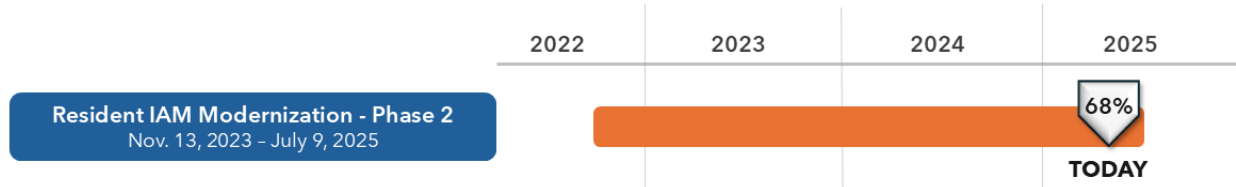![WaTech - Washington Technology Solutions]

Project name: Resident IAM Modernization - Phase 2

Reporting Period: March 10 – April 4

68% Complete

Project Summary

The IAM team has made strong and steady progress over the past month. Major milestones include completing Security Design Reviews, deploying the Open Beta to production, onboarding the first application (CRAB Pinnacle), and progressing post-deployment security work. The team has also advanced operational planning and user experience readiness to support broader agency onboarding.

Overall Project Health: ✅ *Trending Positive*

Completed milestones

Security & Compliance

- Completed Security Design Reviews (SDRs) for both Auth0 and SendGrid, including workbooks, diagrams, and checklists.
- Achieved alignment on VLAN segmentation, F5 configurations, and mitigating controls.
- Finalized and submitted Security Risk Assessment for Open Beta.
- Initiated CrowdStrike penetration testing planning.
- Transitioned endpoint protection on SAW dev/test servers from Defender to AMA agents, with production installation pending.
- Confirmed Data Processing Agreement with Twilio and executed short-term SendGrid license agreement.

Environment Configuration & Integration

- Completed updates to the development environment with initial testing (no critical issues).
- Finalized test and production environment updates in preparation for launch.
- Configured SAW firewall rules and EntraID integration for Auth0 and SendGrid administration.

- Successfully deployed Open Beta to production, including the CIAM portal and event log integration with SIEM.
- Initiated and completed integration of the CRAB Pinnacle application (admin access only in initial release).

Testing & Quality Assurance

- Completed multiple rounds of functional testing, including:
    - Open Beta pre-launch testing – *no showstoppers*
    - CRAB Pinnacle application integration testing – *no showstoppers*
- Finalized and validated the Open Beta code release candidate.
- Onboarded final dedicated testing resource.

Identity Verification & Agreements

- Iterated and aligned on Identity Verification EULA with vendor; final version pending approval.
- Integrated legal and vendor feedback for compliance and contract readiness.

Operational Change Management (OCM) & Readiness

- Drafted Open Beta success metrics to track adoption and engagement.
- Developed a quantitative readiness assessment framework to evaluate agency preparedness for CIAM onboarding.
- Began planning and facilitation of agency feedback sessions to explore:
    - Primary key mapping.
    - Support for multiple users per account (agent personas).
    - Strategies to reduce user friction from dual credentials.
- Continued work on account transition planning and recommendations for unified user experience.