

UIS - Identity & Access Management

Initial Exploration Research

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The Brief

UIS Brief

Undertaking a short exploratory research project on Identity and Access Management (six weeks).

Reporting recommendations and findings from interviews with SMEs from the wider Cambridge communities, to understand the broad range of topics, issues and needs in the organisation.

This will be submitted to the UIS Technical Design Authority and associated groups for consideration.

The aim is to evidence the need for a more robust Discovery and Requirements approach to inform and design the right solution for the future of IAM collaboratively.

Also to help shape the roadmap of how we move from our current situation to far more robust and modern operating future.

Scope

This piece will capture issues and topics relating to, but not exclusively covering:

- Defining Identity and access management
- Business needs
- Internal & end user needs
- Technology limitations, issues & needs
- Future technology needs
- Organisational & operational impact
- Processes & governance
- Risks & Issues (immediate & longer term)
- Legal and security issues
- End-user impacts

What happens next?

We will submit the findings of this six week initial exploration to the Technical Design Authority at UIS which will include recommendations on how the next stage of the project will occur.

We will be including the following recommendations to ensure collaboration:

1. Continued user-centred research, requirements elicitation
2. Continued collaboration with the community involved in IAM
3. Co-design sessions for user flows, data needs and end-user journeys
4. Retain open communication about progress and timeframes
5. Return after the report is complete with a synopsis of the findings

How you can help

- Today
 - Discussion
 - Questions
 - Chat comments
- After Today
 - IAM Survey form
 - Ronald Haynes (Relationship Manager) & other RMs
 - Clare Munday (User Researcher) & Tim Perrée (Business Analyst)

Thank you.