Present: Cam Beasley, CW Belcher, Hatty Bogucki, Tim Fackler, Cesar de La Garza, Ed Horowitz, Alison Lee, Ty Lehman, Darin Mattke, Jason Mayhew, Luke McEneny, Mike McIntosh, Chris Owan, Steve Rung, Dustin Slater

Absent: Felipe Lee, Shelley Powers, Bernie Sanfeliz, Charles Soto

IAM Team: Michele Graham, Marta Lang, Mario Leal, Reece Price, Autumn Shields

1. Introductions (Including phone attendees)
2. Multi-Factor Authentication Expansion Update (Mario Leal & Cam Beasley)

Mario:

Multi-Factor Authentication will be added to UT Timesheet this Thursday (9/20/2018) at 7:30 AM. IAM is investigating the use of bypass codes and Yubikeys and how they might fit for next spring. ISO wants to add MFA to more applications in the spring.

Q: Is there a contingency plan for Thursday, if there is a major problem?

A: The contingency plan is that we will remove the configuration changes.

Cam:

We have been gathering summer statistics to see how the general adoption of MFA is going. We have been focused on the number of users who have not yet used MFA. This number has been going down every time we do a mass campus notice, or targeted notices. Also, we have faculty members who are pushing back on the fact that they don’t have to use timesheets. We are letting them know that this will still affect them. Overall, based on usage data, the adoption of Duo seems to be gaining ground with users who have never used it.

Our hard tokens have arrived. These are going to be made available to faculty members and staff who can’t use a landline or smart phone. We are going to have documentation around being prepared for faculty members who are concerned about being stuck at a lectern. This will be sent out to TSC’s to provide to faculty members.

Q: Timeline for the 30 day remembered device option?

A: Mario: That won’t be available until next spring. This will happen with the release of UTLogin V2. Most likely late February early March.

Q: When will the session timeout be extended?

A: Mario: Extended session timeout will also occur in the spring.

3. IAM Service Metrics Discussion (Mario Leal)
ITS Apps is reviewing the metrics we track for our services. The charts show what metrics we are gathering and how we are displaying them. We would like to know if you have any suggested changes to the format or additional metrics you think we should track.

Comment: Add overall year to hours worked chart

Q: What do you expect traffic will look like for MFA in a year?
A: Mario: We are expecting it to increase, but are not sure how much it will increase.

4. Project Updates:
   a. UTLogin Stability Roadmap Progress (Marta Lang)

      We are still in the Verify TEST Environment phase. We received a new code release from the vendor on July 31 and spent August testing it. The team is working to resolve issues before we move into the QUAL environment. We want to move into QUAL with the cleanest version possible and only make minor adjustments after that.

      Resources have been a challenge over that last month or so because of Workday and Multi-Factor. We expect to wrap up the Verify TEST Environment and Build QUAL Environment tasks by mid-October.

      We are starting planning for the transition from UTLogin v1 to v2, and will be scheduling customers into transition windows. We expect to bring that plan to you next month.

   b. IAM Workday Readiness Coordination (Marta Lang)

      The team has been focused on Workday/SailPoint integration testing and conducting “mock” cutover testing. This cutover testing is helping to solidify the cutover timeline and the processing of the first full file we receive from Workday. The team will go through another round of cutover testing next week.

      We will deploy a new release of the SailPoint system in October that includes Workday integration functionality so it is staged and ready ahead of Workday go-live.

      We have been working closely with the Workday team to define handoffs and specific points of communication during the cutover, and to integrate those into their overall go-live checklist.

   c. Password Security Improvements (Autumn Shields)

      The team is wrapping up a TIM release that includes the EID password rule changes. The release is planned for Oct 2.
The rules change is the only password related change we are making before Workday go-live. Once that is complete we will plan our next steps in the password security effort, which will include the password change campaign.

Q: Is Oct 2 when you are going to release the new rules to the general public?
A: Oct 2 is when we will implement the EID password rules, which includes passphrases.

Q: So Oct 2 is when the University can actually use passphrases?
A: Yes, but just to be clear, the rule changes will not require anyone to change their password. The next time an EID holder changes their password they will use the new rules.

Q: When will the force password change happen?
A: That will be done in phases after Workday go-live.

d. Retirement of position-based authorizations in Apollo and OHSC (Michele Graham)

Apollo position-based authorizations have already been retired. OHS Contacts position-based authorizations will be retired at the end of this month, on September 29.

5. IAM Roadmap Renewal Update
a. IAM Strategic Roadmap (CW Belcher)

Rather than a static 3-year roadmap chart, we will be developing a set of prioritized initiatives in each major IAM service area. We will work with the IAM Committee and other stakeholders to adjust these priorities on a quarterly basis. This will help us define initiative work products that can be delivered within a quarterly timeframe and will allow us to make course corrections throughout the year as new priorities emerge.

b. Individual IAM Service Roadmap Reviews (Mario Leal)

Each IAM service needs its own roadmap that communicates the upcoming plans for that service. We will post these to the IAM Committee Wiki and send out links for you to review in the next few weeks.

6. Other Initiatives/Updates
a. IAM Team Staffing (Mario Leal)
   i. Emily Hurt has joined the IAM team as a Project Manager on Sept 10.
   ii. Justin Hill left the University on Sept 14
   iii. 3 Current Openings
      1. Project Manager Position
         a. We are reviewing the position
2. Software Engineer  
   a. Still reviewing applications

3. Lead IT Manager  
   a. Phone screens start later this week and into next week.

b. **IAM Integrations (Mario Leal)**  
   Reminder: There will be a configuration freeze is from October 15 through December 3. Please submit any integration changes needed by September 27.

   Start (August 1): 21
   1 New: CNS-Handshake
   0 Reopened:
   1 Completed: (Symplicity-Pharmacy)
   0 Cancelled:
   End (August 31): 21
UTLogin Stability Roadmap Status
IAM Committee
Monday, September 17, 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 TEST environment verifications and test automation are in progress. Three blocker issues were resolved with the release of AM 6.0.0.3 on July 31 and implementation of vendor recommended workarounds. Minimal issues have been identified, prioritized, and are being resolved. The QUAL environment will be finalized to begin testing in October. Resources continue to be a challenge. Most recently, resources have been reassigned to the Workday Readiness project as well as two-factor authentication initiatives, resulting in testing delays for UTLogin.

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.

<table>
<thead>
<tr>
<th>Project</th>
<th>Planned Start</th>
<th>Actual Start</th>
<th>Planned Finish</th>
<th>Projected Finish</th>
<th>Actual Finish</th>
<th>Status against Schedule</th>
<th>BUDGET</th>
<th>ACTUAL</th>
<th>ETC Remaining Work</th>
<th>FAC ACT + ETC</th>
<th>VAC BUDGET - EAC</th>
<th>Status against Budget</th>
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<td>Simplify and Standardize - Design</td>
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<td>6/19/2017</td>
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<td>1335</td>
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<td>212</td>
<td>376.5</td>
<td>-0.5</td>
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</tbody>
</table>

Status Against Schedule:
- Task complete, or ahead of or on schedule
- Task more than 10% but less than 20% behind schedule
- Task greater than 20% behind schedule

Status Against Budget:
- Task complete, or below or on budget
- Task over budget by less than 20%
- Task over budget by greater than 20%
UTLogin Availability

This graph represents UTLogin’s overall availability since May 10, 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 August.

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/.
Shibboleth

Shibboleth Tickets

SAML Authentication Success Data

Shibboleth Hours Worked

Shibboleth Availability
uTexas Enterprise Directory (TED)

TED Tickets

TED Hours Worked

TED Search Data

TED Availability
uTexas Identity Manager (TIM)

**TIM Tickets**

Number of Tickets

- Opened
- Closed
- Pending

**TIM Created EIDs and Merges Counts**

Number of EIDs created

- Number of Merges

**TIM Hours Worked**

- Hours Worked
- Hours Planned

**TIM Availability**

- % Available
- Target Availability
Two-Factor Authentication

Two-Factor Tickets

- Number of Tickets
- Opened
- Closed
- Pending

- Sept
- Oct
- Nov
- Dec
- Jan
- Feb
- Mar
- April
- May
- June
- July
- Aug

Two-Factor Number of Authentications

- Number of Authentications

- Sept
- Oct
- Nov
- Dec
- Jan
- Feb
- Mar
- April
- May
- June
- July
- Aug

Two-Factor Hours Worked

- Hours Worked
- Hours Planned

- 1Q17-18
- 2Q17-18
- 3Q17-18
- 4Q17-18

Two-Factor Availability

- % Available

- 97.0%
- 98.0%
- 99.0%
- 100.0%
- 101.0%

- Sept
- Oct
- Nov
- Dec
- Jan
- Feb
- Mar
- April
- May
- June
- July
- Aug
WHIPS

**WHIPS Tickets**

- Number of Tickets:
  - Sept: 0
  - Oct: 1
  - Nov: 2
  - Dec: 3
  - Jan: 4
  - Feb: 5
  - Mar: 6
  - April: 7
  - May: 8
  - June: 9
  - July: 10
  - Aug: 11

- Legend:
  - Blue: Opened
  - Red: Closed
  - Green: Pending

**WHIPS Searches**

- Number of Searches:
  - Sept: 0
  - Oct: 1
  - Nov: 2
  - Dec: 3
  - Jan: 4
  - Feb: 5
  - Mar: 6
  - April: 7
  - May: 8
  - June: 9
  - July: 10
  - Aug: 11

**WHIPS Hours Worked**

- Hours Worked:
  - 0
  - 1
  - 2
  - 3

- Legend:
  - Blue: Hours Worked
  - Red: Hours Planned

**WHIPS Availability**

- % Available:
  - 97.0%
  - 98.0%
  - 99.0%
  - 100.0%
  - 101.0%

- Legend:
  - Blue: % Availability
  - Red: % Target