

# IAM Infrastructure Operations Team Charter

## IAM Infrastructure Operations Charter - 2013

### Purpose

This is a standing operational team responsible for management of the UWM Active Directory, UWM LDAP Service, UWM RADIUS Service, UWM Digital ID Service and setting strategy for group management for the UWM community.

### Institutional Sponsor

The sponsor for the team will be the IAM Steering Committee.

### Membership

The IAM Infrastructure Team will be composed of selected campus representatives and UITS staff. Membership will be at the invitation of the IAM Infrastructure Team subject to approval by the IAM Steering Committee. Team membership will be reviewed on an annual basis and published on the IAM web site. A member of the team will be designated to facilitate the team and that role will be published on the IAM web site.

### Meetings

- Meetings will be held every 2 weeks.

### Scope: Major Activities

1. Develop, recommend, and facilitate implementation of practices and processes to improve service operation
2. Maintain a current and stable services that align with institutional needs.
3. Communicate among operational areas to ensure awareness of relevant information/activities that might affect multiple areas. Team members are responsible for being aware of various issues and perspectives within their areas, and are also responsible for disseminating information back to their respective areas.
4. Identify processes and practices that could improve the service, e.g. opportunities to leverage commonalities across areas.
5. Develop and facilitate operational practices and processes.

### Out of scope activities

1. The provisioning of the ePantherACCOUNT
2. The business rules associated with establishing the ePantherACCOUNT
3. Issues related to credential assurance for the ePantherACCOUNT
4. Personnel or staffing issues

### Deliverables

1. Stable operation of UWM Active Directory, UWM LDAP Service, UWM RADIUS Service and UWM Digital ID Service
2. Regular reports of team activities to the team sponsor.
3. Operational practices and processes.