

# WatlAM 2.0: Roles and Governance

1/15/18

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**WATERLOO**

# Project Update at a Glance

- Target Launch for replacement of WatIAM:  
**March 9 through March 13, 2018**
- Current WatIAM will be turned-off.
- Communications: Now
- Training:
  - Intro: Friday morning seminar: January 26<sup>th</sup>, 2018
  - In-depth training: Beginning of February 2018
- Not much new functionality, at this point.

# Notable Changes

- No longer collected:
  - SIN
  - Gender
  - Date of Birth
  - Password-reset questions
- **External email address** will be key in new workflows
- No more **delegated** administration
- **Decentralized** administration still a key principle

# Roles in Sailpoint IIQ

1. Self Service (aka “End User”)
2. Onboarding Administrator (aka “Sponsor”)
3. Identity Administrator (aka “Help Desk”)
4. Security Administrator
5. Data Administrator (aka “Super User”)

# Self Service Role

- Change Password
- Edit email forwarding
- Hidden flag

# Onboarding Administrator

- Managing identity assertions (sponsorship to create identity, and department overrides)
- Resending a one-time link to help a user access their account
- **Access is global, not per constituency**



# Identity Administrator

- The ability to manually refresh an identity before the daily refresh
- Viewing a user's identity data
- Resending a one-time link to help a user access their account
- Manually resetting account passwords
- **Access is global, not per constituency**

# Security Administrator

- Still being defined
- Used to lock accounts as a result of compromised passwords



# Data Administrator

- Merging two identities, if two identities are mistakenly created for the same person.
- Renaming an identity.
- Changing which campus identifier is the primary/default/authoritative one for each identity.
- Manually correlating an account to an identity, if the automated correlation system runs into an error upon automatic correlation where some of a user's data in different locations matches and some does not.
- Changing the affiliation of non-authoritative accounts from one identity to another.

# Assignment of Roles

- With the exception of the Self Service role, training will be a mandatory prerequisite.
- Those assigned a role are expected to follow established standards and procedures.
- Data Administrator role is restricted to IST.
- Nomination will be required from appropriate member of CTSC.

# Governance

- Identity information is under the stewardship of the Chief Information Officer.
- WatIAM management is delegated from the CIO to the Director, ISS.
- Standards will be established by IAM team in IST, in consultation with CTSC.
- CTSC will assist with the management of exceptions, as well as changes to standards and procedures.
- CTSC members will be accountable for administrative role membership in their respective constituencies.

# Task for CTSC Members

- Provide a list of candidates for **Identity Administrator** roles for all areas no later than **Friday January 19<sup>th</sup>, 2018**.
- Not as urgent: Provide a list of the first 2 people as potential “Onboarding Administrators”
- IST will invite/enroll in training.
- Re: Onboarding Administrators
  - Want to start with zero Onboarding Administrators.
  - Move to 2 Onboarding Administrators in each area.
  - Ultimately have wide-spread membership in this role.
- Contact Peggy Day ([peggy.day@uwaterloo.ca](mailto:peggy.day@uwaterloo.ca)) for a list of current WatIAM Administrators in your area.