## IAM Program Increment (PI) 13 Status Report

### Goals Summary

#### Updated 1/31/18

<table>
<thead>
<tr>
<th>Feature</th>
<th>Features</th>
<th>% Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud Expansion to accommodate privacy data (allows decommissioning of CDWS infrastructure); Writing to new central IAM database in the Cloud; Migrating HarvardKey Authentication to reference a database instead of a legacy LDAP; Migrate Provisioning gateway servers to the Cloud; Midas and App Admin migrated to the Cloud; Silverpop loader fix and migration to Cloud</td>
<td>Total 6</td>
<td>17%</td>
</tr>
<tr>
<td>Customer Commitments</td>
<td>In Progress 1</td>
<td>Complete/Deferred 1</td>
</tr>
<tr>
<td>Improvements</td>
<td>In Progress 3</td>
<td>Complete/Deferred 1</td>
</tr>
<tr>
<td>Stability</td>
<td>In Progress 2</td>
<td>Complete/Deferred 1</td>
</tr>
</tbody>
</table>

#### In Progress 4 | Complete/Deferred 1

### Improvements

- Provide function to bulk license users for Office365
- Work with security to define a future AD directory structure
- Combine MIDAS helpdesk roles to improve experience

### Stability

- Stabilize IIQ performance (Environment and Code)
- Improvement for Authentication (IDP)
- Authentication Improvement

### % of PI Time Elapsed

33%

### IAM Commitments for FY’18

- Provisioning to HKS Active Directory (11/4) - Complete
- Opt-In functionality for Office365 via HarvardKey for students (3/22) - In Progress
- All servers out of the 60 Oxford Street datacenter (6/30) - In Progress

### Sprint Summary

#### New Feature(s) after Commitment

- Sprint 1 (1/17 - 1/30): 2w elapsed
  - Committed 15 features
  - In Progress 4, 27%
  - To Do 9, 60%
  - Complete/Deferred 2, 13%
  - Additional Completed

- Sprint 2 (1/31 - 2/13): 4w elapsed
  - Committed 16 features
  - In Progress 6, 38%
  - To Do 7, 44%
  - Complete/Deferred 3, 19%
  - Additional Completed

- Sprint 3 (2/14 - 2/27): 6w elapsed
  - Committed features
  - In Progress 0%
  - To Do 0%
  - Complete/Deferred 0%
  - Additional Completed

- Sprint 4 (2/28 - 3/13): 8w elapsed
  - Committed features
  - In Progress 0%
  - To Do 0%
  - Complete/Deferred 0%
  - Additional Completed

- Sprint 5 (3/14 - 3/27): 10w elapsed
  - Committed features
  - In Progress 0%
  - To Do 0%
  - Complete/Deferred 0%
  - Additional Completed

- Sprint 6 (3/28 - 4/10): 12w elapsed
  - Committed features
  - In Progress 0%
  - To Do 0%
  - Complete/Deferred 0%
  - Additional Completed

#### Features moved from ‘To Do’ to ‘In Progress’

- Authentication Improvement
- Planning with HMS for AD provisioning
- Loading of data for Emergency Broadcast Tool

#### Deferred or Cancelled

- API Expansion to accommodate privacy data
- Email Self-Service for Students
- Authentication Improvement
- Writing to new central IAM database in the Cloud

#### Completed Features

- Two Factor simplification for Alumni
- API Expansion to accommodate privacy data
- Stabilize IIQ Performance (Environment; Code)

### Sprint Statistics

<table>
<thead>
<tr>
<th>Sprint</th>
<th># Changes Processed</th>
<th>Application Onboarding In-Flight</th>
<th>Service Now Tasks In-Flight</th>
<th># Tickets Updated</th>
<th># Tickets Resolved</th>
<th>Duplicate / Overwritten IDs</th>
<th>Priority 1 &amp; 2 Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/17 - 1/30</td>
<td>7</td>
<td>11</td>
<td>8</td>
<td>12</td>
<td>22</td>
<td>1354</td>
<td>561</td>
</tr>
<tr>
<td>2/1 - 2/13</td>
<td>4</td>
<td>11</td>
<td>10</td>
<td>13</td>
<td>27</td>
<td>1207</td>
<td>646</td>
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<td>1207</td>
<td>646</td>
</tr>
<tr>
<td>3/28 - 4/10</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

### Operational Activities

| Fiscal Year to Date (6/28/17 - now) | 138 | 112 | 247 | 18760 | 9014 | 176 | 18 |