IAM Committee
Meeting Agenda
07/09/2018

Attending: Dash Ballarta, Cam Beasley, CW Belcher, Haeli Colina (for Ed Horowitz), Tim Fackler, Cesar De La Garza, Alison Lee, Ty Lehman, Darin Mattke, Mike McIntosh, Chris Owan, Dustin Slater, Charles Soto

Absent: Hatty Bogucki, Felipe Lee, Jason Mayhew, Shelley Powers, Steve Rung

IAM Team Members Present: Michele Graham, Justin Hill, Marta Lang, Mario Leal, Reece Price

1. Introductions (Including phone attendees)
2. Project Updates:
   a. UTLogin Stability Roadmap Progress (Marta Lang)
      • There are two handouts. Moving forward we are now going to be reporting project status at the ITS Director level – the second handout is the format for the ITS Directors update.
      • We are currently verifying the TEST environment. We have found 3 blocker issues in the newest version of the ForgeRock AM software. The issues have been escalated to the vendor, vendor has acknowledged the issues, and they are working on fixes. We are expecting fixes in the next few weeks
      • We are making progress with the tests that do not have blocker issues and have started working on automation of test scripts.
      • We have also started the build out of the QUAL environment.
      • Our baselined schedule has verification of TEST and build out of QUAL by the end of August. This timeline will be revisited based on when the vendor code fixes are received.
   b. IAM Workday Readiness Coordination (Marta Lang)
      • Handout Included
      • We have completed a lot of testing in the last month. We have completed all DY (mainframe data replication) Testing and most of the End to End Testing.
      • We have some outstanding issues that we are fixing with the SailPoint – Workday Integration. We will be verifying these issues in our next testing window starting next week.
      • We are also doing cutover planning. We will be putting together individual system playbooks as well as the overall IAM team playbook.
      • We shared the communication plan with you last week. If you have any feedback please let us know.
   c. Retirement of position-based authorizations in Apollo and OHSC (Michele Graham)
      • No handout
• Last time we meet we talked about how we might be changing the date for OHSC deployment into production. We did set a new date – these changes will be moved into production on Sept 29th.
• The Apollo changes will be moved into production as originally scheduled on July 28th.

Q: What is the end-user effect of these changes?
A: In both systems the ability to assign authorizations based on HRMS Position ID will be removed. All position-based authorizations will be converted to EID-based. Current authorizations will be maintained. However, when an employee is hired into a new position, or they transfer within UT, authorization owners will need to manually maintain authorizations in Apollo and OHSC.

Q: Will people be moved out of OHSC if they stop working at UT?
A: Yes, authorizations will be removed when an employee leaves UT.

Q: With Workday being active as well as OHSC, do you see anyone being orphaned on the OHSC side?
A: There are currently issues with OHSC not being kept up to date and losing position-based management may make that a bit worse, but Workday itself won’t cause units to be orphaned in OHSC. The Unit Code structure that OHS hangs on will remain in effect.

d. SailPoint IdentityIQ 7.2 Upgrade (Marta Lang)

• Handout Included
• We are going into production with upgrade on Wednesday (7/11/18).
• Testing has been completed. There are a few issues outstanding, but none are blockers for this release. They will be addressed in a future release.
• There are some accessibility issues that we will work with the vendor to address. We have an accessibility waiver in place for SailPoint through 12/31/2018.
• Other SailPoint Phase 2 work is on-hold until after Workday go-live. As we get into fall we will be doing more detailed planning on Phase 2

e. Password Security Improvements (CW Belcher)

• We have put together a brief project charter for this project and will send out to the committee after this meeting.
• We are aiming to have the password rule changes in place in September.
• The password rule changes will not force anyone to change their password. The project to require password changes will be a separate effort after Workday go-live.
- We are coordinating with the areas that are not using central authentication systems like UTlogin/Shibboleth and handle EID passwords directly. They will need to test their systems in August with the longer-length.

**Q:** Are there going to be any rules like you can’t use a recognizable word?

**A:** That is the password directory check and that is being relaxed quite a bit. There will still be a check for high risk words that ISO has identified.

**Q:** Do you plan on changing the current policy of not having password expire after a certain period of time?

**A:** So as an overall rule we are not planning on putting in an expiration, but there may be specific business groups that need this for audit needs or other reasons. We will work with these groups to come up with a solution that meets their needs.

**Q:** What is the date for the new password rules?

**A:** September 18th is the tentative date right now.

**Q:** That date is in production, can folks start playing with the new rules before that in TEST or QUAL?

**A:** We will be doing internal testing in TEST and QUAL, but in general end users will only access production.

3. IAM Roadmap Renewal Update (CW Belcher)

- Handout included
- We are currently at the objectives prioritization stage of the roadmap process. We will send out a link after this meeting to a prioritization survey we need committee members to complete. In the survey you will have $100 to spend on 5 different objective areas for the IAM Roadmap.
- Please complete the survey by July 16th.

**Q:** Is the $100 supposed to be ideal percent balance or what you think we will spend time on next year?

**A:** Please focus on the areas where you think we should invest our time and resources to move forward in addressing pain points and business needs.

4. Other Initiatives/Updates
   a. IAM Team Staffing (Mario Leal)
      - 1 person open – Project Manager, we are reviewing applications
   b. IAM Integrations (Justin Hill)
      - We are busy, no new integrations were completed this month, but we should have several completed by next month.
ISO: Last Friday was an executive compliance committee meeting with the president. We reviewed establishing a multi-factor authentication (MFA) strategy to help coordinate the campus approach to MFA and prepare for additional MFA requirements UT System is expected to mandate soon.

In that discussion we talked about focusing MFA on riskier applications and the president and others suggested that we apply MFA to everything to keep it simple for users. More information to come.

Committee Member: I just got back from Texas A&M and they are doing two factor for everything.

ISO: Ohio State and others are going toward that approach to keep it easier to communicate what is happening.

Committee Member: That will work as well as Windows 7 UAC, you will train folks to just hit accept every time.

ISO: Maybe. We also discussed requiring users to authenticate via MFA only every 30 days so the user friction is reduced.

Mario Leal: The IAM team is working through a proof of concept on enabling a 30-day session for MFA

Q: We have some full time remote team members and it’s a pretty critical problem when their phones don’t work because that means they can’t use VPN and that means that they can’t really do their job. Has there been any discussion on possible methods of authentication work around?
A: There are other options, you can have Duo call you at your land line phone. There is also an option for a token.

Q: Would the token be something you use in addition to a phone? Can you use both actively?
A: Yes. We encourage employees to set up landline telephones as a backup.

Committee Member: I have my wife’s phone setup as an emergency backup.

ISO: We have seen where a lab phone is setup as a backup so they tell the person in the lab to pick up the phone and respond. There are a lot of flexible options.

IAM: The ID Center issues the tokens, there is a form that needs to be filled out.

Committee Member: Related to MFA, there is going to be a message coming out tomorrow regarding MFA being required for web email client access starting in November.
UTLogin Stability Roadmap Status
IAM Committee
Monday, July 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)** - Testing to verify the TEST environment is in progress; however, three blocker issues are outstanding with the vendor. These have been escalated with the vendor’s product and support management. Concurrently, the development of the authentication history viewer (AHV) and automated testing is progressing. The build of the QUAL environment has also begun. Overall, the Planned Finish dates are at risk pending the resolution of the issues.

**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/](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 March 8, 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 June.

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/.

Overall Availability

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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?

Problems & Needs

Aspirational / Strategic

Specific / Tactical

07/09/2018
IAM Roadmap Planning Timeline

May:
Brainstorm problems & needs

June:
Review mindmaps of problems & needs

July:
Review objectives & prioritize

August:
Review proposed initiatives

September:
Review updated roadmap

Quarterly:
Check progress and adjust roadmap
Objective Prioritization Exercise

• $100 to “spend” on five different objectives
• Can spend as much or as little as you want on each objective but total must equal $100
• Qualtrics link will be sent out to the committee today; please complete by July 16th
### IAM Roadmap Objectives

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<tr>
<th>Objective</th>
<th>Vision (illustration of what it “looks like” when objective is met)</th>
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<tr>
<td>Enhance End User Experience</td>
<td>All user populations can access the resources and information they need both inside and outside UT</td>
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<td>Enable Research &amp; Collaboration</td>
<td>Faculty, students, and staff can perform research and easily collaborate with colleagues at UT and other institutions</td>
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<td>Promote Business Efficiency</td>
<td>New and transferring employees are productive quickly, manual processes are minimized, redundant stores of identity data are reduced, cross-system integrations are enabled</td>
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<td>Protect University Resources</td>
<td>Access to resources and information is regularly reviewed and revoked promptly when no longer needed. Rigor of authentication matches the risk associated with access.</td>
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<td>Improve IAM Technical Environment</td>
<td>Modern and well-supported tools are used to maximize reliability and functionality while minimizing technical debt and maintenance effort</td>
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