Penn Community Replacement
Community Readiness – Stakeholders

- Recurring project updates via meetings, newsletters, website

### Senior & Exec Leaders

**Key Topics:**
- Execution-focused discussions of upcoming activities & requested support
- Planning & project timeline summaries
- Policy guidance discussions

**Outreach Method & Frequency:**
- EVP: At least bi-annually
- IAM Advisory Group: 2-4 times/year
- ITR: Monthly or bi-monthly
- ISC Sr. Staff: Monthly or bi-monthly

### University Community

**Key Topics:**
- General project updates
- New features
- Process update announcements

**Outreach Method & Frequency:**
- Emma newsletter: Bi-monthly
- IAM program website: Updated continuously
- Almanac: 1-2 articles near rollout
- EVP newsletter: When major milestones occur
- LSPs to users: As appropriate for specific actions or process changes close to rollout

### Security & IT Audiences

**Key Topics:**
- General project updates
- New or updated policies

**Outreach Method & Frequency:**
- IAM Client Partners’ Group: Monthly
- IAM Policy Working Group: Monthly
- PSEC: Quarterly
- ITSEC: As appropriate; this group also receives info at ITR
- Data Governance Group: As needed
- IT Announce: As needed
- SUG: As needed
- Security SIG, Dev SIG, LSPs: As appropriate for pertinent topics
Targeted project information sessions, partner meetings, preparatory communications that are needed for design and implementation

### Business Process Owners (Identity Source Systems)

**Key Topics:**
- Tools available for automation of manual processes
- New policies for IAM at Penn
- Actions needed for integration

**Outreach Method & Frequency:**
- Ongoing participation underway
- Partner meetings during Design Phase:
  - Workday, Pennant Records, ATLAS, Slate, CollegeNET, UPHS HRIS, Provost Faculty (appointments, recruitment records), web-entered contacts

### Consumers of PCOM Data

**Key Topics:**
- Plan how the new IAM system will serve their applications
- Actions needed for integration

**Outreach Method & Frequency:**
- Ongoing participation underway
- Partner meetings during Design Phase:
  - Schools that retrieve data from PCOM
  - Developers who query PCOM for their apps
  - Owners of cloud apps

### ISC IAM Service Owners

**Key Topics:**
- Identity management services consolidated as Identity Management Service & Access Management Service
- Actions needed

**Outreach Method & Frequency:**
- Partner meetings during Design Phase:
  - Active Directory, Central Authentication & Authorization, Data Warehouse, Penn Community, Penn Directory, PennGroups/Grouper, PennKey, PennO365, Two-Step Verification