li>• Self-service: HarvardKey for FAS users</li></ul>
Complete database-level changes to support FAS, including adjustments to existing feeds	<ul style="list-style-type: none"><li>• Additions to IdDB database and related updates to <i>Sailpoint_Person</i> view</li></ul>
Reconfigure the cube in SailPoint IIQ and rework community logic	<ul style="list-style-type: none"><li>• Configured an additional instance of IIQ (in the cloud) and redesigned integration with source data in IdDB</li></ul>

# PI-3 Business Objectives

Teams also met the following additional commitments:

Objective	Accomplishment
Set up proof-of-concept implementation of a MFA solution	<ul style="list-style-type: none"><li>Completed the proof of concept and performed demonstrations</li></ul>
Implement changes per IIQ audit outcomes	<ul style="list-style-type: none"><li>Completed agreed-upon changes to IIQ and targets</li></ul>
New report for HR on MIDAS users	<ul style="list-style-type: none"><li>Report created as an ad-hoc job; demonstrated for HR users and available to them on demand</li></ul>

## HarvardKey: Background

- Core functions of the HarvardKey application were built in prior program increments
- IAM worked with AAD and Isobar, who delivered a user interface build kit to the IAM HarvardKey team for the HarvardKey application and the new login application
- HarvardKey is the successor to PIN, and this new user interface will debut when Alumni authentication transitions from existing external vendor (Harris) to HarvardKey on 9/22/15



# Demo: HarvardKey UI Look and Feel

Joe Hardin

# The Demo

- Alumni account registration, which serves as “account claim” for Alumni users
- The goal: A simple UI with minimal on-screen text and a standard, familiar navigation approach
- Application automatically adjusts to mobile or tablet dimensions
- User feedback mechanisms include both color-coding and icons to indicate success or failure
- Much more feedback/guidance than the current PIN system for users as they set a strong password

## In Summary

### We saw:

- Interface that Alumni will use when claiming (re-registering) accounts
  - More attention to user feedback on success or failure

### Benefits:

- Account claim is just a means to the end: access to the new ACE Alumni app
  - Claim is a one-time event for users, so the goal is to keep it simple
  - Enable registration from phones or tablets
  - Same look and feel for any feature of HarvardKey
- IAM is committed to accessibility and ease of use for all users, including color-coding and intuitive icons
- HUIT and AAD support services will be ready with the tools needed to work with IAM data
  - MIDAS!

**Feedback?**

Questions? Concerns? Compliments?

# Demo: MIDAS View

Joe Hardin

# The Background

## **She's no beauty, but she's indispensable!**

- MIDAS is the web application used to manage data in our identity registry
- Multiple MIDAS user roles reflect a variety of reasons that people are given access to this tool
  - ID offices
  - Registrars
  - Directory contacts
  - Helpdesks
  - People administrators in Schools and departments

# The Demo

- View Alumni data in MIDAS
  - As a fully-privileged user
  - As a basic reader with limited access
- New search options

## In Summary

### **We saw:**

- View of Alumni data for privileged and less privileged users
- Enhancements to MIDAS searches for Alumni data

### **Benefits:**

- Users only gain access to data they have a business need to see
- No updates to Alumni data except for attributes associated with HarvardKey and the claiming process itself



**Feedback?**

Questions? Concerns? Compliments?

# **Demo: Multifactor Authentication using Duo**

Mahbub Rahman

# The Background

- Even the strongest password policy is no match for a truly determined hacker — so what is a user to do?
- Answer: Layer your defenses by using an additional factor upon authentication
- HarvardKey will incorporate features provided by Duo to enable this additional factor for users and applications
- Success will hinge upon the setup and use of this additional factor in a way that is user-friendly for faculty, staff, and students
- Applications will be able to require multifactor authentication, **or** individuals can decide to enable multifactor authentication for all their logins using HarvardKey

## The Demo

- User navigates to an application requiring multifactor authentication and is prompted to set up the capability
- User is guided through a step-by-step setup process
- User logs in using the additional factor

## In Summary

### We saw:

- Setup of multifactor authentication on a smartphone using Duo

### Benefits:

- Additional protection at login by adding an additional factor
  - Something you know (your password) **plus** something you have (your mobile phone, which receives a one-time code)
- Flexible implementation that enables either a user **or** an application to require an additional factor
- A simple, quick set-up process that is easy to follow
- Options for people who don't have smartphones
- Track record of success in higher education, including similar deployments at peer institutions

# Summary and Closing

Jane Hill

## Summary of PI-3

### **Today's demonstrations illustrated the following objectives:**

- User interface “facelift” with the Isobar build kit so that HarvardKey users benefit from a more modern, easier-to-use experience
- Continued expansion of core features for Alumni registration and user account claiming, management, and authentication
- MIDAS enhancements to better equip help desks to support Alumni users

## Other Accomplishments During PI-3

- Continued progress migrating from on-premise to the cloud, including exceeding the financial cost-savings target we set for our program
- Migrating applications in lower environments to set the stage for production deployments before the end of PI-4:
  - PIN/CAS authentication
  - SailPoint IIQ identity provisioning
  - MIDAS
  - Phonebook ([www.directory.harvard.edu](http://www.directory.harvard.edu))
  - Public LDAP ([phonebook.harvard.edu](http://phonebook.harvard.edu))
  - Connections



## And Speaking of Program Increment 4 ...

- It starts tomorrow!
- It will be our most challenging program increment to date
- Budget two hours for the demo 😊

**We'll see you in August!**

# Thank you!



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