Project name: Resident IAM Modernization - Phase 2

Date: November 7, 2024

30% Complete

	2022	2023	2024	2025

Resident IAM Modernization Phase 2
Nov. 13, 2023 – July 9, 2025

30%

TODAY
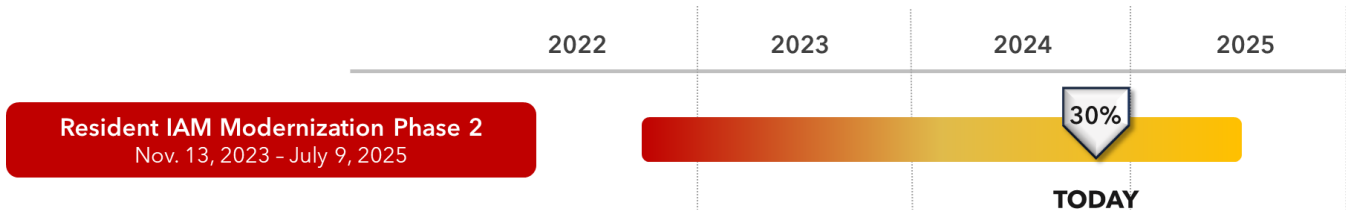
Progress Summary

In the past month, the IAM Modernization project made significant progress in both technical development and partner engagement. The team advanced the Okta prototype, prepared the Lexis/Nexis self-service portal to support Identity Verification (IDV) solution selection, and developed initial demos for user registration with Auth0 integration and Header Integration. Key technical setups, such as building a new source control server integrated with GitLab, were also completed. Partner engagement efforts continued strongly, with productive interviews across key departments (DCYF, DOR, DOH, and others) to gather insights that will shape Organizational Change Management (OCM) strategies. A key risk to the project is adjustment to MVP scope as resident portal and IAM efforts are aligned. This risk is being actively mitigated through joint scope definition and planning sessions that will result in an updated approach and schedule targeted for November.

Progress since Oct. 8, 2024:

Identity Verification (IDV) Solutions:

- The Lexis/Nexis self-service portal is prepared to support the selection of an IDV solution provider (Non-MVP milestone).

- Initial vendor findings identified Lexis/Nexis as a promising IDV solution, with a sandbox environment provisioned for testing.

- The team began exploring IDV vendors, including Socure and Lexis/Nexis, and shared IDV workflow concepts with DOH, DOL, and ESD to gather feedback.

Technical Development and Integrations

- A draft demo of the user registration flow with Auth0 integration was set up (currently not internet accessible).

- Completed a demo of the Header Integration app.

- Built a new source control server and integrated it with GitLab.

Partner Engagement

- Continued productive partner engagement interviews with DCYF, DOR, DOH, and other stakeholders to gather input on the modernization strategy and guide OCM efforts.

- Update of communication plan based on Program Management feedback

- Creation of detailed partner profiles for Tier 1 agencies and synthesized into assessment results into a draft report

- Further clarification of SI (Ahead and ActiveCyber) and internal technical team roles through joint RACI review

- Finalized purchase terms with Carahsoft and updated the Ahead licensing cost proposal for ongoing project needs.

Planned activities – November:

Identity Verification (IDV) Solutions

- Align with sponsors on findings and next steps.

- Refine the definition of the required Identity Assurance Level for the Minimum Viable Product (MVP).

- Secure a Senior Business Analyst to support iterative discovery and define both MVP and post-MVP requirements.

Technical Development and Integrations

Complete and demonstrate initial prototype functionality to the Digital Experience Program team, including:

- Account creation and registration.

- Login (with Social Login option).

- Multi-Factor Authentication (MFA) with email (SMTP) and text (SMS) integrations.

- User profile updates and management.

- Password reset functionality.

Partner Engagement

- Align on the backlog of Governance topics and content.

- Redesign SharePoint to include a communications calendar for the Digital Experience Program (Resident Portal and IAM).

- Finalize the Okta Purchase Order, making adjustments to optimize license utilization.

- Develop Statements of Work (SOW) for Systems Integration (SI) vendors.

- Refine scope and coordinate joint planning across the Resident Portal and IAM initiatives.