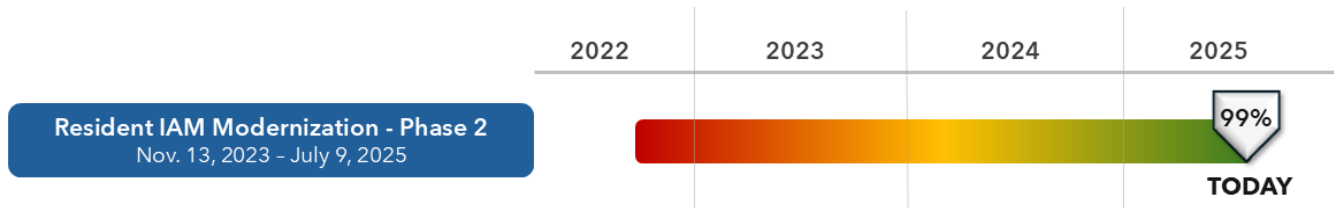


Project name: Resident IAM Modernization - Phase 2

Reporting period: June 2 - 30, 2025

99% Complete



Project Summary

With the successful deployment of both an Identity and Access Management (IAM) and an Identity Verification (IDV) solution, we have completed the second phase of our Resident IAM modernization. Remaining phases will be transitioned into the broader DEX Program, which encompasses multiple initiatives, including the Resident Portal and Customer Identity Access & Management (CIAM).

Overall Project Health: ✔ *Trending Positive*

What was accomplished in June

- **Security and Deployment**
 - Deployed micro segmentation to the production environment.
 - Completed the approach for logging with Socure (identity verification vendor), confirming no more development is needed.
 - Configured data collection rules to support Azure Monitoring Agent logging.
 - Completed risk scoring development, including functional and load testing.
 - Received final security approval through Authorization to Operate.
 - Completed all load testing and resolved high and critical bugs.
 - Obtained the final “Go” decision after release review.
 - Deployed full Minimum Viable Product (MVP) features into production.
 - Requested final Gate Certification.
- **User Experience and Training**
 - Finished the training plan with a focus on helping agencies and users get onboarded quickly.

- Completed MVP Terms of Service activity and outlined the next steps for other remaining items.
- Finished developing the multi-lingual toggle feature, adding Spanish support.
- Completed testing for release 4.26, including a full round of regression testing.
- Submitted responsiveness updates for testing in release 4.26
- **Equity and Governance**
 - Completed and submitted the Equity Impact Summary to show how the project considers diverse users.
 - Finished alignment and implementation of all MVP logging features needed for security and compliance.
- **Technical Development and Infrastructure**
 - Onboarded the ARC servers (Application Resource Controllers) needed for security logging.
 - Finished developing risk scoring at account creation to strengthen security.
 - Confirmed there were no new issues found in Socure's Security Design Review.
 - Submitted the Project Intake for Phase 3 to start planning for the next phase.
- **Project Management and Readiness**
 - Updated the budget forecast and submitted necessary requests for contract extensions.
 - Completed analysis of the Organizational Change Management (OCM) pulse survey, which showed strong scores for engagement, commitment, and belief in the project's success.

Planned Activities – July

- **Monitoring & Reporting**
 - Monitor the production deployment for any issues.
 - Draft the Project Closeout Report.
 - Close the JIRA project and begin migration to the Digital Experience (DEX) program.