IAM Committee
Meeting Notes
05/14/2018

Attending: CW Belcher, Hatty Bogucki, Tim Fackler, Cesar de la Garza, Ed Horowitz, Alison Lee, Felipe Lee, Ty Lehman, Jason Mayhew, Mike McIntosh

Absent: Dash Ballarta, Cam Beasley, Graham Chapman, Darin Mattke, Chris Owan, Shelley Powers, Steve Rung, Dustin Slater, Charles Soto

IAM Team Members Present: Michele Graham, Justin Hill, Marta Lang, Mario Leal, Autumn Shields

1. Introductions (Including phone attendees)

2. UTLogin Stability Roadmap Progress – Update (Marta Lang)

Reference Handout

The new UTLogin Test environment has been built and testing is underway. Verification of the Test environment and automation of tests are scheduled to complete in late August 2018. Once manual testing of the Test environment has been completed, the QA team will be automating tests so that verification of the Qual environment can proceed more quickly. The build-out of the new Qual environment is scheduled to begin in mid June and complete in late August.

3. IAM Workday Readiness Coordination – Update (Marta Lang)

a. Testing and readiness status

Workday DY (mainframe data replication) testing is partially complete. Additional DY testing will be required to address code changes needed in Apollo and DPUER.

Workday end-to-end testing for IAM systems begins this week and will run through mid June. An additional testing period in late July has been planned with the Workday team.

b. Planned configuration and code freezes in Fall 2018

Reference Handout. Note: “WC” on the handout refers to the IAM team work cycles (6-week resource planning periods)

To minimize the chance of IAM system changes affecting Workday go-live, the team will institute freezes on code releases and configuration changes this fall.

Most systems will have a freeze on code releases from 9/1/2018 through 12/31/2018. The ID Card System, SailPoint, and TIM will have coding changes in September required for Workday go-live, so code freezes for these systems will run from 10/1/2018 through 12/31/2018.
Configuration changes (such as UTLogin realm changes or new Shibboleth integrations) will be frozen for Duo, Shibboleth, Ted, and UTLogin between 10/14/2018 and 12/2/2018. There will be an exception approval process in place to accommodate emergency configuration change requests.

The team is developing a communication plan so customers will be informed well in advance of these release/configuration freezes.

4. **SailPoint IdentityIQ 7.2 Upgrade – Update (Autumn Shields)**

The SailPoint IIQ upgrade is on track and has been completed in the Qual environment, including integration of the new SailPoint IIQ software with our Workday integration code. End-to-end testing with Workday begins this week. The upgraded SailPoint IIQ software will be deployed in Production in late June or early July.

5. **Password Security Improvements – Update (Autumn Shields)**

Work on the password security improvements has been delayed due to resource constraints (Workday readiness and SailPoint upgrade have taken priority). The team is pulling in an additional resource to work on the communication plan for the password effort and the project will be replanned to provide a more realistic schedule.

6. **IAM Roadmap Renewal – Update (CW Belcher)**

Reference Handout

The IAM Roadmap is five years old and needs to be refreshed. The team will follow a three-step process for renewing the roadmap: establish objectives for addressing campus needs, identify and prioritize initiatives to address the objectives, and develop an action plan that specifies what will be done in the next 6 months (Do Now), the next 6 to 12 months (Do Next), and more than 12 months away (Do Later). The goal is to develop this roadmap by the end of the summer and renew it every 6 months in a rolling planning process.

Draft objectives will be distributed to the committee via email by the end of May to prepare for discussion at the June committee meeting. Then in late June draft initiatives will be distributed via email to prepare for discussion at the July meeting. Finally, in late July the draft action plan will be distributed via email to prepare for discussion at the August meeting.

**Comment:** Ty Lehman commented that the planned initiatives will need to be prioritized in light of available resources.

7. **Other Initiatives/Updates**
   a. **IAM Team Staffing (Mario Leal)**
The Software (Integrations) Engineer vacancy has been filled by Evan Fuhr and the IT Manager vacancy (IAM Operations team lead) has been filled by Michele Graham. Michele’s former Project Manager position will be posted for recruiting. The funding for the remaining vacant position on the team (Business Analyst/QA Analyst) is currently being reviewed.

b. IAM Integrations (Justin Hill)
   - Start (April 1): 25
   - 0 New/Reopened
   - -2 Completed (CSGold, ISO-Chronicle)
   - 0 Cancelled
   - End (April 30): 23

c. Apollo and OHSC Roadmaps (Michele Graham)

The comment period for the Apollo and OHSC Roadmaps will close tomorrow. The roadmaps will be finalized after comments have been reviewed.
UTLogin Stability Roadmap Status
IAM Committee
Monday, May 14, 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 has finalized the environment configurations for the Build TEST Environment phase and created support documentation. The Verify TEST environment phase has begun with test script execution and is scheduled to complete in late-August 2018. Build QUAL environment is scheduled to begin in mid-June 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.

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UTLogin Availability
This graph represents UTLogin’s overall availability since January 18, 2018 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 April.
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/](https://iamservices.utexas.edu/projects/utlogin-stability-report/).
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<th>Additional Details</th>
<th>Next Steps</th>
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IAM Roadmap Planning Process

Objectives
• What do we want to achieve?

Initiatives
• What projects will address the objectives?

Action Plan
• What actions do we need to take now, next, later?

Aspirational / Strategic

Specific / Tactical

5/14/18
IAM Roadmap Renewal

- Establish objectives that address campus needs
- Identify initiatives to achieve objectives
- Rank initiatives based on relative benefits & costs
- Develop “Do Now/Do Next/Do Later” action plan
IAM Roadmap Planning Timeline

May meeting:
Review process

June meeting:
Review objectives

July meeting:
Prioritize initiatives

August meeting:
Review action plan

Late May:
Distribute draft objectives

Late June:
Distribute draft initiatives

Late July:
Distribute draft action plan

Late August:
Publish updated roadmap

5/14/18