ADP – Identity Proofing Daily Checkpoint

Agenda & Meeting Minutes

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| Minutes | June 23, 2016 | 11:00Am est | Call/wEbex |

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| Meeting called by | V.Jay LaRosa |
| Type of meeting | Daily Status |
| Facilitator | Gautham Nagarajan |
| ATTENDEES | |  |  |  | | --- | --- | --- | | Alan McFarland | V.Jay LaRosa -OpenSky | Michael Zygma - OpenSky | | Alex Trento | James Lord | Mike Nepomnyashy | | Alyson Tiegel | Jamie Tracy | Mohan Etikela - OpenSky | | Brenda Kosovan | John Armstrong | Nate Thomas | | Carlos A. Maldonado | John Clay - OpenSky | Owen Buckingham | | Cherie Schenck | John Gilda - OpenSky | Richard Anderson | | Clarisse Colwell | Juan Andrade | Rick Singh | | David Pollock | Kim Lerner | Shane Bough | | David Meyer | Larry Wu | Shawn Rawa | | Deepak Kaushal | Laurie Wilkinson | Shekhar Chinthareddy | | Drew Tyrone – LexisNexis | Lili Zhang | Steve Little | | Faith Vicinanza – OpenSky | Lisa Kircaldie | Tawana King | | Frank Villavicencio | Mark Coderre - OpenSky | Tracy Cafaro | | Fred Hazan - OpenSky |  |  | |

## Agenda topics

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| 1. Action items from prior daily checkpoint meeting and planning/execution meetings in prior 24 hours. 2. Issues / concerns / round table.   Add to dist list: Robin Starr, Ed Weintraub, Audrey Ferdinand |  |

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| Discussion |  |
| 1. eMail verification – feature will be provided by LN – LN calls a service to check the email, ties it to the identity being validated – follow up on flow in the config meeting, a future enhancement will provide an age of the email | |
| 1. set up a technical review meeting post env go live – Monday/Tuesday – I/P | |
| Project Risks |  |
| 1. Project is delayed due to the decision to pursue the Google noCAPTCHA solution. Additional delays based on re-negotiations with IDology and LexisNexis. Deepak to provide a new date that takes into account test data delays, noCAPTCHA, 1 question at a time, the locking requirements, and conversion to LexisNexis. | |

| Action items | Person responsible | Deadline |
| --- | --- | --- |
| 1. Conversion to LexisNexis as Identity Proofing partner:    1. ..    2. Signed agreement between ADP and LN so Drew Tyrone can set up an ADP account and access to the test env    3. Set up LexisNexis env / access for ADP.    4. Lili Zhang list of tech needs ( client cert and access to the test env (single env – distinguished by data)), list shared with DT on 6/21 – expect DT to respond 6/22    5. Firewall/Proxy rules for Identity Proofing Vendor    6. Setting up the test data, sharing with ADP    7. API security protocols    8. Question / configuration settings    9. Guidance from LN on performance testing    10. Understand how users are locked, how is that communicated to ADP    11. Planning meeting to convert CSRs to LN solution    12. New release date    13. Updated program level project plan – as best as possible with what is known (without new dates from Dev.)    14. Set up overview for CIRC    15. Set up SSO meeting with LN and Alex    16. Demo for ADP / Flex ID, KBA, how interface works, metrics, reporting, etc.    17. Share ADP workflow with LexisNexis    18. Set up tech review meeting w/LN - asap | b. Signed agreement – Shawn Rawa, expected 6/22 – IN PROGRESS – both docs with Shawn – Pushing for signature today.  c. Drew Tyrone – LexisNexis – 6/22 – pending signed agreement, shooting for Friday, Monday at latest  d. Drew Tyrone – LN – 6/22 – met with LN on 6/22, walked through list of requested items, some are completed, some are in progress  e. Peter Gien – as soon as possible – IP or DNS name ADP is connecting to, will be based on a range for both the staging env and prod environment, two physical end points/urls, will need to know how LN moves from staging to production when needed (acct name/credentials distinct)  f. LexisNexis  g. LexisNexis  h. meeting scheduled for 6/24  i. LexisNexis – TBD  j. LexisNexis, ADP – at earliest date – expect dates and names from DT and then will set up the meeting(s)  k. Faith to schedule – scheduled 7/1  l. Deepak – a week from the date of access to the LexisNexis env  m. V.Jay requesting a high level view by this Friday – Faith - DONE  n. Faith – moved to 7/11  o. Faith – scheduled for 6/27  p. Faith / Audrey to schedule – shooting for 6/27  q. Brenda – DONE  r. Faith/Audrey – I/P, shooting for Monday | ASAP - ALL |
| 1. Workflow and languaging tasks:    1. Workflow is complete, but meeting is scheduled for 6/27 to address the specifics around locked user getting a PIC    2. Text that will be allowed in the online SSR flow    3. ADP Privacy Statement, Terms of Conditions of use, why data is being gathered during KBA | a. Clarisse, Cherie, Alan, Brenda, et al  b. Alan, Brenda, Juan, Owen, GSO – done with the exception of the privacy text and error messages which Jyotsna is working on, expected by EOD Thurs or Friday.  c. Brenda, Jyotsna, Alyson – in progress | a. 6/27  b. 6/24  c. 6/20 |
| 1. **V.Jay would like to understand how the registration numbers break down by product**, this is complicated with clients who have multiple products, so will do by BU instead (Brenda). Shane provided numbers on the call for RUN and sent out details in an email subsequently (683K over the past year). V.Jay needs to justify IDology, wants to justify the cost, show the value and that we are seen publicly as having a strong backend process | a.. Brenda, Deepak, Shane – Shane provided metrics on 6/13, expect a report on all registrations this week from Brenda – a report provided to VJay included ALL registrations, Brenda to deliver a version by EOW that is weak registrations only – initial version of this report is concerning, Brenda / Jay to take another pass at this, then VJay to set up a follow up meeting, include Deepak in the follow up meeting | e. 6/24 |
| 1. **Online registration reg code and PII data protection**:  * PIA for noCAPTCHA * Investigate a Plan C just in case Privacy or Legal encounters a road block in the assessment process - Owen and Juan | 1. Owen / Privacy – I/P – expect to be done by Mon. 2. Owen / Juan – complete for now | a. TBD  d. DONE for now |
| 1. Capping the # of tries on the identity page.    1. 6 fails in 24 hours and that SSN is locked out.    2. This needs to be documented and then represented in the standards. | b. Owen to update standards – TBD – likely to be post go live due to length of time required to update std.s |  |
| 1. Integrating non-NetSecure applications into the Identity Proofing solution. Only RUN is being considered. – checkpoint meeting held 6/22,    1. Deepak to confirm routing requirements for the API Proxy to expose the APIs to RUN    2. Deepak to share API design with Shane when available    3. Deepak, Shane, Mike Z, Owen to follow up on admin concerns    4. Shane is requesting info on noCAPTCHA user experience but little is known and research on the net has provided little insight – Shane to communicate this to the business and come back with a decision to go or not with noCAPTCHA, Shane proposed an alternate solution and will present that to the business as well | Shane, ADP, OpenSky – I/P, checkpoint 7/1 | TBD |
| 1. OpenSky Threat Modeling v3 – adding in ADP controls, followed by assessment of strength of those controls and calculating residual risk, then rescoring the full inventory – OpenSky dependent on identified controls from Juan and Owen to build out V3 (changing from ReST to SOAP with the change to LexisNexis – will revisit the threats and bring them current – and work with Juan and Owen on mapping the controls and then scoring holistically) | Mohan, Mike, Juan, Owen – I/P | V2 – 6/8 - DONE  V3 – TBD – shooting to complete by mid-July |
| 1. Business Processes / Procedures:    1. Log inspection process    2. Process for escalation to ADP Fraud and/or incident management - David, Cherie would talk to Carlos’s team to map the IDology solution into the general process, for best way to address anything suspicious. It may involve guidelines on what type of proofing responses may trigger an escalation. We can discuss this in the workshop with the CIRC – Faith.    3. Process established for monitoring proofing statistics: trend report to see activity week over week with daily cadence: successes, failures, abandonments, walk-aways    4. Process for onboarding future users to the Identity Proofing solution(s) | a. David Meyer, Tracy Cafaro – follow up with Josh (Faith)  b. David Meyer, Tracy Cafaro, OpenSky  c. David Meyer, Tracy Cafaro, VJay –informal process in place, formalize later, revisit  d. Tracy Cafaro, TBD – take away, dependent on finalization of solution partner | \*Status requested by email |
| 1. Test sandbox | Deepak, Larry, Lili – In Progress | 6/17 – will be delayed |
| 1. Coding for the API solution | Deepak and team | 6/17 – will be delayed |
| 1. Communication Plan for enterprise level readiness:    1. Produce all materials (internal and external communications / educational artifacts)    2. Finalize all materials, communication schedule(s)    3. Execute the week of 7/5 – will be changing this date, waiting to hear back from Deepak to set the new date!! Sprint starts on 6/29 – add three weeks to be able to provide a demo, looking at July 18th for demo, Jyotsna says add a week for enterprise meeting, expect it to be rescheduled to 7/25    4. Coordinate between 401K and RUN    5. Kim Lerner and Clarisse Colwell requesting a copy of the PPT | a. I/P Jyotsna, Brenda, Helene – pushed to 7/18  b. I/P: Jyotsna, Brenda, Helene – pushed to 7/18  c. Team – to be rescheduled, most likely 7/25  d. Jyotsna, Shane – in progress  e. Brenda | 7/5 |
| 1. Proposal for a user object / attribute based solution for tracking an identity (source of failure or pass, date passed, number of failures, locked, level 1 assurance, etc.) – review with ADP and establish next steps | OpenSky – I/P (to be presented to VJay, Frank, Juan, Owen, et al) | TBD |

| Parking lot items | Person responsible | Deadline |
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| 1. Future design considerations    1. Once a user is validated, can ADP have a simpler way to address that same user in the future w/o having to do the full ID proofing procedures (the idea of a PIN is not favored)    2. Adding the IDology URL to the second desktop image for the India Call Center – adding as a bookmark is a phase two, requires getting packaging team involved    3. If a master switch is implemented for disabling the service, procedures must be written around a req’ment for strong justification, and if done at the client level then the request is that self-service has to be disabled. At this time, the switch only turns off the KBA at the client level.    4. Can we push proofing results straight into a custom attribute with the result AND the trxid from Idology, the attribute should be protected from random reads/writes    5. Capability for multi-lingual access for users (KBA for Canadian residents – No) (IDology can match question responses to language needs of US residents – add a new config for the API for a new language, on the IDology credential window there is a dropdown that will allow choosing the language for the ID Proofing process (submit user credentials in the language config of choice and questions will be translated on the IDology end and sent in the language of choice. ADP could provide a question set in another language if need be to be configured in IDology.) | a. Deepak – not a critical path item, low value, will be addressed later,  c. Deepak on point (not critical path, disabling self-service to be assessed and recommendation developed later on)  d. Frank, Brenda (not critical path, may come in a second release)  g. Brenda / IDology (for Day 1, going with English only) |  |
| 1. Set up the AD User Group (Carlos and Lisa are the super users for adding members to an AD user group) (IDology accts need to be manually generated). | Alex / Carlos / Lisa K. / OpenSky ADP group will be moved to a later phase | TBD |
| 1. Will need to reconsider multiple config files for the future, in particular when adding other Bus Units and for the online reg portal |  |  |
| 1. Site wide automation detection – reconsider F5 screen scraping, and look at other options |  |  |
| 1. Strategic Roadmap actions:    1. Reach out to business partners / senior leadership and request we start capturing emails today    2. Reduce the original estimate of Identity Proofing transactions by 1/3 or 1/2 so that we can reduce the cost of the project and stay with IDology. Can we measure this now and ongoing to show reductions over time. (Current est. is 62 cents / transaction)    3. BU call center discovery initiative (what is being done for caller validation, who is a candidate to migrate to new solution) (interview 70+ bus/product owners)    4. Set up a meeting to discuss ADP KBA solution/roadmap. (Frank, Brenda, V.Jay, Juan, Deepak, OpenSky: include call center verification, developing our own questions, back end data validation, etc.) (Address “cross over contamination” in home grown KBA solution) | a. VJay  b.. VJay, et al  c.. Faith, Gautham, VJay, BU(s) – I/P  d. Scheduled for July 6th 4 p.m. | e. 6/24 |