

NCEdCloud IAM

Working Group Call - October 1, 2013

Agenda

- Update on NCEdCloud IAM Service
- LEA/Charter Lifecycle in the IAM Service
- Last call for early adopters
- Next steps
- Q&A / Open Discussion

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NCEdCloud IAM Service Provider

Service is provided by Identity Automation

- Based in Houston, Texas
- Specializes in Identity and Access Management for K-12
- Today is exactly six months in to Identity Automation's initial three-year contract



Current Schedule

- Assessment Phase
 - Completed April 30, 2013
- Design Phase
 - Completed June 30, 2013
- Build Phase
 - Completed July 31, 2013
- Test Phase
 - Currently in progress, August 1, 2013 - November 8, 2013
- Deploy Phase
 - November 11, 2013 - March 31, 2013 for early adopters
 - Planning is underway now
- Full Production
 - Available April 1, 2014 for remaining LEAs and Charters

Initial Target Applications

By March 2014:

- Google Apps for Education
- Central Directory Local Replica (CDLR)
- Zscaler
- Follet Destiny
- Discovery Education

Starting April 2014:

- Up to 10 additional target apps per year
- All onboarded LEAs and Charters can subscribe

Home Base and NCEdCloud IAM Service

- DPI and Home Base vendors have built a temporary SSO solution for the Home Base applications
- Home Base is NOT currently using the NC Education Cloud IAM Service
(because the IAM Service has not been deployed)
- The tentative plan is for Home Base applications to use the IAM Service in the future as the long term SSO solution
- Current integration status...

Feedback to IAM Questions

- Most responses indicated using “links” to access applications (rather than an LEA/Charter Portal)
However there is a **lot of interest** in a portal!
- Technology Directors and Superintendents are often cited as the requestor and/or approver of new services
- Some use Alternate Staff ID, some don't
- Biggest use for parent accounts, if any, would be PowerSchool
- **Guest accounts are very important** for many different apps

More feedback highlights...

- Data release is generally authorized by the Superintendent, often times through that person's designee (such as a Tech Director)
- Regarding data release authorization, some WG members prefer a blanket authorization while others prefer that to be on a per-service basis
- **Varying levels of “completeness and accuracy” in the Object and Purpose code data was reported.** It sounds as though the trends are toward shorter-turnaround times.

New IAM Service Website

- Working on new NCEdCloud IAM Service Website
 - <http://ncedcloud.mcnc.org>
- Currently informational only with contacts
- Looking for feedback about what content should be provided

NCEdCloud IAM Help Desk

- MCNC will be providing Help Desk and support services for the IAM Service
- Currently developing NCEdCloud IAM Support Management plan
- Will be integrated with existing MCNC help desk

NCEdCloud IAM Service Management Plan

- Distributed DRAFT 1.0 to IAM Working Group on September 26, 2013
- High-level process for managing the IAM Service moving forward
- Step by step process for engaging with LEAs and Charters
- Continuously refine as we deploy the IAM Service

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LEA/Charter Onboarding

This is a one-time process per LEA/Charter:

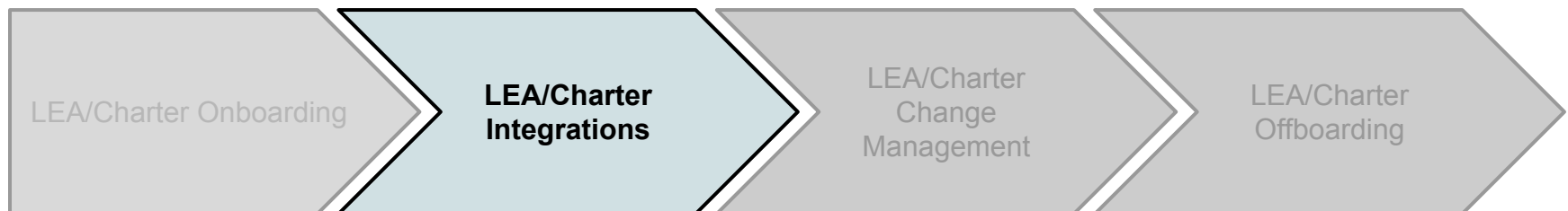
1. LEA/Charter initiates request to use the IAM Service
2. LEA/Charter Onboarding Checklist (developed from IAM Service Management Plan)
3. IAM Service Manager and LEA/Charter Planning Session(s)



LEA/Charter Integrations

This happens for each target application an LEA/Charter subscribes to:

1. LEA/Charter Target Application Checklist
2. LEA/Charter requests new Target Application through IAM Service Catalog
3. LEA/Charter target applications integrations (This also has a planning element)



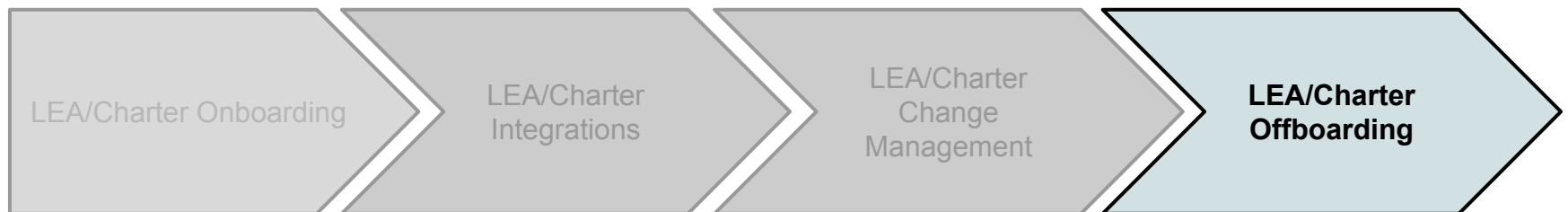
LEA/Charter Change Management

1. Students, Employees, Parents, and Guests will come and go and change over time
2. LEAs/Charters will subscribe and unsubscribe to IAM Target Applications
3. Requirements will change and new needs will be identified
4. General continuous improvement process



LEA/Charter Offboarding

Complete Offboarding (deprovisioning) of an LEA/Charter from the NCEdCloud IAM Service has been documented in the Service Management Plan



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Early Adopters

- For each target application, early adopters will be selected to integrate before other LEAs/Charters
- Service Management plan describes benefits and considerations for early adopters
- Still time to participate as an Early Adopter (especially for extra large and extra small categories) - if interested please contact us

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Next Steps

- Finalize early adopters list and begin IAM Team discussions with them (starting this month)
- Continue to refine Service Management Plan Processes
- Continue development and communication of Help Desk Plan and IAM Service Web Site
- Webinar and Demo in early November

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Q&A

- Websites
 - <http://ncedcloud.mcnc.org>
 - <http://cloud.fi.ncsu.edu>
- IAM Working Group Email List:
 - cloud-iam@lists.ncsu.edu
- Sammie Carter, swcarter@ncsu.edu, 919-513-8513
- Mark Scheible, mscheible@mcnc.org, 919-248-1997
- Steve Thorpe, thorpe@mcnc.org, 919-248-1161

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