

IAM Governance Session

IAM Governance Session 9, 2:30-3:45pm, Thursday, June 24, 2010

Goals A, B, and C for this breakout session

A. Share questions, challenges, successes

Three dimensions to chart, now 4, now 5, now 6....we kept adding dimensions as we began to talk in the group.

1. Understand the campus culture of what governance is, and the maturity model of campus governance bodies

IdM is not the first activity to go thru the problem of forming governance. Today IdM is going to similarly take 3-5-7 years in the formation phase of IdM governance. Ask - what organizational experience can be leveraged for this emerging governance?

2. Who is involved

At PSU took 3 months to figure out who will be in the first overview of IAM

PSU- 3 meetings co chair by VP/CIO, VP Enrollment Management, CIO medical enter, Library Dean, IT Director Law School, Vice provost of Business services, Vice Chancellor of 26 commonwealth campuses, Director of police services, IAM Lead, VP for Outreach, Associate VP of HR, Vice Chancellor Research- 12 people

(At NCState add Director of Audit, Legal representative who attends at times, and Extension)

They get called together only when there is a strong agenda, not driven by a calendar schedule. No more than 4 times a year. Types of things they produce are an approved roadmap.

If governance today at your school is dysfunctional it can take 2 years to fix or to start up a new working group. In other words a long time, don't be surprised by this, add this into the schedule.

Levels/layers of participation

-Executive level, for governance

-IT people, who know the technology

-stakeholders, who drive the business needs; these people start to learn each others business processes together and over time gain insights and experience to provide stronger governance

These people represent business processes.

Under this governance group are service groups that provide inputs for consideration by the Governance body.

Root the discussions in business practice and strategic direction.

IT does not know business process like these people do.

Change is what compels a governance group into action. When changing the nature of student life cycle management, that is a type of change that will cause change, that will interest the members of the Governance team.

3. What do they do

IAM is really just a part of IT but there are many business processes that get touched and changed by a new IAM system. If you have no governance today, start with an IAM focus, but in time reach out to others on campus who will be affected and will need to buy in because their business processes will be changed.

AT PSU At times meet one on one with the IAM IT lead to gain knowledge of IdM

Work actions:

-attend meetings

-represent their business unit

-review and approve recommendations

-bring issues back to IT/IAM teams

Things to ask of the Governance Group-

. student life cycle management

. recommendation to streamline processes with impact statement

. resource allocation for the IAM initiative

. procedure and policy guidelines

. ask about how access to their resources (kiosks, HR system, rec center....) need to be managed

4. How do you get started

Convene a large gathering to kick off IAM discussions, this group is tasked with identifying a governance group. Get their buy-in to do this. Presented what-if scenes / use stories to get people thinking about IAM changes. Present some case studies from Univ/college peers that are seen as best practice.

It is important to educate your ALL your IT people about IAM and not just the IAM/middleware team. They are often touch points to business unit staff and can identify an opportunity for IAM, discuss it intelligently, and raise the conversation to the IAM team.

5. How do you keep them going/engaged-

At NC State: at the top is an advisory group of chancellors who advise the CIO. This is a tough group to keep engaged. Link IdM to their current initiatives that they care about rather than positioning IdM as a brand new thing.

Provide an exceptions door way to give flexibility while putting constraints around what will be done with IAM. There are no laws in IAM. We sometimes negotiate with one to give them a one off, but ask for their agreement to follow the main stream represented by the others.

6. Is a brand new governance structure needed for IdM or can IdM be add to existing governance structure?

At one University a group of Directors named Group Therapy was started to work on identity issues. It is mostly keep them informed. Occasionally something will pique their interest and they will get excited about offering input.

B. Add our input to CAMP list of follow up work

-There is no place to go for what is best practice. Can we establish best practices for IAM under this Governance area?

example, this is the way a process (pick one) really ought to work.....

-Post some case studies from people with working governance groups. What issues have they taken on. How does the Governance group function.

-Post some contact info of those who have a Governance body so other schools can call them for a discussion

-At PSU much of their info is posted on their publicly available wiki

C. Collect contacts of this session participants for follow up collaboration

We did not get to this during the allotted time.

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