IAM Committee
Meeting Notes
10/08/2018

Attending: 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, Bernie Sanfeliz, Dustin Slater, Charles Soto

Absent: Felipe Lee, Shelley Powers, Steve Rung

IAM Team Members Present: Michele Graham, Emily Hurt, Marta Lang, Mario Leal, Reece Price, Autumn Shields

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

Mario: Duo usage is increasing. In August 2017 there were 75,096 Duo authentications, while in August 2018 there were 98,247 authentications. Duo authentication numbers for September will be available on the 2nd Tuesday of the month. Last year in September there were 75,900 Duo authentications.

Q: What is the schedule for third-party applications, things that use Shibboleth and Active Directory?

A: Active Directory uses LDAP and while there is not a direct Duo integration for LDAP authentication, some customers that use LDAP add some other mechanism in that application to add Duo authentication. Duo authentication for Shibboleth is available now. Additional features like 30-day remembered device sessions will be implemented in UTLogin and Shibboleth with the rollout of UTLogin V2.

Q: Just for clarification, are no future deadlines for using two-factor?

A: Mario: The requirement for multi-factor authentication is currently based on the data that you are accessing. ISO is working on a future mandate that will require multi-factor regardless what data a system contains (for current students, faculty, and staff). However, that mandate is not in place yet.

A: Cam: That mandate is tied to the UTLogin upgrade and don’t expect to require changes until after the spring semester ends. ISO will be encouraging campus units to upgrade their applications after the UTLogin upgrade.

Q: I was asked by my office clarify something in regard to email and two-factor. If someone is using outlook on their computer will two-factor will not be required?

A: Additionally, testing has shown that email clients that use modern authentication, such as Outlook 2013/16 for PC and Outlook 2016 for Mac, will also require 2FA.

Q: And mobile devices?
A: Anyone using Modern Authentication has to use two-factor authentication.

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

   Reference Handout
   The Authentication team is wrapping up verifications in the TEST environment, and is preparing the QUAL environment for QUAL verifications. The team is expected to wrap up TEST verification this week and start QUAL verifications next week. QUAL will be the biggest testing phase because it will include accessibility and security testing.

   The team also been working on transition planning, including in-depth schedule analysis to determine when the system can move into production and transition can begin. The detailed transition plan will be sent out to the committee for review and input in the next several weeks. The team will start reaching out to customers by the end of this semester to start scheduling the transition. In the current projected schedule, the team will start the transition process in the spring and that transition will last at least a year, due to the number of clients.

   Q: Do you think you will be more WPA focused or do you think you will move customers to standards-based authentication?

   A: The primary focus is on getting people off of UTLogin V1 and onto UTLogin V2 as quickly as possible. If it makes sense to transition a customer off a WPA within that transition window we will consider that, but will not do so if it adds complexity to that process.

   b. IAM Workday Readiness Coordination (Marta Lang)

   The Identity Management team is wrapping up the next SailPoint release, which will go into production next Wednesday (10/17/18). This release includes the Workday integration configurations. The team is conducting regression testing this week.

   The team is putting the final touches on the playbook for Workday cut-over for SailPoint and TIM. The team has conducted four simulated cut-overs to help refine the playbook.

   The team is also completing final testing of the UT System employee data feed.

   Workday cut-over activities are already underway and the team is working with the Workday team on those.

   CW: At the last FYI, Autumn gave some key customer facing milestones that will be happening during the Workday transition, if you are interested in reviewing how that transition will work.
c. **Password Security Improvements (Autumn Shields)**

Revised EID password rules to allow passphrases went into production this past Tuesday (10/2/18). The next step in the password security improvements will be the password change effort for people who have not changed their passwords since 2016. The detailed plan for this effort will be developed after Workday Go-Live.

**Q:** In the past there was going to be a group that will be asked to review the documents that would go out about that effort. Is that still going to be in effect?

**A:** Yes, we will still be reaching out to get their review.

**Q:** And the information we sent already will that be used, or do I need to send it again?

**A:** No, you don’t need to send suggested group members again.

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

Position-based authorizations have been retired from OHSC. Let us know if you experience any problems.

**Q:** I was looking around in UTLearn, and it has the subordinates listed where I can assign things. Where is that coming from?

**A:** Currently from HRMS. On Oct 27th it will change to Workday. UTLearn does not use Apollo for this functionality.

4. **IAM Roadmap Renewal Update**
   a. **IAM Strategic Roadmap (CW Belcher)**

   This effort is behind schedule due to Workday readiness work and staff outages. At the next meeting the group will review proposed prioritizations for initiatives.

   b. **Individual IAM Service Roadmap Reviews (Mario Leal)**

   Last week an email was sent to the committee asking for review of the individual roadmaps. Email Mario Leal with any concerns.

   **Comment:** Maintaining stability was a recurring theme and that is right on point.

5. **Other Initiatives/Updates**
   a. **IAM Team Staffing (Mario Leal)**

   The team is currently conducting phone interviews for the Software Engineer and IT Manager positions. The Project Manager position is under review.
b. IAM Integrations (Mario Leal)

Starting next meeting Emily Hurt, a new Project Manager on the team, will be doing this update. As a reminder, this is the week before the configuration blackout starts. There is an exception process available for emergency configuration needs.

i. Start (September 1): 22
ii. 0 New: ()
iii. 0 Reopened: ()
iv. 2 Completed: (ExamSoft, Symplicity-Liberal Arts)
v. 1 Cancelled: (CNSHandshake)
vi. End (September 30): 19

Q: Was the CNSHandshake the Guacamole project?

A: I believe that was separate.

Q: Yubikeys seem to hit with people that are using them. I don’t know if there are any plans to officially support them. It might be good to hear what IAM team says about them.

A: Testing with Yubikey is currently in progress.

Q: The people in my area that need to sign things are worried that might get locked out some day, is it possible for staff to get the Duo one-time passcode token?

A: Those people could use a landline as a backup.

Q: They were more worried about when they are out of the office.

A: If they are out of office, or just don’t have any good connectivity, then they can use the one-time password token.

Comment: I spent about a month trying to get one of the one-time tokens, and could never get one. I ended up using a Yubikey and once that is configured it works well, but I was never able to go through a process to get one of the Duo tokens.

Response: You fell in between the old management process and the newer one. The new process is focused on providing tokens to faculty members and encourages staff members to use other options. However, staff members can still get a token if the alternative options are not feasible.
UTLogin Stability Roadmap Status
IAM Committee
Monday, October 8, 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 are complete and test automation is being finalized. The QUAL environment will be configured to begin testing in October. Transition Planning is underway. Customers will be contacted by December 2018 to plan and confirm a transition window. Virtual machines (VMs) and hardware for the STAGING and PROD environments have been received.

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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<tr>
<th>Project</th>
<th>Planned Start</th>
<th>Actual Start</th>
<th>Planned Finish</th>
<th>Actual Finish</th>
<th>Status against Schedule</th>
<th>BUDGET Work</th>
<th>ACT Work</th>
<th>ETC Remaining Work</th>
<th>EAC ACT + ETC</th>
<th>VAC BUDGET - EAC</th>
<th>Status against Budget</th>
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Status Against Schedule:
- Task complete, or ahead, 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 June 14, 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 was one service degradation to report during the month of September. On September 7th, 2018 between the hours of 10:40 AM and 4:34 PM, some customers intermittently experienced an inability to access resources protected by UTLogin and multi-factor authentication (MFA). The incident report can be found here: [https://wikis.utexas.edu/x/E3AMD](https://wikis.utexas.edu/x/E3AMD).

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/).