InCommon Certificate Service 2018 Work Plan

Summary

This document provides a breakdown of the work as identified in the 2018 InCommon subscriber survey. Primarily, only those items receiving ‘high’ or ‘medium’ priority are listed. The work items are categorized below and indicate responsible party. Work is expected to complete by July 2019 unless otherwise indicated.

Subscriber Survey

The report from the subscriber survey can be found here.

Work Plan Components

Last Updated: March 25, 2019 (emurtha)

Item	Responsible	Priority	Target
Change Management / Communications	Sectigo	High	Ongoing
ACME Support in CCM with product roadmap	Sectigo	High	April 2019
SSO Enhancements	Shared	Medium	Partial list will be completed by July. Balance TBA.
Improve the EV process • Documentation • Videos • Training • Flexibility on source docs • Training of Sectigo staff • Webinar	Shared	High	May 2019
Improve the DCV process • Documentation • Videos/Screenshots • Training	Shared	High	May 2019

Support
• *Documentation/Clarification - done*
• Knowledge base (begin tagging InCommon) - *in process*
• Additional training videos - *in process*
  ◦ CSR generation
  ◦ Certificate installation
  ◦ Certificate renewal
	Shared	Medium	July 2019

Process Integration between InCommon and Sectigo • Source documents for org vetting / consistent org names • Admin contacts (investigating) • Managing RAO contact info • Managing Org info	Shared	Medium	Ongoing
Dashboard Enhancements & SLA Changes: Communications with the community	Shared	Medium	July 2019
InCommon Certificate API	InCommon	Medium	Deferred to next year's work plan