Project Charter – Personal Digital Certificate Deployment to UWSA Employees

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Digital Certificate Deployment to UWSA staff</th>
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<tbody>
<tr>
<td>Project Manager</td>
<td>Nicholas Davis</td>
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<tr>
<td>Sponsor</td>
<td>Sasi Pillay</td>
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<tr>
<td>Organization</td>
<td>UWSA OIS/OLIT</td>
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<tr>
<td>Customer</td>
<td>Tom Tenley &amp; David Alarie</td>
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<td>Organization</td>
<td>OLIT</td>
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<td>Document Version and Date</td>
<td>2.0 April 22, 2015</td>
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**Project Scope**

**Business Need**

University of Wisconsin System Administration employees have a need to securely send, receive and store highly sensitive, confidential and proprietary information, via email. This need compels UWSA to implement the use of personal digital certificates, known as UW Digital IDs, to enable the S/MIME secure email functionality of desktop email client software, which will allow UWSA employees to encrypt and digitally sign email and attached electronic documents.

**Project Goals**

1. Education of OLIT and OIS employees on the use of secure email, the implementation and use of digital certificates
2. Proof of Concept deployment to UWSA senior IT leadership, members of OLIT and OIS
3. Education of OLIT and OIS employees on the use of secure email, the implementation and use of digital certificates
4. Deployment of digital certificates to all UWSA employees
5. Implementation of digital certificates for encryption and digital signing of email and attached documents.

**Product Description**

UW Digital ID is a UW-System branded version of PKI, which is a system used to digitally encrypt information to prove its authenticity. Applications can use PKI to attach digital signatures to documents, emails, etc. to prove their authenticity and place of origin. This system allows for secure and safe transfer of sensitive materials like student records, medical records, etc.

Both Windows and Macintosh computers can use UW Digital IDs. The following email clients are supported:

- Outlook (Windows)
- Thunderbird (Windows and Mac)
- Mail.app (Mac)

UW Digital IDs can also be used with:

- Adobe PDF documents (Windows and Mac)
- Microsoft Office (Windows Only).

Support Conditions - The DoIT Help Desk provides support for UW Digital ID users who meet the following conditions:

- User has a valid UW photo ID.
- User has been approved for a digital ID.
- Availability

UW Digital ID is available to all faculty and staff with a valid NetID

Note: The UW Digital ID service does not support the encryption, decryption or digital signing of email through the Outlook web client. In order to leverage a UW Digital ID, end users must use a dedicated mail client software application, such as Outlook or Mail.app. Windows, Apple and Android tablets and mobile devices all support the use of a UW Digital ID through dedicated mail software application.

**In Scope/Out of Scope**

In Scope:

1. Education of employees, relating to the need for secure email
2. Education of employees, relating to how to use their assigned digital certificate
3. Acquisition, deployment and administration of digital certificates for
employee use

4. Basic technical support relating to the use of personal digital certificates, for the purposes of encrypting email communications, including attached documents, and digitally signing documents

Out of Scope:

1. Enhanced (Level II) technical support, for resolution of digital certificate problems which are not directly related to the UWSA IT environment. Such support will be provided by the DoIT Help Desk
2. Key renewal, key escrow and key recovery will be managed by the UW Digital service owner, located within the UW-Madison Division of Information Technology

Critical Success Factors

1. Availability of digital certificates for UWSA use
2. Management commitment to digital certificate deployment
3. Employee availability for education and deployment of the service
4. Availability of staff time to manage project and deploy digital certificates.

Project Assumptions

1. End users will use a full desktop email client when sending and receiving encrypted email
2. Digital certificates will be willingly adopted for usage in the communication of information in a secure manner.

Project Constraints

1. Digital certificates will need to be made available through the UW-System common service, operated by UW-Madison
2. Digital certificates will only function on Windows, Macintosh and Linux desktop computers or compatible smartphones
3. This project does not address the sending or receiving of secure email through a web enabled email client.

Project Deliverables

1. A web based awareness campaign, which provides background information to UWSA staff.
2. In person education and training sessions for UWSA staff
3. Assistance with download and installation of digital certificates, if necessary, on a case by case basis.
4. Ongoing support as needed

Requirements

1. The ability to approve digital certificate requests (have an administrator who can act as a Local Registration Authority)
2. Availability of digital certificates from the UW Digital ID system
3. Access to end user machines, in case technical support assistance is needed

High-Level Milestones and Timeline

1. Gain approval of from CIO and UWSA IT management
2. Develop web awareness materials
3. Select group of UWSA employees as a pilot group
4. Meet with pilot group for informational and educational session
5. Deploy certificates to UWSA IT pilot group
6. Receive email feedback from UWSA IT pilot group
7. Make deployment method adjustments, based on feedback
8. Develop full scale deployment group rollout timeline across all UWSA employees
9. Deploy certificates to USWA staff, group by group until all groups have digital certificates enabled for the exchange of secure email
10. Create and deliver a project results summary to CIO and UWSA IT management

High-Level Roles

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<tr>
<th>Role</th>
<th>Project Responsibility</th>
<th>Skills Required</th>
<th>FTE FY yy-yy</th>
<th>Recommended Source</th>
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<td>Drive the management</td>
<td>The ability to drive the</td>
<td></td>
<td>Sasi Pillay</td>
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Communications Strategy
Awareness, education and training will be provided by three means:
1. Web based information, background, current status of project and FAQ knowledgebase
2. Email will be used to communicate deployment dates, needs and downloads with employees
3. In person meetings/education sessions will be conducted with employees to teach them about the benefits of encrypted email and digitally signed documents, and what they will asked to do, to complete the download and installation of their personal digital certificates.

Issue Management Strategy
The purpose of issue management is to minimize the impact of unplanned for events during the personal digital certificate project execution, to ensure that issues that cannot be resolved by the project team are escalated appropriately. All technical support issues will be managed by OIS support staff and the project lead. If an insurmountable technical issue should arise, it will be escalated to the CIO for further evaluation.

Change Management Strategy
A stoplight report will be issued to UWSA IS managers and the UWSA CIO, on Friday of every week. The report will indicate current project status as well as proposed alterations to the deployment plan.
Project Charter Approval Signatures

Project Manager

___________________________________________________________                            ______April. 21, 2015
(Signature)       (Date)
Name: Nicholas Davis
Position: Chief Information Security Officer
Organization: UW System Administration

Project Sponsor

___________________________________________________________                            ______April 21, 2015
(Signature)       (Date)
Name: Tom Tenley
Position: OIS Manager
Organization: UW System Administration

Project Customer

___________________________________________________________                            ______April 21, 2015
(Signature)       (Date)
Name: David Alarie
Position: Chief Technology Officer
Organization: UW System Administration

Project Customer

___________________________________________________________                            
(Signature)       
Name
Position
Organization