

## **IAM Committee**

Meeting Notes

7/10/2017

**Attending:** Dash Ballarta, Cam Beasley, CW Belcher, Michael Bos, Bill Bova, John Chambers, Graham Chapman, Tim Fackler, Ed Horowitz, Alison Lee, Ty Lehman, Andy Loomis, Darin Mattke, Jason Mayhew, Shelley Powers, Steve Rung, Charles Soto, Tiffany Yanagawa

**Absent:** Cesar de la Garza, Fred Gilmore

**IAM:** Michele Graham (Assisting with IAMMP), Marta Lang, Mario Leal, Aaron Reiser

### **1. UTLogin Stability Roadmap Progress – Update (Mario Leal)**

*Reference presentation.*

Action 1 update: The current version of UTLogin has been placed into critical fix-only mode and access to the Realm Policy Manager (RPM) has been suspended (with changes now being made by the IAM team during scheduled maintenance windows). Cross-training is ongoing to ensure that all engineers can make realm updates and to rotate who will perform the changes during weekend maintenance windows.

Action 2 update: The procurement process for hiring OpenAM consultants is taking longer than planned but the team is moving forward with the requirements and design for the redeployment of UTLogin. The team has prepared updated UTLogin requirements by taking the original UTLogin requirements and removing those that are obsolete (for example, requirements related to the retirement of the Fat Cookie) and those that drove customizations to OpenAM and adding requirements for authentication needs that have developed since UTLogin was implemented (for example, adding support for OAuth).

Action 3 update: The UTLogin Key Performance Indicators (KPIs) have been defined and will be published on a weekly basis by the end of the week. Work on a monthly service summary report is in progress.

*Presentation of draft weekly service summary report.*

**Feedback:** Include metric goals in the published charts.

**Feedback:** Make the scales consistent across the charts.

**Feedback:** If possible, track whether the customer is redirected to the originally requested page, as opposed to the university homepage.

**Q:** Is the intent to keep the published charts looking at a 90-day window?

**A:** No, this is just a start. Data will be added to the charts each week.

**Q:** What changes need to be made to the project because of delays in procuring consultants?

**A:** The original plan was to have consultants help with the requirements and design. The current plan is to have our team put together the requirements and design, with the consultants reviewing our work.

## **2. IAM Modernization Program / SailPoint Implementation – Update (Marta Lang)**

*Reference handout.*

The Group and Role Management Design Blueprint was signed off on last month and the remaining deliverable dates in the project plan have been rebaselined. The IAMMP review by the Central IT Executive Commission (CITEC) is in progress.

The remaining non-functional testing for the Identity Hub will be completed at the end of the month. The remaining Phase 1 tasks include putting together the adoption plan, deploying the system for final testing, completing user acceptance testing with early adopters, and completing Workday testing. Testing will continue through mid-August. The team is working on finalizing a go-live date, currently targeting late September.

The adoption plan will address how we engage with campus and encourage them to use SailPoint for group and role management. Michele Graham will be assisting with outreach which will include interviewing established contacts, running workshops, sending out newsletters, and reaching out through IAM governance.

SailPoint Expert Services is doing design and code reviews and will be providing assistance during the go-live implementation.

## **3. IAM Committee Membership for FY '17-'18 – Discuss (Michael Bos & CW Belcher)**

Graham Chapman has agreed to take the role of committee chair for the next fiscal year. Dash Ballarta has volunteered to be committee co-chair.

For University Libraries, the committee will be joined by Dustin Slater starting in September.

Ed Horowitz recently replaced Karen Weisbrodt in representing Financial Information Systems.

The Office of the Registrar is considering sending a new representative for the upcoming fiscal year.

The goal is to finalize committee membership decisions in August in advance of the new fiscal year in September.

## **4. Other Initiatives Updates**

### **a. CITEC Service Review (CW Belcher)**

CITEC has been given briefing paper which covers what IAM is, what IAM does, and what the value proposition is for the SailPoint implementation. SailPoint is on the agenda for the upcoming CITEC meeting on Monday 7/17 and the team expects to receive and work on feedback.

**b. IAM Team Staffing (Mario Leal)**

On-site interviews for the open Software Engineer position are beginning this week. The goal is to be able to make an offer to a candidate within the next 2-3 weeks.

Rosa Harris, Project Manager on the IAM team, is leaving the university on 7/14.

**Q:** That project manager position engaged in several key projects. What are the prospects for replacement?

**A:** This is currently being reviewed, but other team members have been identified to fill in to ensure there are no project delays.

**c. IAM Integrations (Mario Leal)**

- i. Start (June 1): 22
- ii. +6 New: (Aeon, AthenaHealth, Apache Guacamole, CSGold, DAMS-GLIB, Symplicity – Fine Arts)
- iii. 0 Reopened: ()
- iv. -2 Completed: (Academic Works, Freshdesk)
- v. -1 Cancelled: (EZProxy)
- vi. End (June 30): 25

**Q:** Do you have a count of the total number of integrations?

**A:** UTLogin has over 250 Web Policy Agent (WPA) customers and over 250 Security Assertion Markup Language (SAML) customers.

**d. Legacy Authorization Roadmap (Mario Leal)**

As a refresher, Legacy Authorization covers Apollo, the Organizational Hierarchy System Contacts (OHSC), and DPUSER. The goal is to have a plan for developing roadmaps these systems by the end of the summer. Each system has different use cases and different customers. With the delay in mainframe retirement, we will need to re-engage with the customers for these systems to discuss what changes and enhancements may be needed as well as how SailPoint features could be integrated with these legacy systems.

**Additional Item: Changes to Duo Authentication**

The team, in conjunction with the Information Security Office (ISO), will be enabling a feature in Duo authentication that will inform customers where their device has out-of-date software on it. This notification will be informational and will not prevent customers from authenticating. The hope is that this feature will help the community be more proactive about updating their software to improve IT security.



# UTLogin Stability Roadmap Update

IAM Committee

July 10, 2017



# UTLogin Stability Roadmap

- Action 1: Stabilize current environment
- Action 2: Simplify & standardize UTLogin
- Action 3: Measure & report progress

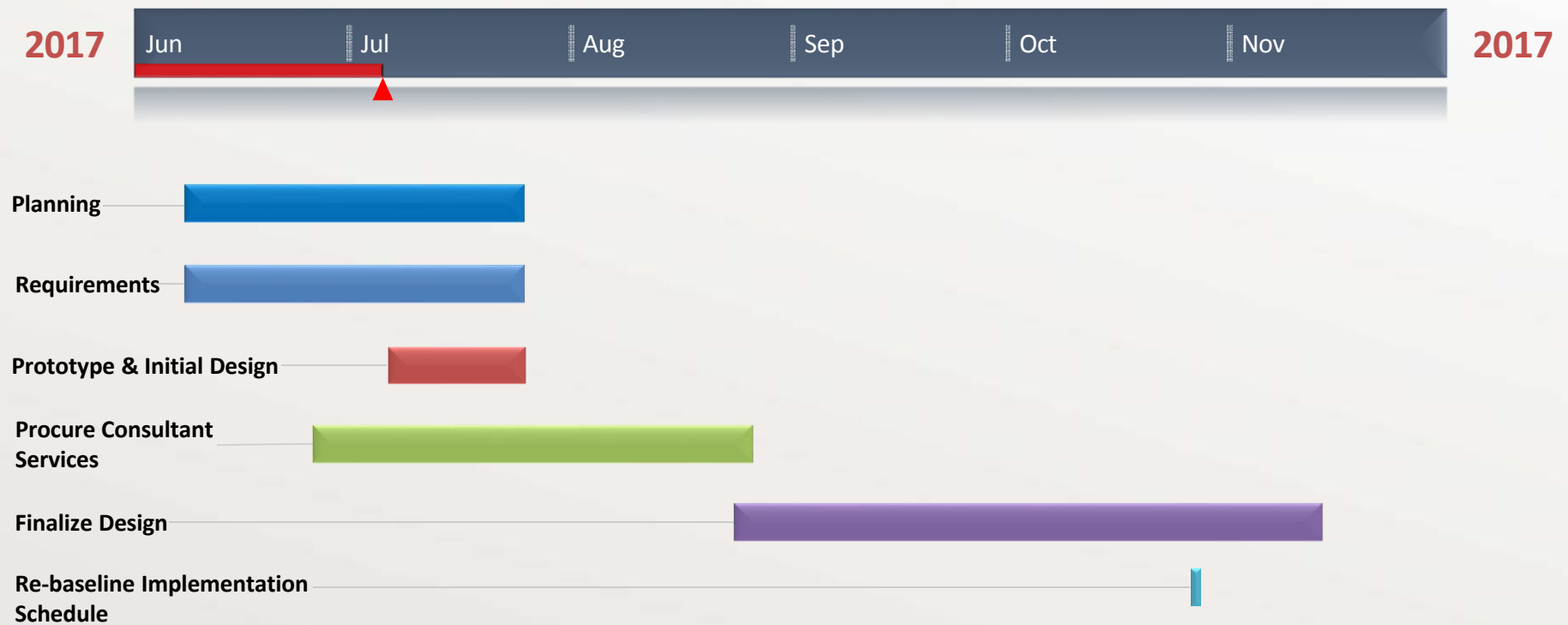


# Action 1: Stabilize Current Environment

- Completed:
  - Put current environment in “critical fix only” mode
  - Suspend use of Realm Policy Manager (RPM)
  - Develop and implement process for managed updates to Realm
- In Progress:
  - Cross-train engineers to support new process



# Action 2: Simplify & Standardize





# Requirements Revisions

- Removed outdated requirements:
  - Fat Cookie & CWA retirement/transition
- Removed requirements driving customizations & non-standard configs:
  - Whitelist filter → Use OOB functionality instead
  - Custom login/logout and error pages
  - Custom Realm Policy Manager
  - Dependencies on TED
- Updated for new needs
  - OAuth support





## Action 3: Measure & Report Progress

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



# Questions?

# Identity and Access Management Modernization Program (IAMMP)

## Phase 1 Status

Monday, July 10, 2017

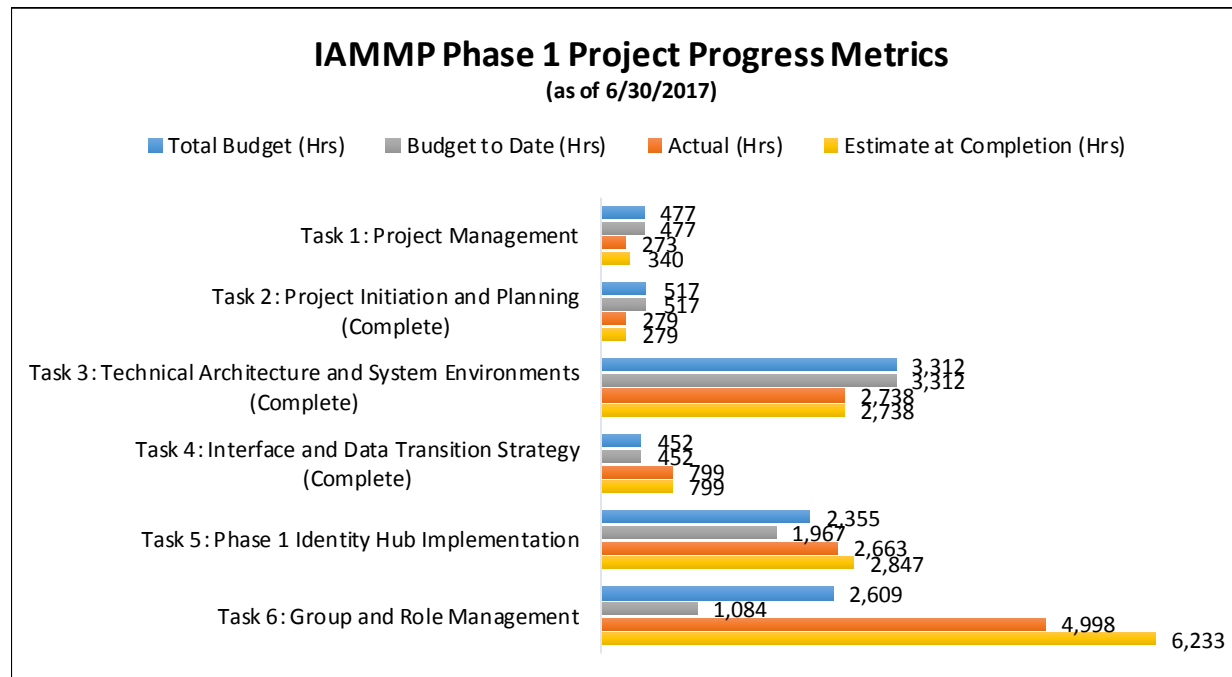
### Items for Management Attention

- The rebaselining of dates for the remaining Task 6 efforts is complete. Item closed.
- CITEC review of IAMMP is in progress.

### Executive Summary

The following four tasks are in progress:

- Task 1: Project Management – Rebaseline complete. The next quarterly report is due in early July for the third quarter.
- Task 5: Phase 1 Identity Hub Implementation – 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 was finalized. The G&R Adoption Plan is in Project Manager review. The Group and Role Management build and test activities are in progress. User acceptance testing is in progress. Deployment planning is beginning.
- 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. Additional Workday testing will occur in July 2017.



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
	D1.4	Change Control Process	Complete	4/4/2016	4/11/2016
Task 2: Project Initiation and Planning	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	<del>9/6/16</del> 4/14/17	5/12/2017
	D5.3	Phase 1 Identity Hub Test	In Progress	<del>10/24/16</del> 9/15/17	
	D5.4	Phase 1 Identity Hub Training	Complete	<del>10/31/16</del> 4/28/17	5/26/2017
	D5.5	Phase 1 Identity Hub Deployment Playbook	Complete	<del>10/10/16</del> 5/12/17	5/12/2017
	D5.6	Phase 1 Identity Hub Deployment	Complete	<del>10/31/16</del> 5/19/17	6/16/2017
Task 6: Group and Role Management	D5.7	Phase 1 Identity Hub Operations and Maintenance Plan	Complete	<del>11/14/16</del> 6/2/17	5/26/2017
	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	Complete	<del>9/26/16</del> 3/17/17	6/23/2017
	D6.4	Group and Role Management Adoption Plan	Behind	<del>11/7/16</del> 6/2/17	EC: 7/21/2017
	D6.5	Group and Role Management Build	In Progress	<del>10/24/16</del> 8/11/17	
	D6.6	Group and Role Management Testing	In Progress	<del>11/21/16</del> 9/1/17	
	D6.7	Group and Role Management Training	In Progress	<del>12/12/16</del> 9/15/17	
	D6.8	Group and Role Management Deployment Playbook	In Progress	<del>10/24/16</del> 8/18/17	
	D6.9	Group and Role Management Deployment	In Progress	<del>12/12/16</del> 10/7/17	
D6.10	Group and Role Management Operations and Maintenance Plan	In Progress	<del>12/19/16</del> 9/22/17		