IAM Committee
Meeting Notes
04/09/2018

Attending: CW Belcher, Hatty Bogucki, Graham Chapman, Tim Fackler, Ed Horowitz (Phone), Felipe Lee, Ty Lehman, Darin Mattke, Jason Mayhew, Mike McIntosh, Dave Moss (for Chris Owan) (Phone), Shelley Powers, Steve Rung, Dustin Slater, Charles Soto

Absent: Dash Ballarta, Cam Beasley, Cesar de La Garza, Alison Lee

IAM Team Members Present: Michele Graham, Justin Hill, Marta Lang, Mario Leal, Reece Price, Aaron Reiser, Autumn Shields.

1. Introductions (Including phone attendees)
2. UTLogin Stability Roadmap Progress – Update (Marta Lang)
   Reference Handout
   - Most of the configurations in the TEST environment have been completed
   - Testers are updating and documenting test scenarios
   - The project team is on target to finish the Build TEST phase a little bit earlier than originally baselined. Original target was early May, currently projected to finish by the end of April
   - The project team is planning out next phases
     - Verify TEST
     - Build QUAL
     - The schedule for these phases will be shared with at the May IAM Committee meeting

3. IAM Workday Readiness Coordination – Update (Marta Lang)
   - Mainframe Workday data “DY module” testing is beginning now. Testing will occur for affected IAM systems over the next several weeks.
   - End-to-End Workday testing for IAM systems will run May-June. Preparation for this testing is underway.
   - Cutover Planning is also in progress. This will include planning for communications and business process impacts as well as technical cutover activities.

4. SailPoint IdentityIQ 7.2 Upgrade – Update (Autumn Shields)
   - Overall the SailPoint IIQ upgrade is on track.
   - The upgrade involves two steps: upgrading from version 7.0 to 7.1 and then from 7.1 to 7.2.
   - The upgrade to version 7.1 is complete. One defect that would be a blocker for Workday integration was found during testing. The defect has been pulled into the team’s sprint for resolution.
   - The upgrade to version 7.2 is in progress. The goal is to have version 7.2 deployed to QUAL by 4/23. QUAL verification will then follow.
5. **Password Security Improvements – Update (Autumn Shields)**
   - Feedback received from the committee so far consists of a few questions, but no major concerns.
   - If you do have any additional feedback, please send it to Autumn Shields.
   - The team is developing a communication plan that encompasses both the password rule changes and the effort to require password changes for people who have not changed their password since November 2015. The communication plan is scheduled to be ready for review at the May IAM Committee meeting.

   **Q:** Are there any plans to reach out to departmental Technical Support Coordinators (TSCs) to talk about how best to support people in their departments?
   **A:** That is something that we are considering as part of the communication plan

6. **Apollo and OHSC Roadmaps – Update (Michele Graham)**

   **Reference Handout**
   - The Organizational Hierarchy System Contacts (OHSC) roadmap was sent out a few weeks ago with no significant feedback received
   - The primary focus for the rest of this fiscal year is on Workday readiness. After this work is complete, the roadmap proposes that a task force be convened to bring together contact type owners, updaters, and business users to help prioritize future changes.

   **Q:** Who do you have in mind for the task force?
   **A:** There are several distinct groups of stakeholders for OHSC that we want to include in the task force, including contact type owners, people who update contact assignments, business users who use or consume the contact information, and other interested individuals.

   - The team has talked to many of these stakeholders individually, but would like to bring them together to foster a more holistic view and understanding of the system and what enhancements would be useful.

7. **Other Initiatives/Updates**
   a. **IAM Team Staffing (Mario Leal)**
      - 4 positions open
      - IT Manager: Posting in progress, expected to be posted this week
      - Software Engineer: Offer in progress
      - Software Developer Analyst: Reviewing applications
      - Business/Quality Assurance Analyst: On hold

   b. **IAM Integrations (Justin Hill)**
      - Reiterated that half of integration staff are focused on the UTLogin Stability Project. No impact to integrations yet, but there may be future delays. Please inform the team of any urgent needs in your areas.
UTLogin Stability Roadmap Status
IAM Committee
Monday, April 9, 2018

UTLogin Roadmap Status

Action 1: Stabilize Current UTLogin Environment (Complete) - As of June 8, 2017, the IAM team disabled the self-service Realm Policy Agent and put the existing UTLogin environment in a “critical fix only” mode. Efforts will now focus on Action 2.

Action 2: Simplify & Standardize UTLogin Environment (In Progress) - The team is working to complete the environment configurations for the Build TEST Environment phase, which is on schedule to complete in May 2018. The team has made progress on the configuration and documentation of OAuth, SAML, WPA, and monitoring. Planning for the next phases, Verify TEST Environment and Build QUAL Environment, is in progress and will be finalized in April 2018.

Action 3: Measure & Report Progress (Ongoing) - KPIs have been identified and are being published on a weekly basis (See: http://iamservices.utexas.edu/projects/utlogin-stability-report/). Monthly status updates will be provided outlining incidents, KPI’s, and project status.
UTLogin Availability
This graph represents UTLogin’s overall availability since December 7, 2017 along with UTLogin’s published SLO of 99.42%. This data shows that since UTLogin was put into critical/fix only mode on June 8, 2017, the number of service disruptions has decreased. There were no service disruptions for the month of March.

Historical data and other Key Performance Indicators (KPI’s) which reflect the stability of UTLogin are published every Friday. The weekly report is viewable here: https://iamservices.utexas.edu/projects/utlogin-stability-report/.
EXECUTIVE SUMMARY

The Organizational Hierarchy System Contacts (OHSC) System is a tool used by departments to identify individuals who are authorized to perform specific actions on the department’s behalf. This roadmap is intended to communicate the high-level strategic plan and potential changes to OHSC over the next several years.

Based on the changes required to prepare OHSC for Workday go-live and input from the OHSC user community regarding potential improvements to make the data in OHSC easier to manage and access, upcoming work on OHSC has been prioritized into the following two groups:

- **Priority 1: Prepare for Workday go-live**
  - Switch OHSC to use Workday-ready “DY” modules for employee data
  - Remove HRMS position-based authorization functionality

- **Priority 2: Convene a task force to recommend and prioritize changes, if any**
  - Option A: Retire defunct contact types and institute a regular review cycle
  - Option B: Enable the use of groups to assign contacts
  - Option C: Import OHSC data into SailPoint IdentityIQ (IIQ) (read-only interface)
    - Enable notifications when an employee changes departments
  - Option D: Configure certification (authorization review) campaigns via SailPoint IIQ
    - Enable periodic reviews of authorizations to meet policy and audit requirements
  - Option E: Enable inheritance of contacts from the unit to the subunit
  - Option F: Enable a Web Services call to look up contacts

Based on available resources and the critical nature of Workday preparations, only work on **Priority 1 tasks will proceed during FY 2017-2018**. Once Workday preparations are complete, this roadmap will be revised to provide a schedule and next steps for changes recommended by the task force.

CURRENT SYSTEM STATUS AND POTENTIAL CHANGES

OHSC is a mature, stable system. It is currently in a “critical fix only” maintenance support mode. As such, OHSC’s current functionality will continue to be maintained, but a major expansion of its internal capabilities is not anticipated in the near-term.

The upcoming implementation of Workday will require a number of changes within OHSC. Employee data lookups will be transitioned to use “DY” modules and HRMS position-based authorization functionality will be retired.

Although major changes to the internals of OHSC are not planned, the Identity and Access Management (IAM) team has identified possible OHSC improvements, some of which leverage the newly

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1 Critical fixes are those needed to:
- Resolve issues causing a Production system to be down or severely restricted in its use, or that are causing severe data integrity issues, and where no workaround exists
- Address security issues
- Address legislative or policy mandates
- Complete system changes required to support the implementation of the IAM Roadmap and the implementation of the new ERP systems, or to support other high-priority IT governance-approved projects
implemented SailPoint IdentityIQ (IIQ) system. The IAM Team solicited input from the community to understand their interest in improvements to:

- Reduce the effort required to manage authorizations in OHSC
- Access OHSC data from off of the mainframe
- Facilitate timely review of authorizations in OHSC

PRIORITIZATION

Changes and improvements to OHSC will be prioritized using the following guidelines:

- Workday readiness is the top priority
- Focus on improvements that make it easier to manage and use the data in OHSC, rather than changes to core internal functionality
- In leveraging SailPoint IIQ functionality, focus on simpler and well-understood integration steps first, then move on to more complex and novel integrations

Required and potential changes to OHSC have been organized into the following priority groups:

Priority 1: Prepare for Workday go-live

The top priority for OHSC work is to prepare for Workday go-live. There are two major changes in OHSC driven by the Workday implementation. First, calls to employee data lookup modules that use HRMS data will be replaced by calls to the “DY” modules provided by the Workday integrations team to provide equivalent data from Workday. Second, the current OHSC position-based authorization management functionality, which relies on HRMS position data, will be retired. Existing authorizations that use positions will be converted to EID-based authorizations as part of this process.

Priority 2: Convene a task force to recommend and prioritize changes

The IAM team solicited input from a variety of groups within the OHSC user community regarding potential improvements to OHSC. The team identified opportunities to improve the management of the data in OHSC; however, more stakeholder input and technical analysis of potential changes is still needed. The IAM team recommends that a task force consisting of contact type owners, updaters, business users, and other interested parties be convened to determine which efforts to undertake and to recommend the prioritization of those efforts. The options under consideration are listed below.

Option A: Retire defunct contact types and institute a regular review cycle

Based on feedback from OHSC contact type owners, several OHSC contact types are no longer used or needed. Retiring the contact types will promote data integrity and accuracy within OHSC, ease the management of the data, and allow for more accurate reporting. Introducing a regular review cycle will help to ensure that the contact types are up to date.

Option B: Enable the use of groups to assign contacts

Currently, a single person may serve as a contact across many units; this is particularly the case in departments with large IT units that serve multiple areas across campus. The process for making changes to contact assignments in OHSC is burdensome when a new person assumes the contact role. Each affected unit (potentially hundreds of units) must be notified to update the contact information for
their respective units. Enabling the use of groups will allow changes to be made in one place, improving timeliness and efficiency in the assignment of contacts. As a further enhancement of this option, SailPoint IIQ could be enabled to manage the groups automatically.

**Option C: Import OHSC data into SailPoint IdentityIQ (IIQ) (read-only interface)**
The first step in leveraging SailPoint IIQ functionality for OHSC will be to implement an interface to import OHSC authorization data into SailPoint IIQ. This interface is relatively straightforward since it does not require any changes to OHSC itself or how it is used. By implementing this interface, SailPoint IIQ can be used to generate notifications when events of interest to contact owners and updaters occur (such as an employee changing departments or jobs).

**Option D: Configure certification (authorization review) campaigns**
Once OHSC data is loaded into SailPoint IIQ, certification campaigns (authorization reviews) can be configured to run on predefined schedules, which will help CSUs comply with university policy and audit requirements for authorization reviews. SailPoint IIQ can present reviewers with a list of current authorizations for their contact types and the reviewers can quickly confirm or revoke those authorizations. Certification actions can also be delegated to other reviewers if needed. SailPoint IIQ provides automatic reminders and escalations to help drive timely completion of the reviews.

**Option E: Enable inheritance of contacts from the unit to the subunit**
When a contact is not present for a sub-unit, enabling the inheritance of contacts from the parent unit will reduce administrative burden and provide contacts to business users until otherwise assigned.

**Option F: Enable a Web Services call to look up contacts**
As areas modernize their applications and move off of the mainframe to other platforms, there is an increasing need to access mainframe data from non-mainframe based applications. Enabling a Web Services call to look up contacts may ease the transition by making OHSC data readily available to non-mainframe based systems.

**TIMELINE**
Priority 1 changes will be completed during FY 2017-2018. OHSC system changes to switch to “DY” modules and retire HRMS position-based authorization management are scheduled to be completed by late July 2018, in advance of the Workday go-live in November 2018. The following diagram summarizes the timeline for Priority 1 OHSC activities:
Once the Priority 1 changes are completed and implemented, this roadmap will be revised to provide a timeline for the remaining changes.