### IAM Program Increment (PI) 17 Status Report

#### Goals Summary

<table>
<thead>
<tr>
<th>Planned Scope</th>
<th>Features</th>
<th>% Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stability</td>
<td>5</td>
<td>20%</td>
</tr>
<tr>
<td>Improvements</td>
<td>5</td>
<td>20%</td>
</tr>
<tr>
<td>ITCRB</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Customer Commitments</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

#### Sprint Summary

**Sprint 1 (1/14 - 1/22)**
- Planned: 13 features
- In Progress: 5 features (38%)
- To Do: 8 features (62%)
- Complete/Deferred: 0%
- Additional Completed: 0%
- Planned Scope: HarvardKey AuthN Release Stabilization
- Features: Self-service for O365 DUO
- Tasks: Update existing Email Ledger with all known Google NickNames
- Details: HarvardKey AuthN Release Stabilization
- Summary: In Progress

**Sprint 2 (1/23 - 2/5)**
- Planned: 13 features
- In Progress: 8 features (62%)
- To Do: 5 features (38%)
- Complete/Deferred: 0%
- Additional Completed: 0%
- Planned Scope: Self-service for O365 DUO
- Features: IAM Identity registry patch/upgrade
- Tasks: Update existing Email Ledger with all known Google NickNames
- Details: IAM Identity registry patch/upgrade
- Summary: In Progress

**Sprint 3 (2/6 - 2/19)**
- Planned: 13 features
- In Progress: 10 features (77%)
- To Do: 1 feature (8%)
- Complete/Deferred: 2 features (15%)
- Additional Completed: 0%
- Planned Scope: Grouper Upgrade to 2.4
- Features: ITCRB HarvardKey Light Project Planning
- Tasks: Make additional target specific data available to Qlik and ad-hoc queries
- Details: Grouper Upgrade to 2.4
- Summary: In Progress

**Sprint 4 (2/20 - 3/5)**
- Planned: 13 features
- In Progress: 3 features (23%)
- Complete/Deferred: 0%
- Additional Completed: 0%
- Planned Scope: ITCRB - Broadcast Communications (MessageMe) integration
- Features: Critical Upgrades (Authentication / IIQ / Grouper) - In Progress
- Details: ITCRB - Broadcast Communications (MessageMe) integration
- Summary: In Progress

**Sprint 5 (3/6 - 3/19)**
- Planned: 13 features
- In Progress: 0 features
- To Do: 0%
- Complete/Deferred: 0%
- Additional Completed: 0%
- Planned Scope: IIQ Upgrade Stabilization
- Features: Provide solutions for XID replacement to integrate with HarvardKey platform
- Tasks: Support the Spring 2019 Email Onboarding Cycle
- Details: IIQ Upgrade Stabilization
- Summary: In Progress

**Sprint 6 (3/20 - 4/2)**
- Planned: 13 features
- In Progress: 0 features
- To Do: 0%
- Complete/Deferred: 0%
- Additional Completed: 0%
- Planned Scope: Complete/Deferred
- Features: Additional Objectives Completed
- Tasks: Critical Upgrades (Authentication / IIQ / Grouper) - In Progress
- Details: Critical Upgrades (Authentication / IIQ / Grouper) - In Progress
- Summary: In Progress

#### New Feature(s) after PI Start

- Planned: 13 features
- In Progress: 5 features (38%)
- To Do: 8 features (62%)
- Complete/Deferred: 0%
- Additional Completed: 0%

#### Completed Features

- Planned: 13 features
- In Progress: 10 features (77%)
- To Do: 1 feature (8%)
- Complete/Deferred: 2 features (15%)
- Additional Completed: 0%

#### Deferral or Cancellation

- Planned: 13 features
- In Progress: 3 features (23%)
- Complete/Deferred: 0%
- Additional Completed: 0%

#### Summary

- Planned: 13 features
- In Progress: 0 features
- To Do: 0%
- Complete/Deferred: 0%
- Additional Completed: 0%

#### Statistics

- Planned: 13 features
- In Progress: 10 features (77%)
- To Do: 1 feature (8%)
- Complete/Deferred: 2 features (15%)
- Additional Completed: 0%

#### Additional Objectives Completed

- Planned: 13 features
- In Progress: 0 features
- To Do: 0%
- Complete/Deferred: 0%
- Additional Completed: 0%

### Sprint

<table>
<thead>
<tr>
<th>Sprint</th>
<th>Harvard Keys Claimed</th>
<th># Changes Processed</th>
<th>Application Onboarding Tickets</th>
<th>Service Now Tasks Completed</th>
<th># Tickets Updated</th>
<th># Tickets Resolved</th>
<th>Open Tickets</th>
<th>Duplicates/Overwritten IDs</th>
<th>Priority 1 &amp; 2 Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/14 - 1/22</td>
<td>1,211</td>
<td>4</td>
<td>17</td>
<td>0</td>
<td>14</td>
<td>11</td>
<td>665</td>
<td>340</td>
<td>271</td>
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<tr>
<td>1/23 - 2/5</td>
<td>2,783</td>
<td>7</td>
<td>18</td>
<td>9</td>
<td>14</td>
<td>32</td>
<td>1,402</td>
<td>686</td>
<td>198</td>
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<td>2/26 - 3/9</td>
<td>1,336</td>
<td>11</td>
<td>20</td>
<td>12</td>
<td>10</td>
<td>24</td>
<td>1,229</td>
<td>476</td>
<td>147</td>
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<tr>
<td>3/20 - 4/2</td>
<td>1,787</td>
<td>12</td>
<td>18</td>
<td>10</td>
<td>9</td>
<td>4</td>
<td>977</td>
<td>375</td>
<td>183</td>
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<td>Quarterly Total</td>
<td>7,117</td>
<td>34</td>
<td>-</td>
<td>40</td>
<td>-</td>
<td>71</td>
<td>4,273</td>
<td>1,876</td>
<td>-</td>
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<tr>
<td>Fiscal Year to Date (7/4/18 - now)</td>
<td>31,405</td>
<td>140</td>
<td>-</td>
<td>192</td>
<td>-</td>
<td>403</td>
<td>17,890</td>
<td>9,031</td>
<td>-</td>
</tr>
</tbody>
</table>

- 1/14: 1 Authentication issues after Key claiming (2h)
- 1/23: 1 Authentication issues after Key claiming (2h)
- 2/26: 1 HarvardKey Authentication System Upgrade - Interruption of applications