PROJECT CLOSEOUT REPORT

Submitted to Large Project Oversight on 8/31/2015

GENERAL INFORMATION

Program/Project Name: K-12 Identity Management Services Project
Agency Name: ITD – EduTech
Project Sponsor: Jody French (EduTech)
Project Manager: John Wohl (ITD)

PROJECT BASELINES

Original/ Final	Baseline Start Date	Baseline End Date	Baseline Budget	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Originally Baselined Information	5/14/2015	11/01/2015	$451,283*	11/26/2015	0%	$395,802	-8.2%
Final Baseline Information	5/14/2015	11/26/2015	$451,283	11/26/2015	0%	$395,802	-8.2%

Notes:

The next qualified RFP respondent listed $600,000 for implementation costs plus software costs.

MAJOR SCOPE CHANGES

Change #	Description	Action: Accept/Reject	Action Date
1	Added Custom Application (remove duplicate data & upload non-powerschool users) – Impacted Product scope	Accept	6/30/2014
2	Custom Application complexity – Planning completed/Updated project schedule – Impacted Baseline project schedule	Accept	9/9/2014
3	Additional CampusEAI Operational Support (on-site/off-site) – Impacted Post Production Support schedule	Accept	11/14/2014

PROJECT OBJECTIVES

Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Objective 1.1: Implement Active Directory as a single, unique, authoritive authentication system for services delivered by the State of North Dakota for K12 Schools.	Measurement 1.1.1: Office 365, EduTech WordPress-based services, SLDS, and PowerSchool will all authenticate against ND K12 AD. Success will be based upon all of these systems being capable of K12 AD authentication by August 25	Met	*Noted in measurement*
Objective 2.1: The Microsoft Forefront Identity Management	Measurement 2.1.1: FIM will provision or de-provision accounts for students or staff	Met	*Noted in measurement*

(FIM) system will be implemented to manage ND K12 identity records, and automatically provision and de-provision K12 Active Directory accounts based upon data collected from appropriate sources for all administrators, teachers and students in North Dakota K12 public schools. This will be accomplished by using K12 user information that currently resides in the ND Statewide Longitudinal Data System.	within 24 hours of their entry/exit into/out of the SLDS with an accurate statewide student ID or teacher license number. Success will be based upon the system automatically processing account changes (account creation, account disable, account OU move) at an accuracy level of 95% (provision changes/provision change requests) within one full business day.		
Objective 2.1:	Measurement 2.1.2: The efficiency of managing K12 identities will be determined by the ratio of administrator time to total active identities being managed. Success will be determined by having no more than one (1) total FIM system admin FTE per 50,000 active identities	Met	*Noted in measurement*
Objective 2.2: The Microsoft Forefront Identity Management Portal (FIM Portal) will be implemented to provide schools with the ability to add staff members that are not in the SLDS into the identity management system in such a way that the accounts linked to the non-SLDS staff will not become orphaned. This same system will be the management portal allowing individuals to manage their own account, and/or the accounts of others within their administrative authority.	Measurement 2.2.1: This will be measured by the successful implementation of FIM portal, allowing schools to add/approve local staff with linked accounts that are automatically de-provisioned unless renewed one year after creation and manage the roles and group memberships of users within their administrative authority. *(Included Custom App)*	Met	*Noted in measurement*
Objective 2.3	Measurement 2.3.1:	Met	*Noted in measurement*

Self-service password reset will be implemented and made available to all K12 users in the system.	This will be measured by the successful implementation of the self-service password reset functionality for users in the system.		
Objective 2.3	Measurement 2.3.2: The effectiveness of the self-service password reset will be measured by the help desk requests that are documented for password reset assistance. Success will be determined with 25% of password resets occurring via self-service means. (*There isn't an exact measurement to determine the percentage of ongoing help-desk calls versus online self-service resets. Based on current volume of support calls the measurement appears to be met.*)	Met	*Noted in measurement*

POST-IMPLEMENTATION REPORT

Post-Implementation Reports are performed after a project is completed. A "PIR" is a process that utilizes surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical PIR findings include, "What did we do well?" "What did we learn?" "What should we do differently next time?" Notable findings are presented in this closeout report.

Lesson learned, success story, ideas for future projects, etc.
Success stories ➢ **The State was able to very effectively and quickly create 120,000+ identities and Active Directory accounts, which are synchronized with Office 365, providing a powerful collaboration tool for North Dakota K12 schools, covering all corners of the state.** This delivers services never before available to schools such as: real-time document collaboration, personal file storage, instant messaging, calendaring, and nearly limitless email storage, with a modern interface, at no additional cost to them. Simultaneously, the ability to onboard users is practically invisible in most cases, requiring intervention only as the exception rather than the rule. Adoption of these tools by schools is at a rapid pace, exceeding historical adoption rates for similar tools provided by the state. Also of importance, the identity and directory services provide a platform upon which we can grow and continue to offer additional services in the future. ➢ The Business group was very knowledgeable outlining functionality needed and the end user groups requirements. EduTech was able to recognize the need to configure and deploy as an Enterprise wide system.
Lessons learned ➢ Vendor wasn't able to supply project resources (personnel on time). Off-Shore personnel did not arrive at ND and were then replaced with other Vendor personnel. Majority of personnel outlined in the vendor's RFP proposal were not assigned to ND's project. ➢ Size and Complexity exceeded the skill set of the vendor ➢ The project budget minimized the effectiveness of the RFP process in selecting the most qualified vendor.