

IAM Committee

Meeting Notes

6/12/2017

Attending: CW Belcher, Michael Bos, John Chambers, Tim Fackler, Cesar de la Garza, Fred Gilmore, Ed Horowitz (for Karen Weisbrodt), Ty Lehman, Darin Mattke, Jason Mayhew, Shelley Powers, Steve Rung, Jonathan Wong (for Alison Lee), Tiffany Yanagawa

Absent: Dash Ballarta, Cam Beasley, Bill Bova, Graham Chapman, Andy Loomis, Charles Soto

IAM: Justin Hill, Marta Lang, Mario Leal, Aaron Reiser, Autumn Shields

1. UTLogin Stability Roadmap – Review (CW Belcher)

Reference presentation.

To address UTLogin instability and service interruptions the IAM team has developed a UTLogin Stability Roadmap. The roadmap contains three Actions:

- Action 1: Stabilize Current Environment
- Action 2: Simplify & Standardize UTLogin
- Action 3: Measure & Report Progress

Work on all three actions is in progress.

Q: What percentage of customizations is the team planning on removing?

A: This has not yet been determined, but the team will endeavor to be as close to an out-of-the-box implementation as possible. If there is a compelling argument for functionality that requires customization, the team will review this with the committee to make decisions on a case-by-case basis.

2. IAM Modernization Program / SailPoint Implementation Go-Live – Update (Marta Lang)

Reference handout.

The re-baselining of Task 6: Group and Role Management efforts is in progress and will be finalized after Task 6 design signoff.

Four tasks are currently ongoing.

The quarterly report for Task 1: Project Management is due in early July.

For Task 5: Phase 1 Identity hub Implementations, build is complete, functional testing is complete, the operations and maintenance plan is complete, and all that remains is non-functional testing which will take place in July.

Task 6: Group and Role Management Design Blueprint is currently undergoing executive sponsor review. The Onboarding Toolkit consists of a number of documents to assist in interviewing and onboarding

customers, which is currently in Project Manager review. There will be a lot of activity this summer: workshops, an FYI presentation, and solicitation of customers to work with the team. Some components and functionality are still being built out, testing has already started on core SailPoint functionality, automated tests are being built, and work is being done to understand how all of these pieces and parts will work together. Early adopter testing is also beginning.

Task 7: Post-Implementation Support is currently being defined.

3. IAM at a Glance: Current Services Overview – Review (CW Belcher)

Reference handout.

Michael Bos (Committee Chair): I asked CW to put this presentation together. The committee spends so much time on the details that it's easy to lose sight of the big picture.

Q: Does the authentication figure include LDAP or Active Directory authentication?

A: No, it does not. Only UTLogin, Shibboleth, and Duo are included.

Q: Where do the 450K new UT EIDs come from?

A: These EIDs are generated through a number of processes, especially the prospective student process. The goal of Phase 2 of IAMMP is to move away from guest EIDs and toward lightweight identities, with the idea that these customers can move to a UT EID as the process further in the process. There are also a number of use cases where guest EIDs are used to fill a gap, such as Device EIDs.

Q: What is the status of the Lightweight Authentication Project?

A: The project is still pending.

Q: How many of the 8.4 million UT EIDs reflect people?

A: Most of the EIDs represent people.

Comment: In the Architecture & Infrastructure Committee (AIC) there was a comment that identity management needs to be reintroduced to campus and this presentation is a good start. People see the price tag for some of the projects, such as IAMMP, and don't fully understand the value.

Comment: Internal Audits sees a huge benefit to IAMMP and in how the project will close some important gaps in risk management.

4. IAM Committee Membership for FY '17-'18 – Discuss (CW Belcher)

It is now time to start thinking about committee membership for the next fiscal year. If you know of an area that would benefit from being represented on the committee, or an area where the committee would benefit from their representation, or are interested in handing off committee membership to someone else in your area, let CW and Michael Bos know.

The committee will also be looking for volunteers to be co-chair next fiscal year, which includes promotion to committee chair the following fiscal year.

5. Other Initiatives Updates

a. CITEC Service Review (CW Belcher)

As mentioned previously, the team is working with the CITEC support team on the IAMMP briefing. AIC provided feedback at their meeting last week that has been incorporated into the briefing.

CITEC will also review the IAM portfolio as a whole after the IAMMP review is complete.

Q: Do we know when the CITEC review of the IAM portfolio will take place?

A: Later this summer.

b. IAM Team Staffing (Mario Leal)

Since the previous meeting, the IAM Team has hired two new employees: Grace Armuth as an Information Analyst, and Grady Baily as an Integration Engineer. The team has only one position currently vacant.

c. IAM Integrations (Justin Hill)

- i. Start (May 1): 21
- ii. +2 New: (ExamSoft, Technolutions Slate)
- iii. 0 Reopened: ()
- iv. 0 Completed: ()
- v. 0 Cancelled: ()
- vi. End (May 31): 23

Not reflected in the numbers above, the team has already closed four requests in June.

d. Legacy Authorization Roadmap (Mario Leal)

With the release date for Workday changing, the team has been shifting their work in response. Some of these changes need to have their timing coordinated with the Workday release since the impacts are significant. Work on a roadmap which can be published publicly is ongoing. In the meantime, the Legacy Authorization Systems Roadmap (LASR) wiki is available.



UTLogin Stability Roadmap

IT Architecture & Infrastructure
Committee

June 9, 2017



Agenda

- Current situation
- Roadmap for Operational Stability
- Action 1: Stabilize current environment
- Action 2: Simplify & standardize UTLogin
- Action 3: Measure & report progress



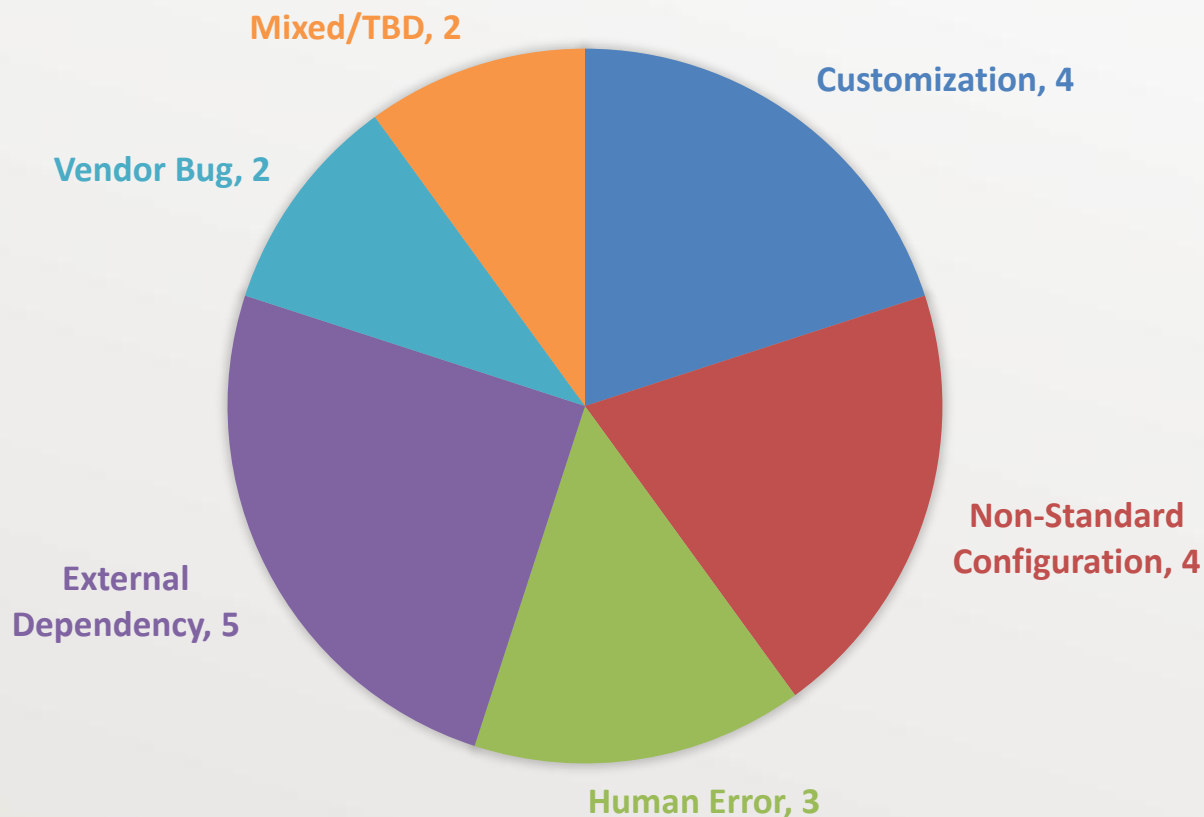
Current Situation: System Instability

- Increase in instability and service interruptions in the past year
 - 20 incidents since August 2016
- Fixes and mitigations put in place after each incident, but new issues with varying causes continue to appear



Current Situation: Incident Causes

UTLOGIN INCIDENT CAUSES (JUNE 2016 - MAY 2017)





Current Situation: Root Causes

- Customizations & non-standard configuration
- Aging system components
- Changing demands on the system



Root Causes: Customizations & Non-Standard Configuration

- OpenAM was heavily customized and configured in non-standard ways to meet UT requirements
- Customizations directly caused some incidents and made diagnosis of others more difficult
- Staff turnover = loss of technical understanding of customizations, making them difficult to maintain



Root Causes: Changing Demands

- Increase in number and complexity of sites using UTLogin since implementation
- New systems (such as UT Web) introduced unanticipated demands
- Existing customizations were further customized to try to address new demands, exacerbating fragility and maintenance issues




Roadmap for Operational Stability

- Action 1: **Stabilize** Current Environment
- Action 2: **Simplify & Standardize** System
- Action 3: **Measure & Report** Progress



Action 1: Stabilize Current Environment

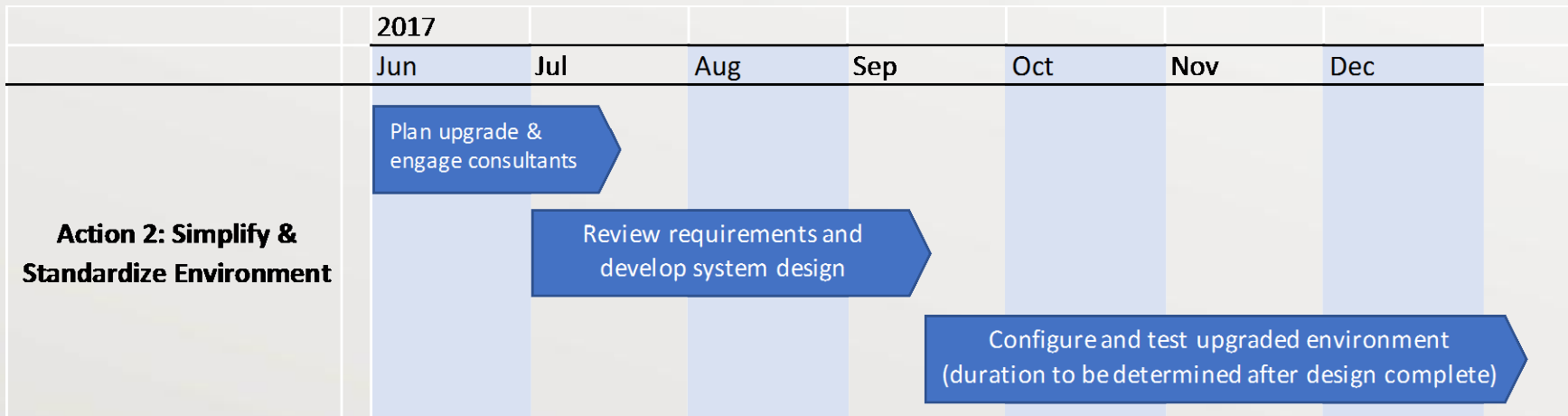
- Put current environment in “critical fix only” mode
- Suspend use of Realm Policy Manager (RPM)

	2017							
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Action 1: Stabilize Current Environment			Deploy UTLogin Release 2017.2.0 Put current environment in "critical fix only" mode Discontinue RPM access					



Action 2: Simplify & Standardize

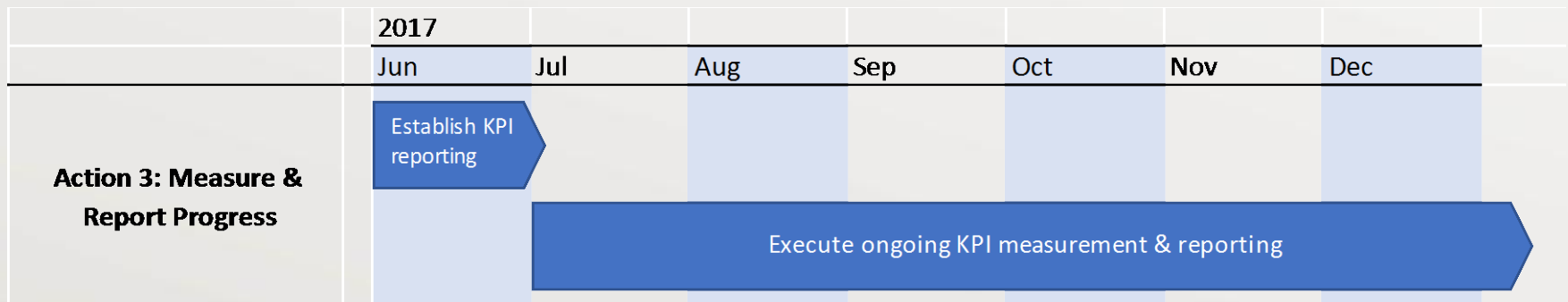
- Upgrade components to current versions
- Remove customizations, non-standard configurations & external dependencies
- Engage expert consultants to review design and accelerate implementation





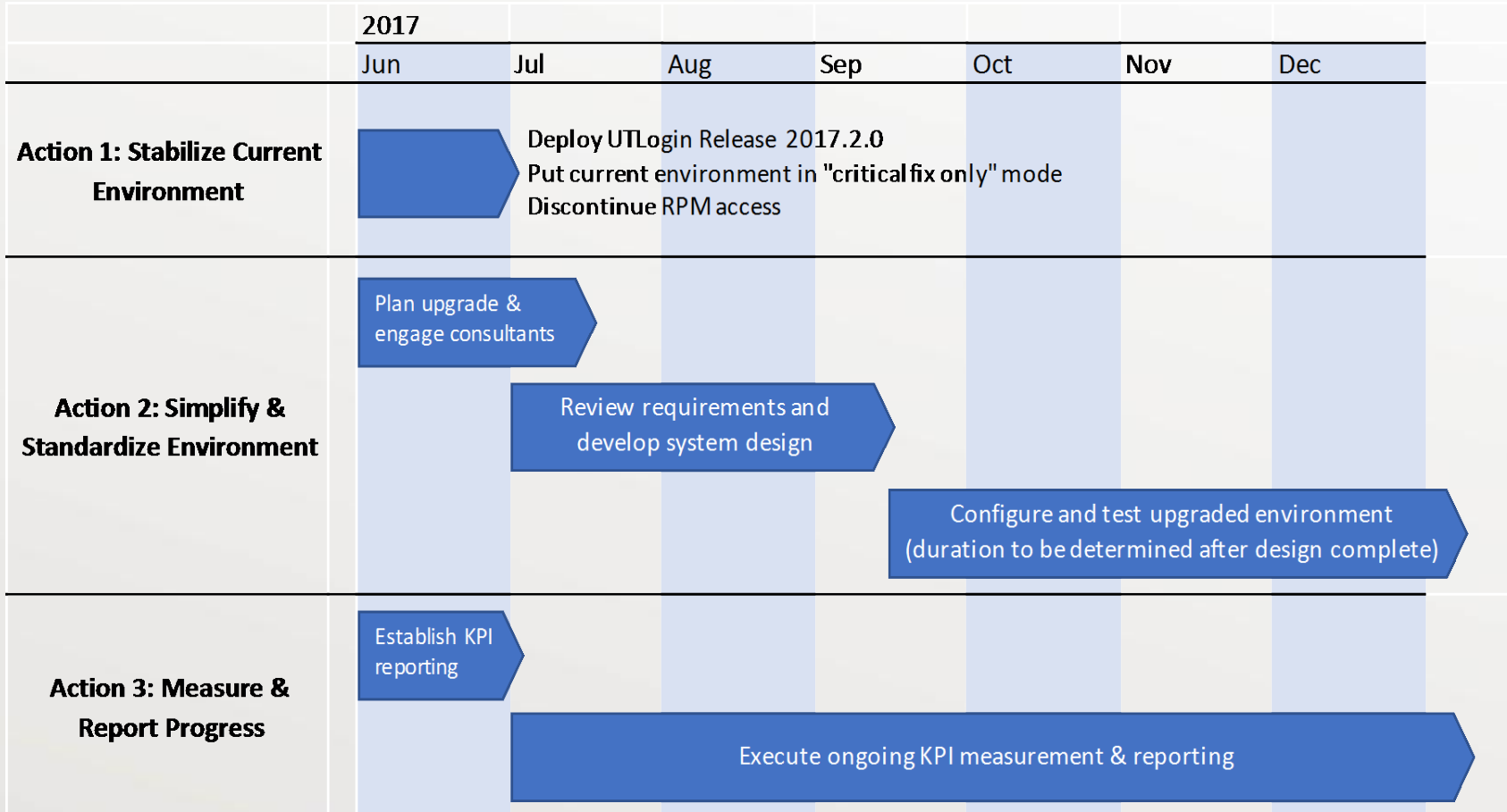
Action 3: Measure & Report Progress

- Define Key Performance Indicators (KPIs)
- Publish KPIs weekly via website
- Distribute monthly service summary to stakeholders





Roadmap for Operational Stability



Identity and Access Management Modernization Program (IAMMP)

Phase 1 Status

Monday, June 12, 2017

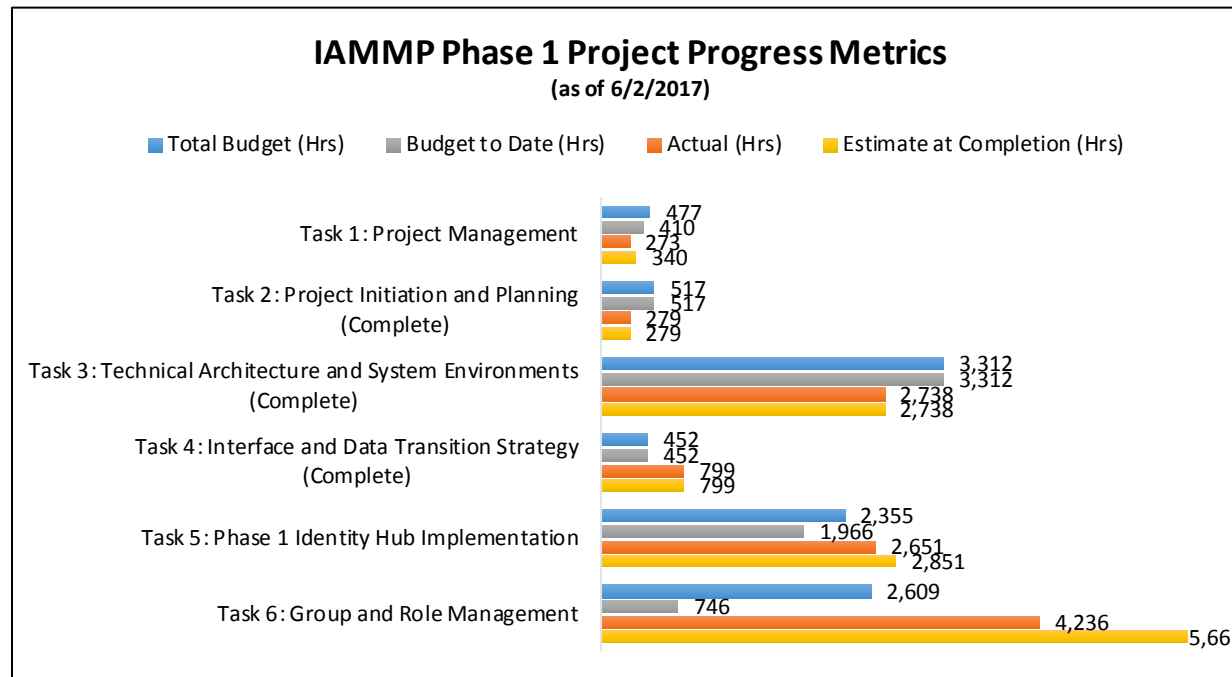
Items for Management Attention

- The rebaselining of Task 6 efforts is in progress and will be finalized after Task 6 design sign off.

Executive Summary

The following four tasks are in progress:

- Task 1: Project Management – No updates. The next quarterly report is due in early July for the third quarter.
- Task 5: Phase 1 Identity Hub Implementation – The Phase 1 Identity Hub Deployments are complete. Non-functional testing for the Phase 1 Identity Hub will occur in July 2017.
- Task 6: Group and Role (G&R) Management – The G&R Design Blueprint is in Executive Sponsor review. The G&R Onboarding Toolkit is in Project Manager review. The Adoption Plan is being finalized. The Group and Role Management build and test activities are in progress. User acceptance testing is planned and beginning this week.
- Task 7: Optional Post Implementation Support – The scope of this deliverable is being defined to include knowledge transfer, onboarding of additional G&R customers, as well as Workday testing support.



Deliverable Status					
Project Task Area	Deliverable	Deliverable Name	Status	Planned Finish	Actual Finish
Task 1: Project Management	D1.1	Project Work Plan	Complete	3/21/2016	3/14/2016
	D1.2.1	Q1 Quarterly Status Report	Complete	4/25/2016	4/29/2016
	D1.2.2	Q2 Quarterly Status Report	Complete	7/25/2016	7/29/2016
	D1.2.3	Q3 Quarterly Status Report	Complete	10/24/2016	12/2/2016
	D1.2.4	Q4 Quarterly Status Report	Complete	1/30/2017	1/20/2017
	D1.3	Risk and Issue Register	Complete	3/21/2016	3/17/2016
Task 2: Project Initiation and Planning	D1.4	Change Control Process	Complete	4/4/2016	4/11/2016
	D1.5	Communication Plan	Complete	7/18/2016	12/2/2016
	D2.1	Application Development and Configuration Standards	Complete	4/18/2016	4/8/2016
	D2.2	Project Kick-off Meeting	Complete	2/29/2016	2/29/2016
	D2.3	Comprehensive Test Plan	Complete	6/6/2016	10/7/2016
	D2.4	Deployment Plan	Complete	4/25/2016	7/22/2016
Task 3: Technical Architecture and System Environments	D2.5	Training Plan	Complete	5/23/2016	8/26/2016
	D3.1	Technical Architecture Approach	Complete	5/2/2016	5/20/2016
	D3.2	Prototype Environment(s)	Complete	5/2/2016	4/18/2016
	D3.3	Technical Architecture Requirements	Complete	5/16/2016	6/10/2016
	D3.4	Technical Architecture Design Blueprint	Complete	6/20/2016	8/26/2016
	D3.5	Technical Architecture Build	Complete	8/8/2016	12/2/2016
	D3.6	Technical Architecture Testing	Complete	8/22/2016	4/7/2017
	D3.7	Technical Architecture Training	Complete	8/29/2016	2/6/2017
	D3.8	Technical Architecture Deployment Playbook	Complete	8/22/2016	12/2/2016
	D3.9	Technical Architecture Deployment	Complete	9/12/2016	12/13/2016
Task 4: Interface and Data Transition Strategy	D3.10	Technical Architecture Operations and Maintenance Plan	Complete	9/26/2016	1/20/2017
	D4.1	Interface and Data Transition Strategy Requirements	Complete	5/9/2016	6/3/2016
Task 5: Phase 1 Identity Hub Implementation	D4.2	Interface and Data Transition Strategy	Complete	5/23/2016	9/16/2016
	D5.1	Phase 1 Identity Hub Design Blueprint	Complete	8/1/2016	1/20/2017
	D5.2	Phase 1 Identity Hub Build	Complete	9/6/16 4/14/17	5/12/2017
	D5.3	Phase 1 Identity Hub Test	In Progress	10/24/16 9/15/17	
	D5.4	Phase 1 Identity Hub Training	Complete	10/31/16 4/28/17	5/26/2017
	D5.5	Phase 1 Identity Hub Deployment Playbook	Complete	10/10/16 5/12/17	5/12/2017
	D5.6	Phase 1 Identity Hub Deployment	Behind	10/31/16 5/19/17	EC: 6/16/2017
Task 6: Group and Role Management	D5.7	Phase 1 Identity Hub Operations and Maintenance Plan	Complete	11/14/16 6/2/17	
	D6.1	Group and Role Management Use Cases	Complete	8/22/2016	12/5/2016
	D6.2	Group and Role Management Requirements	Complete	9/6/2016	1/6/2017
	D6.3	Group and Role Management Design Blueprint	Behind	9/26/16 3/17/17	EC: 6/23/2017
	D6.4	Group and Role Management Adoption Plan	Behind	11/7/16 6/2/17	EC: 6/30/2017
	D6.5	Group and Role Management Build	In Progress	10/24/16 7/7/17	
	D6.6	Group and Role Management Testing	In Progress	11/21/16 9/15/17	
	D6.7	Group and Role Management Training	In Progress	12/12/16 9/1/17	
	D6.8	Group and Role Management Deployment Playbook	In Progress	10/24/16 7/21/17	
	D6.9	Group and Role Management Deployment	In Progress	12/12/16 9/15/17	
D6.10	Group and Role Management Operations and Maintenance Plan	In Progress	12/19/16 9/22/17		

IAM AT-A-GLANCE

60 MILLION
AUTHENTICATIONS PER YEAR



■ UTLogin ■ Shibboleth ■ Duo 2FA

7.2 BILLION
ENTERPRISE DIRECTORY (TED)
SEARCHES PER YEAR



25 MILLION
PUBLIC WHITE PAGES
SEARCHES PER YEAR

8.4 MILLION
UT EIDs MANAGED TODAY

94K Members
*Current Students, Faculty & Staff,
Official Visitors*

537K Businesses

6M Guests
*Prospective Students,
Faculty & Staff, Donors,
Unaffiliated People*

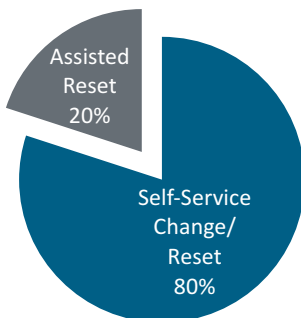
**789K Other
Identities**

918K Affiliates

*Future/Former Students, Faculty & Staff,
University Affiliates, Library Patrons*

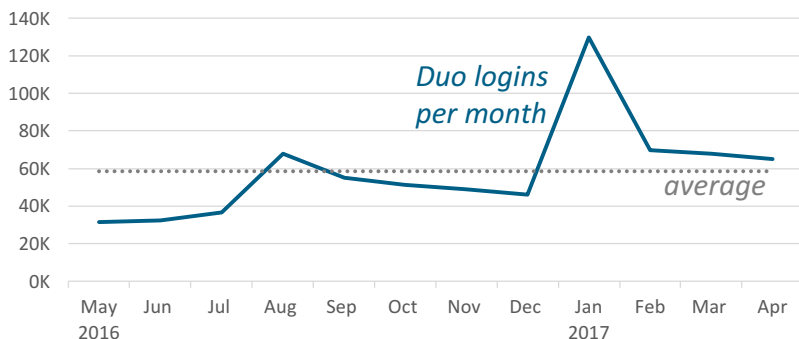
+ 450,000
UT EIDs ADDED PER YEAR

750,000
EID PASSWORD
CHANGES PER YEAR
80% via Self-Service



69,000 UT EIDs PROTECTED
BY DUO TODAY

WITH **59,000** DUO TWO-FACTOR
LOGINS PER MONTH



The Identity & Access Management team provides tools and services to make sure the right people have access to the right resources at the right time.