HLC to JIVE implementation by Swat team.

Jive is the provider of enterprise collaboration solutions and customer support communities. It is a vendor company providing its online communities platform for customer engagement and support. Customers can have a jive account to login into community space and get updates, Share their experience on different forums, check out anything community admins what to share with their user base.

Jive is the new HEALTHSTREAM community.

1. Design and Scope.

Swat’s implementation was to integrate HLC and JIVE for NRP Users only and currently only NRP users are given access to Jive. The accounts are created using a warp event that triggers multiple API calls to create Jive account and give access to NRP space. Once the user have a Jive account they can login to HLC and SSO over to Jive. STS holds the login information on HSTM side and is the source of truth for customer login.

Users that SSO over without going through the NRP work flow will get a Jive account created on SSO only if they have a Person ID but will not be granted access to ANY space. In the event of the HLC user not falling under NRP workflow or having a person ID tries to SSO to jive will get an error Page.

Users will get there NRP space access removed if they become inactive NRP users, But will continue to have access to Jive.

Jive API calls – This were used to create a user account and grant/remove access to JIVE. These were triggered based on user satisfying NRP workflow needs and becomes eligible to get access to Jive and enrolls into an eligible NRP course.

SSO – Single sign on. Users who have an HLC account and a linked Jive account using there HSTM ID can login into HLC and get SSO over to Jive using a SSO redirect URL. STS stores login information and passes it over to Jive Also STS is the source of truth.

SLO – Single Log OFF. Users who have an HLC account and a linked Jive account using there HSTM ID can login into HLC and get SSO over to Jive using a SSO redirect URL. When they Log Off HLC they get logged off Jive as STS is the source of truth. But it’s a 1 way SSO, so if the user logs off Jive that will not log the user out of HLC.

Warp Error messages – When an API call made to jive is failed it is either logged in warp or the warp event is failed. This is decided based on the solution developed and described in Narrative doc.

STS – Secure Token Service that provides authentication for the HLC.

JIVE PING Adapter – The federation service that is the intermediary between STS and Jive (relying party).

1. Solution that SWAT team developed.

Below attached is the workflow doc of the code to grant access when the warp event is triggered and the API calls are made.



1. API calls - Below attached are NRP work flows for the user to get access through an API call.

The API call uses the information from the person DB and uses person ID, Email Address, FN and LN from the user health stream ID. The solution for Person ID was developed by Phoenix team. The person ID is used by Jive and is called an external ID in jive. This ID is used by HSTM and Jive to recognize users when an SSO is requested.



1. SSO - Once the user completes one of the above workflow and get enrolled into the course the user can SSO over to jive using a course attachment called Instructor tool kit. When the user opens this course attachment Instructor toolkit User is SSO over to Jive and logged into the account created by the API call in step a.



1. SLO - When they Log Off HLC they get logged off Jive as STS is the source of truth. But its 1 way SSO, so if the user logs off Jive that will not log the user out of HLC.
2. Warp Error messages – these can be viewed in the HLC UI by the admins under reports -> error listing. The user has to filter the report based on the DB the org is, The error messages can be further filtered with “%Community%” on message/page or Exception based on if the warp failure was just logged and completed or just failed and left to recover or skip.
3. Testing considerations/strategies/tools used.
   1. API calls- As the API calls used to create the user account in Jive are third party calls developed by Jive and Swat team only consumed them to develop a solution to integrate HLC and Jive, We restricted our testing to be based on the integration solution.   
      We used HLC UI to test the solution which was developed to create a jive account with the person’s health stream ID “Person ID” information. Steps are explained in the documents below and complete test cases are attached. Test cases document contain details on setting up the environment and setting up the data for testing. For detailed NRP logic and understanding please refer to NRP documentation created by SMFF team.

 

* 1. SSO - SSO and SLO were tested again using the HLC and Jive UI. Teams working on this has to have an active JIVE ping adapter connected to the ENV the team is using which is currently facing to JIVE UAT ENV. Below attached are test scenarios and test cases for testing STS, SSO and SLO.



* 1. Warp Error messages – These messages are generated when a JIVE API call is failed on Jive. As there was no clear way or control over Jive API responses we came up with API spoofing on warp using Fiddler.

Developer installed Fiddler on WARP server and by making a few changes in warp and fiddler we can control fiddler to respond to the API call made by warp with the response required for testing.

How to setup fiddler on warp and how to use fiddler in warp is explained in detail in the below in “faking a response using fiddler”. Test cases and scenarios including the possible results are explained in the Error test cases.



1. Current Status of the work.

All work done by SWAT has been transferred to SMFF team and all KT and documents for the above work are hold by SMFF team. SMFF is currently making changes to the above mentioned workflow and the swat team is not aware/involved in the making of those changes.

Please contact SMFF team for any NRP related workflow details or questions.

Please contact SMFF team for any current NRP-> Jive SSO implementation questions.

Please contact Phoenix team for any person ID related questions.

Also attached below is the JIVE epic from mingle with comprises of complete details of work done by swat team in the past on jive. Please request access from Ann pepo if needed for mingle project.

