

IAM Committee

Meeting Notes

5/11/2015

Attendees: Greg Baker, Mark Barber, Cam Beasley, CW Belcher, Michael Bos, John Chambers, Ed Horowitz, Alison Lee, Ty Lehman, Darin Mattke, Shelley Powers, Roy Ruiz, Steve Rung, Charles Soto, Kim Taylor

Absent: David Burns, Cesar de la Garza, Fred Gilmore,

IAM Team Members: Justin Czimskey, Josh Kinney, Marta Lang

1. IAM Transition Strategy Overview – Update

Reference slides included with agenda.

The transition strategy has been organized into a set of milestones. Major transition milestones are outlined in the presentation.

Milestone 1 includes the implementation of the “Identity Hub” and group and role management functionality.

Q: What would be the federated authorization component? Would it be Shibboleth?

A: Authentication services like Shibboleth are out of scope for the transition strategy. New services will make use of authentication services such as SAML and OAuth, but they will be provided via our established authentication services, UTLogin and Shibboleth. No additional authentication systems will be introduced.

Q: What is the Identity Administration & Provisioning (IAP) bridging component?

A: IAP Bridging is a series of short-term connections to allow future-oriented systems to connect with future-oriented interfaces (e.g., SailPoint to Workday) while keeping legacy systems operating with a minimum of modification.

Q: Will IAP bridging be available at Milestone 1?

A: In some capacity, yes. The connections included in the IAP Bridging component will change over time depending on what is needed to support existing and upcoming systems.

Milestone 2 includes the deployment of Workday HCM (HR/Payroll) and FM (Finance).

Milestone 3 includes the replacement of TIM. IAP will allow old TIM interfaces to continue to operate where needed.

Milestone 4 includes the access request and recertification components of the IAM Modernization Program (IAMMP).

Q: Could you clarify the boundaries between ServiceNow and SailPoint access requests?

A: ServiceNow will be the front-end for many access requests and may fulfill some requests by itself. Other requests, however, will be passed off to SailPoint for provisioning.

Milestone 5 includes the deployment of the new student system.

Milestone 6 includes the requirement of the UT Mainframe and the mainframe IAM systems/components.

2. IAM Staffing Issues – Discuss

The IAM team has lost >25% of its staff in the past two months. Salary is the primary reason for leaving, with departing team members receiving 50% to 100% salary increases. The salary structure for technical positions on the team is no longer competitive with the Austin market and the team is at risk of further staff departures.

With this loss of staff, many projects will be delayed including IAM Roadmap projects, ASMP IAM integrations, and other IAM integrations. Non-critical maintenance will also be deferred. The specific impacts on projects and integration efforts will be reviewed at our July meeting.

Staff retention is a priority for team leadership. We have identified key at-risk staff, are working with ITS leadership on approaches to restore salary competitiveness, and are pursuing non-salary improvements (such as expanded telecommuting, highlighting training opportunities, etc.).

Q: Have recently departed employees all left for outside positions?

A: Yes.

Q: Are all of these outside positions in Austin?

A: Yes.

Q: What sort of creativity are you considering for telecommuting?

A: Historically, the team has been fairly restrictive, allowing a single telecommute day on either Tuesday, Wednesday, or Thursday. We are considering opening up the possibility of telecommuting multiple days per week and allowing telecommuting on Mondays and Fridays. We are also trying to make better use of available virtual tools such as Adobe Connect.

Discussion: Issues related to employee retention are occurring across the university. Committee members shared suggestions about how to improve employee retention.

Q: How many committee members have employees who telecommute 100% of the time from outside of Austin?

A: There are instances of staff who had to move out of Austin working remotely full-time. In all cases, these were staff who had worked on-premises first and then had to move.

Q: How is the IAM Team approaching researching comparable salaries?

A: We are currently working with the ITS Applications Director on this.

Comment: Approach other universities of comparable size and ask about their salary structures or, alternately, use an open records request to get this information. Using this data would be more applicable than look at other state agencies. It has been noted that both junior and senior positions are out of sync with the market rate.

Q: Does the IAM Team employ students and build them into full-time staff?

A: This has happened in the past, but not recently. IAM looks toward the ITS Help Desk quite a bit to provide opportunities for staff to develop.

3. Other Initiative Updates

a. SailPoint Implementation Statement of Work

Currently finalizing the draft. A draft for review is expected to be available by the end of next week. The SOW is expected to be released in July.

b. Lightweight Authentication & BYOID

Project requirements were finalized at the end of May. The team is currently working on the next set of project milestones, including solution evaluation, guidelines for use of lightweight identities, and a roadmap for guest EIDs.

c. CARE Project

Project requirements are under review by the Customer Steering Committee. No major new requirements were discovered during stakeholder interviews, but there were some large design considerations identified, including:

- Investigation of the following hosting solutions
 - UT Arlington
 - Texas Department of Information Resources
 - Hosted provider, Texas
 - Hosted provider, outside of Texas
- Phased implementation approach
 - Phase One:
 - uTexas Enterprise Directory (TED)
 - Shibboleth
 - Active Directory
 - Phase Two:
 - UTLogin

d. Two Factor Authentication Initiatives

Development is underway in many areas to support the UT System mandate for two-factor authentication. Enhancements to enable two-factor authentication by the end of August are underway for UTLogin, Shibboleth, and the VPN (a kick-off for beta testing occurred on 6/1 with production expected to go live mid-August). In addition, a proof-of-concept for UNIX/Windows server two-factor authentication is expected to be complete in mid-July.

Documentation for implementers as well as support personnel will be developed in July when solution development has progressed enough to support those efforts.

Communication to campus is in development. A notification regarding the UT System mandate, ISO guidelines, the campus's coordinated response, and venues for questions is expected to be complete by the end of this week. The release of specific instructions for integration or implementation is expected by mid-July. Announcements regarding production release and reminders for integration are expected in August.

e. TADS / ASMP IAM Reviews

We are currently working with the ASMP teams on the Enterprise Service Bus (Mulesoft) implementation, Stonebranch job scheduling tool, Canvas (which was moved to UTLogin SAML), and Workday tenant integration.

Q: What is the status of hard tokens for two factor authentication?

A: This initiative is on hold while efforts to meet the two-factor mandate are underway.