

WatIAM Update to Dept Computing Reps

May 14, 2009

- Dave K & I went to a user's group meeting for the Identity Manager product the other day and one of the user's mentioned that WatIAM is not a project, it is a lifestyle. All of us who have been in the IdM world for a while all nodded our heads. What a refreshing way to describe that much of IdM is more about business process and less about technology. The presenters went on to say that the technology is the easy part and the business process is the hard part.
- **Authorities for Accounts** – Quest for Students; HRMS for Employees; bulk loads for conference/wireless type accounts; manual account creation for one off's (those HRMS or Quest will never know about). Why? Because we want to avoid duplicates for efficiencies sake; it is important to know the relationships a person has with UW so we can give correct access in an automated way, but also remove it when authoritative sources tell us someone has left or there is a change; and we need to be able to audit changes when account abuse happens.
 - HRMS for Employees ... In the latter days of UWdir, there was a change made for UWdir to recognize employees who were 'future hired'; meaning a person could be hired in HRMS (with the proper paperwork...I'll let Jim talk to that in a minute) before they arrived on campus. On a nightly basis, UWdir would pick up the HRMS data and any new employees and future hired employees would be created in UWdir. We do the same in WatIAM, except that we get the data from HRMS every 30 minutes!

When WatIAM sees the new person and checks that the HR employee id is not associated with any accounts that WatIAM knows about, then WatIAM creates the account.

If an account is already manually created (and there is no employee id attached to that account which is likely, because an employee id isn't created until the hire occurs), then there will be a duplicate and IST has to join the account. That's work that can totally be avoided through a lifestyle change, because someone knows before this ever happens that these are the same people.

In addition, if data comes in from HRMS or Quest or Telephone Services, WatIAM looks at the authoritative data and 'sets the record straight' ... it updates accounts and puts the account where the authoritative information says it needs to be. There are sometimes exceptions to the authorities, and we are working on fixes/updates to make that happen.

In terms of our life style change then, we need to look to HR/HRMS and take advantage of being able to get employees hired/updated in HRMS earlier and do less manual account creation for those that are going to be hired in HRMS anyway.

Jim...What can be done? **Ask** new hires to sign their employment authorizations when they've accepted the offer. **Ask** for a birth date and confirm their names when they

accept the offer for employment. **Get** the paperwork to HR earlier. **Call** HR before an account gets manually created.

- Guest/Visitors
 - Jim and I have a discussion going at the moment about when is a visitor/guest an employee? That's a question I don't think we've quite resolved, and we'll continue to discuss. I do want to let you know that there are ways to quickly create accounts in WatIAM. Today, in our production version of WatIAM, I can take requests to create conference type accounts and load the data in from a csv file. I am working on another bulk load interface for other account types. There is a fair amount of work in terms of design, testing left to do, but there are some options that are being explored.

I don't think we'll have time for questions, but if you have them, please use the request queue. Also, please send in any issues regarding WatIAM to the general request queue. In those requests, please do not include sensitive data like date of birth, but do include a student number or userid for examples of issues.

Finally, I've been working on setting up a blog to get this information (and more) out to WatIAM administrators and this group. The blog is likely a month out, but I'll work with Bob Hicks to get the message out regarding the blog.