

Project Closeout Report

Project Name: IAM Systems Replacement

Institution: ND University System

Business Unit/Program Area: Core Technology Services

Project Sponsor: Darin King, Rick Anderson

Project Manager: Joe Tillman

Objectives		
Project Objectives	Measurements	
	Met/Not Met	Description
Objective 1.1: Have one system that manages provisioning and de-provisioning processes for all user types across the NDUS organization.	Met	<p>Measurement 1.1.1: Automated Provisioning capabilities with the ability to provision users via a real-time, batch and ad-hoc basis.</p> <ul style="list-style-type: none"> NetIQ meets these automated provisioning requirements as described above. Real-time provisioning from PeopleSoft is not yet configured in PeopleSoft (all configuration is completed in NetIQ).
	Met	<p>Measurement 1.1.2: Automated De-Provisioning capabilities with the ability to provision users via a real-time, batch and ad-hoc basis.</p> <ul style="list-style-type: none"> Currently only ad-hoc de-provisioning is available. De-Provisioning scope has not yet been defined for automatic & batch procedures.
	Met	<p>Measurement 1.1.3: Ability to manage user types that allows for the selection of multiple types for one single user (e.g. student, faculty, staff, temp/guest, etc.).</p> <ul style="list-style-type: none"> This measurement is validated by utilizing the binary classification established in the NDUS data-feed.
	Met	<p>Measurement 1.1.4: Provide functionality that allows NDUS to control access to directories based on user data and classification.</p> <ul style="list-style-type: none"> This measurement is validated by utilizing the binary classification established in the NDUS data-feed.
	Met	<p>Measurement 1.1.5: NDUS has the ability to delegate account support based on roles and groups.</p> <ul style="list-style-type: none"> Roles & Resources functionality within NetIQ enables NDUS IAM team the ability to delegate accounts.
Objective 2: Provide an Account Claim Process for new users in the NDUS environment.	Met	<p>Measurement 2.1.1: Ability to challenge the user with unique information to claim account.</p> <ul style="list-style-type: none"> This measurement is validated by utilizing EMPLID & DOB.
	Met	<p>Measurement 2.1.2: Ability for the user to review and acknowledge acceptable use policy.</p> <ul style="list-style-type: none"> Acceptable Use Policy Acknowledgement is confirmed during the account claim process.
	Met	<p>Measurement 2.1.3: Ability for the user to create their own password while enforcing system password syntax / requirements (rules for end users).</p> <ul style="list-style-type: none"> This measurement is achieved utilizing password functionality management within NetIQ.
	Met	<p>Measurement 2.1.4: Ability for the System owner to create and manage password syntax / requirements (rules for end users), and update as needed / necessary.</p> <ul style="list-style-type: none"> Roles & Resources functionality within NetIQ enables NDUS IAM team the ability to manage password syntax & requirements.

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	Met	<p>Measurement 2.1.5: Ability for the end user to provide information and options that will be used for self-service such as: password challenge questions, register secondary email account, register mobile devices, etc.</p> <ul style="list-style-type: none"> The self-service functionality and features provides the end user management of their password challenge questions, register secondary email accounts and mobile devices.
Objective 3: Provide strong reporting capabilities with built-in (standard) reports along with custom reporting and dashboard capabilities, including the ability to provide detailed audit of accounts of students, faculty, staff, guests and other user profiles in the NDUS organization.	Met	<p>Measurement 3.1.1: Ability to view and export (to .csv minimum) standard system driven reports related to IAM (e.g. Daily Activity Report, Resources & Attributes Changed by time period, List Temporary User Accounts).</p> <ul style="list-style-type: none"> This measurement is achieved through NetIQ Identity Tracker.
	Met	<p>Measurement 3.1.2: Ability for create and export (to .csv minimum) customized reports using system data.</p> <ul style="list-style-type: none"> This measurement is achieved through Net IQ Identity Tracker and LDAP browsers.
	Met	<p>Measurement 3.1.3: Ability to integrate with Crystal Reports and / or other third-party reporting tools.</p> <ul style="list-style-type: none"> This measurement is achieved through NetIQ Identity Tracker.
	Met	<p>Measurement 3.1.4: Ability to configure a dashboard view that displays user account data and system status (up/down).</p> <ul style="list-style-type: none"> iManager and iMonitor enables the NDUS IAM team to configure dashboard views.
Objective 4: One system that has the proper end user interfaces that allow for accessibility across most devices and technologies.	Met	<p>Measurement 4.1.1: Ability to be accessible on the most recent versions of: Internet Explorer, Google Chrome, Mozilla Firefox, Safari, and Opera.</p> <ul style="list-style-type: none"> End users are able to access SSPR with all of the browsers listed above as required.
	Met	<p>Measurement 4.1.2: Ability to be accessible on PC's (OS X, Windows) and mobile devices running iOS, Android, and Windows.</p> <ul style="list-style-type: none"> End user interfaces of NetIQ are accessible on PC's and mobile devices as required.
	Met	<p>Measurement 4.1.3: Compliant with Section 508 of the Rehabilitation Act of 1973 as amended (29 U.S.C. § 794 (d)).</p> <ul style="list-style-type: none"> NetIQ is compliant with Section 508 and meets requirements.

Schedule Objectives

Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Not Met	8 months	NA	14 months	74.1% Behind	NA

The implementation vendor had significant issues delivering a stable Test environment. This cause about 2 months of the delay. The product went live at the end of January, about 3 months behind schedule. The rest of the variance is related to final training and documentation.

Budget Objectives

Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	\$703,235	NA	\$651,140	7.4% Under	NA

There were challenges to the budget due to the delays, but we were able to negotiate a solution that kept us within the risk contingency of the project.

Major Scope Changes

Sentinel reporting functionality. NDUS had purchased the software with the package; however, it was not in the original design specs for the implementation. The scope change was for the implementation labor.

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Lessons Learned

The IAM team spent many hours on the design and documentation for this project. This information became very important as we started to run into delays with our Implementation Provider.

Overall the project went as planned. I marked the Change Control as average because I felt we should held the Implementer more responsible on this aspect of the project.

It was extremely helpful to have a Project Manager assigned to this project. It would have been much more beneficial if the Project Manager from the vendor side would have provided more assistance to the Vendor.

Success Stories

Since the implementation of NetIQ, NDUS has deployed Office 365 synchronization projects at several campuses (NDSU, Board Office, CTS, LRSC, and DSU). NDUS is now provisioning and managing the local AD for VCSU. Without the NetIQ project being completed, all of these projects would have had significant risks and additional labor costs because the previous Identity Management System was end of life and offered limited support for projects and development for projects as described above.

NetIQ's features and abilities are superior to previous system. After a handful of months of operational use, the IAM Staff has a higher level of competency with NetIQ than was achieved after a year of use with the previous identity system. The amount of documentation and community support forms for NetIQ enables the IAM Staff to be considerably more self-sufficient in supporting the project as well as enables the team to offer more enhancements and service offerings for the NDUS end users.