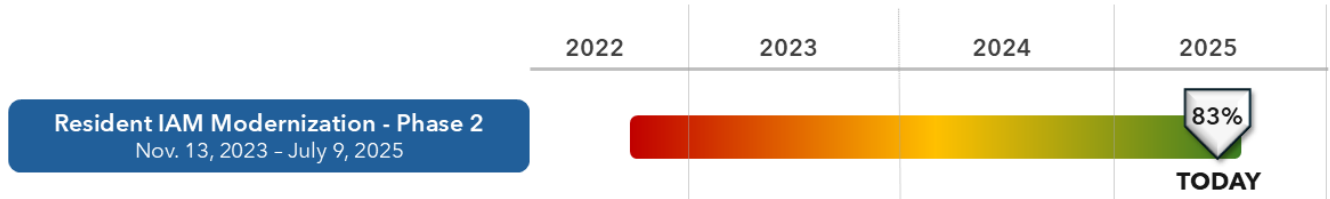


Project name: Resident IAM Modernization - Phase 2

Reporting period: May 6 – June 2, 2025

83% Complete



Project Summary

The Resident IAM Modernization project has transitioned into the broader DEX Program, which encompasses multiple initiatives, including the Resident Portal pilot and Customer Identity Access & Management (CIAM).

The Resident IAM Modernization team made strong progress this month and is on track to deliver the MVP (Minimum Viable Product). The team finalized the purchase of the Identity Verification (IDV) solution and began working with the vendor. Key updates to the user experience, login features, and system security are now complete or being prepared for testing. Partner onboarding is moving forward, and additional work is being done to finalize documentation and support materials.

Overall Project Health: ✔ *Trending Positive*

Key Accomplishments

Identity Verification & Security Readiness

- The team signed the final agreement for the IDV solution and began collaborating with the vendor.
- Required privacy and security documents were completed and submitted for review.
- The vendor confirmed their compliance with HIPAA requirements.
- An AI risk assessment was completed.

Platform Features & Development

- New user interface (UI) and user experience (UX) changes were completed.
- The "Flexible Credentials" feature was fully tested (all 64 test cases passed).
- Admin accounts were configured for Twilio and Auth0.
- System rules were put in place to separate CIAM traffic from the existing SecureAccess Washington (SAW) system.

Infrastructure and Planning

- The team confirmed VMware can support segmentation in time for MVP.
- Microsegmentation was configured and is being monitored prior to production deployment; related system design was updated.

User Testing and Journey Mapping

- Usability testing was completed, with results shared on May 28.
- Updated journey maps were reviewed for new and assisted users.
- A clickable prototype was refined for testing.
- A traceability matrix was completed to ensure all features are tested and documented.

Operations and Governance

- Project goals and tracking (OKRs) were confirmed.
- Budget actuals were updated in Apptio (financial system).
- Drafts of contract extensions were prepared.
- A new team member was onboarded to support work on security review patterns.
- A decision was made to limit security reviews to only new or changed technologies.

Planned Activities

- Development and testing of risk scoring at account creation.
- Final feature updates, testing, and triage
- Load testing
- Final security mitigations
- Development and confirmation of service creation deliverables
- MVP migration to production
- Prepare for onboarding of additional early partner agencies.