

PROJECT DETAILS

Project Name: Mobile Credential Exploration Project
Project Leads:
Project Manager:
Sponsors:
Project Type: Exploration

PROJECT CLASSIFICATION

Project Complexity

- High - Deliverables & requirements have elements that are complex and/or the technology is new to campus
- Medium - Deliverables & requirements, & technology are mostly understood
- Low - Deliverables & requirements & technology are well understood

Project Impact

- High > 1000 users, or significant change, or highly political
- Medium ~ 51-1000 users, or moderate change, or moderate political interest
- Low < 50 users, or minimal change, or minimal political interest

Project Resources

- High > 10 people, or 1000 hours of effort, or Capital funding > \$100,000
- Medium ~ 5-10 people, or 500-999 hours of effort, or Capital funding 25K – 99K
- Low < 5 people, or less than 500 hours of effort, or Capital funding < \$25,000

Project Urgency

- High - Project has aggressive deadlines
- Medium - Project has a flexible completion date
- Low - Project has no required completion date

Governance - If high has been selected for any of the classifications above, either Enterprise or Needs Review should be selected.

- Enterprise - high cost, impact, or resources, strategic shift or complex
- Needs Review - project requires additional review and will be sent to the Operations Team
- Local - low dollars and resources, minimal impact

Governance Next Step:

OneIT Operations team approval to move forward with an exploration project.

Finance and Operations Leadership Team approval to move forward with an exploration project.

WHAT ARE WE DOING?

Information Technology Services in partnership with the Department of Public Safety and the ID Card Office are initiating an exploration project to assess technology solutions that will enable the implementation of a Mobile Credential Card. The virtual card will offer the same functionality and benefits of the physical card and would be stored and accessed via Google Wallet for Android or Apple Wallet for iOS. The mobile credential could potentially enable students, faculty, and staff the ability to:

- Access AMAG restricted doors / spaces across campus by scanning their phone on readers across campus.
- Pay for meals at dining facilities, campus laundry services.
- Access campus recreation and wellness buildings across campus
 - (Fusion software scans card with barcode reader)
- Purchase items at the bookstore (charging)
- Checkout materials the University Libraries – check out materials.
- Sign in at swipe kiosks.
- Potentially athletics events

The project team will engage with counterparts at UIHC to determine how we could engage on outcomes of the exploration project.

The mobile credential service will complement the plastic Iowa One Card. In the short term this will not replace the physical card.

WHY SHOULD WE DO THIS?

This project could lead to the following short-term benefits:

- Increase card holder satisfaction.
 - Expansion of ID card availability to remote populations
 - If integrated with Apple Wallet, credential is also available for Apple Watch providing a touchless experience.
 - Meet/exceed student experience expectations and similar services offered by other Institutes of Higher Education.
 - Credentials are easier to distribute and replace.
- Increase security and safety on campus.
 - Potential for devices to continue to be used for physical access even with minimal battery power.
 - Ability to provide credentials to first responders, eliminate master cards in all buildings.
- Reduced costs and increased operational efficiencies.
 - Mobile credentials offer more flexibility than traditional card-based systems and require less overhead to maintain.

This project could lead to the following long-term benefits:

- Reduced costs and increased operational efficiencies.
 - Lower the demand for and potentially decrease the physical cards that need to be ordered over time

- Reduction in costs associated with card production – labor, materials, hardware.
- Supply chain problems do not have a severe impact on credential production thus campus services continue operations with little to no impact.
- Environmental sustainability
 - Over time the reduction in waste associated with the production and disposal of ID cards.

HOW WILL IT BE DONE?

The effort will be divided into two projects. The first project will be an exploration of available technologies, outlining and documenting user and technical requirement and a recommendation. The second project would look at moving forward with and implementing the recommendations outlined during the first project.

Milestones for Project 1

- Finalize business case (Early June 2023)
- Finance and Operations leadership team approval (6/13/2023)
 - On 6/13/23 Finance and Operations leadership reviewed the business case and expressed support for exploring credentialing technologies.
- OneIT Operations team approval (Approved 6/22/2023)
- Official project team kickoff (Mid July 2023)
- Agree on project scope (July 2023 – November 2023)
 - Document user and technical requirements
 - Decide if users are allowed to carry multiple active credentials – both mobile and physical ID
 - Conduct a market analysis and assess the feasibility of solutions.
 - Document estimated costs for potential solutions.
 - Document possible cost mitigation resources (Student Fees\AMAG Fees)
- Develop a recommendation on direction and technology to implement (End of December 2023)
- Decision on whether to initiate a second project to proceed with recommendation (End of December 2023)

ESTIMATED TIMELINE

The desired target completion of Project 1 (Exploration) and Project 2 (Implementation) by the beginning of the Fall 2024 semester (Mid-August 2024).

- Project 1 - High level technology review and recommendation by end of calendar year 2023
- Project 2 – Implementation of recommendation (TBD)

WHAT WILL THIS COST?

The goal of the exploration project is to determine potential technology solutions which will allow the team to outline estimated costs as part of the recommendation delivered at the end of the exploration project.

	Exploration Project
Labor	\$11,875- \$16,625

**ITS Labor=\$95/hour*

Estimated ITS Labor Hours

Team	Project 1 Labor Estimate	Notes
ITS IAM	75 - 100	(~25 hours of weekly meetings June – Dec + ~50 side work between meetings)
ITS PMO	50 - 75	(~25 hours of weekly meetings June – Dec + ~25 side work between meetings)

*Security Engineering Services and ID Card Office staff will also be contributing labor to this effort which is not reflected in this business case.