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**TECHEX**25  
DECEMBER 8-12 | DENVER CO



UNIVERSITY  
*of* VIRGINIA

Information Technology Services

# Groupier Attestation in Action

UVA's Transition from MyGroups to Groupier

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VIRGINIA  
IS FOR  
  
GROUPERS

# Agenda



- History Lesson: Group Management at UVA
- Scope of the Legacy Group Data Problem
- Grouper Attestation
- Attestation in Practice
- Lessons Learned
- Future Work



# **Group Management at the University of Virginia**

# MyGroups

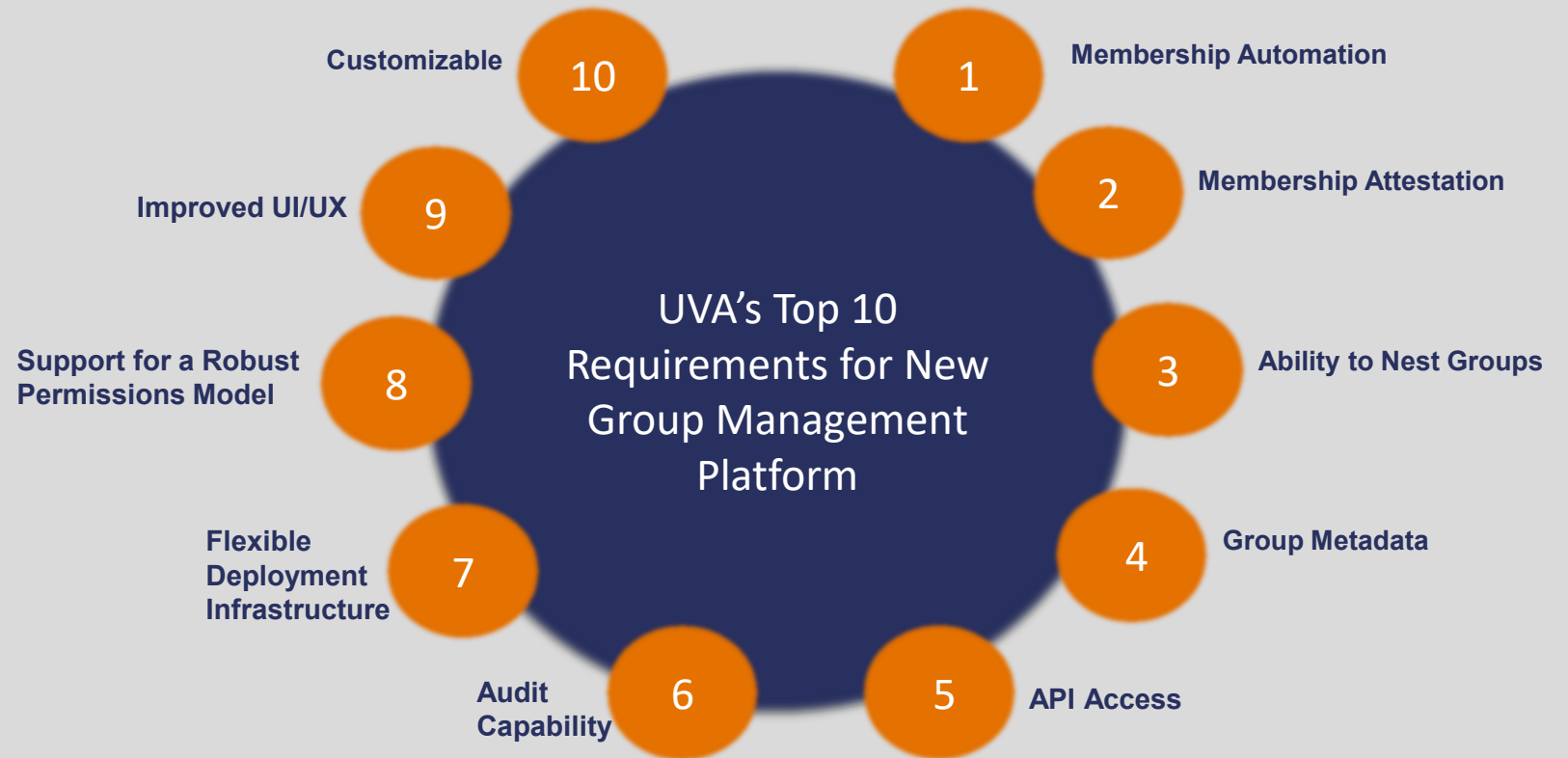
- Launched in 2006 to provide grouping functionality
  - 100% custom, internally developed code.
  - Maintained by Enterprise Infrastructure (EI) team.
  - Effectively just a simple frontend for LDAP.
  - Ability to write groups to AD added later.
  - All groups created in AD as mail-enabled.
  - All groups provisioned with Sympa list.
- “Facelift” in mid-2022 to current user interface.
  - Refractor cleaned up the codebase.
  - New UI was well-received.
  - Quickly realized we would have too much work to deliver the solution that users needed.

The screenshot shows the 'MyGroups Management' interface. At the top, there is a dark blue header with the University of Virginia logo and the text 'MyGroups Management'. Below the header, there are three navigation links: 'CREATE GROUP', 'MANAGE GROUPS', and 'LOG OUT'. The main content area is titled 'MANAGE GROUPS' in orange. Below the title, there is a search filter box containing '(21 groups)' and a 'Clear' button. The main part of the interface is a table with two columns: 'Name' and 'Roles'. The table lists various groups and their associated roles.

Name ↓	Roles ↑↓
<a href="#">eateam</a>	Member
<a href="#">iam_core</a>	Member
<a href="#">iam_etc</a>	Member
<a href="#">iam-automation</a>	Admin, Member, Moderator
<a href="#">iam-dev-admins</a>	Admin, Member
<a href="#">iam-harbor-developer</a>	Admin
<a href="#">iam-harbor-maintainer</a>	Admin
<a href="#">iam-harbor-projadmin</a>	Admin, Member
<a href="#">iam-refactor-test</a>	Admin, Member
<a href="#">identity</a>	Member
<a href="#">its-all-access</a>	Member
<a href="#">lsp_program</a>	Member
<a href="#">sn_its-l2-helpdeskusers</a>	Member
<a href="#">splunkcloudiamusers</a>	Member
<a href="#">stacs_iam_dingo_group</a>	Member
<a href="#">stacs-jira-iam-agents</a>	Admin, Member
<a href="#">stacs-jira-iam-padmins</a>	Member
<a href="#">stacs-jira-itsen</a>	Member

# MyGroups Replacement Project – “Group Management”

- Kicked off in January 2022.
- *What* can replace MyGroups?
  - There just aren’t a lot of things out there that do grouping well.
  - Grouper was a clear winner.
- A multi-phase project launched in Oct. 2022 to replace MyGroups with Grouper.

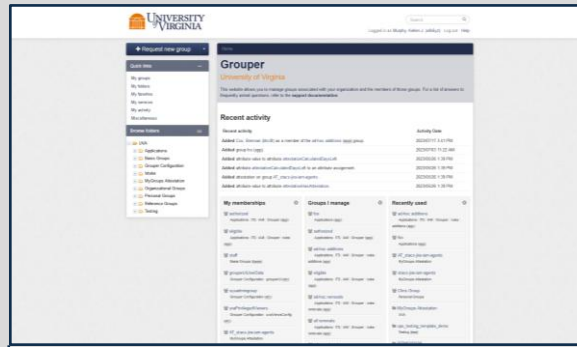


*“There’s nothing else out there that does what Grouper can do.”*

– Anonymous InCommon Collaborative Success Program Cohort Member\*\*

\*\* Actually, this has just been said so often I have no idea who to attribute it to... but I think I first heard during CSP.

# Project Timeline



## Project Kickoff (Oct. 2022)

Engaged with the InCommon Collaborative Success Program (CSP) as well as Unicon for initial analysis/recommendations.

## Grouper MVP Launch (Nov. 2023)

New groups created in Grouper. MyGroups site still available for managing “Legacy MyGroups”

## Attestation Kick-off (May 2025)

Represents a major step forward in our legacy technical debt cleanup efforts.

## MyGroups Analysis (Mar. 2023)

Worked with a contractor to attempt to analyze existing groups and communicate with owners of the groups.

## MyGroups Cutover (Sep 2024)

All “Legacy MyGroups” imported into Grouper and old tooling decommissioned. Data inconsistencies led to many “nonprovisioned” MyGroups.



You are here!



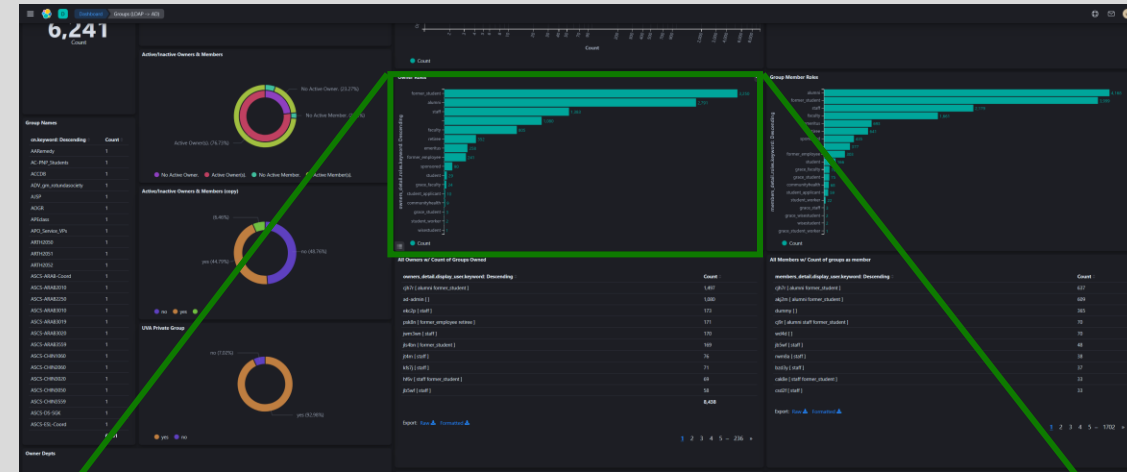
# Scope of the Legacy Group Data Problem

# Problems with Legacy MyGroups

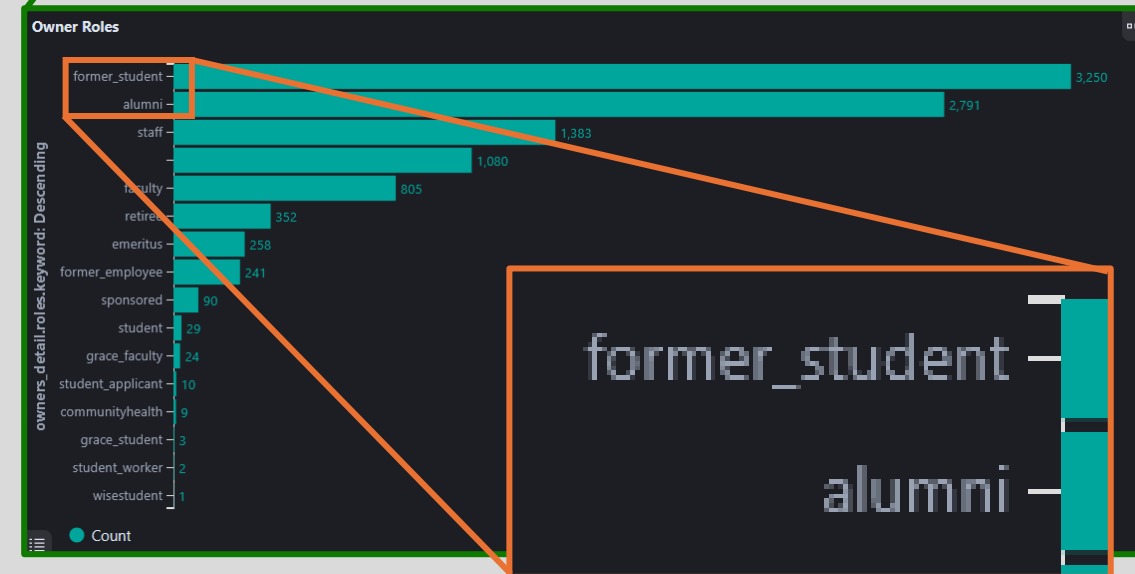
- MyGroups were provisioned to Active Directory and Private LDAP (UVA's main directory).
- **But...**
  - Some users had their MyGroups provisioning to **custom OUs** in Active Directory...
  - Some users were managing those AD groups **manually** in ADUC instead of the MyGroups tooling...
  - Some users were adding members to those groups that were **not subjects in Grouper**...
  - Some groups just weren't being managed...
    - "Last modified" by an AD administrator account that was deactivated in 2018.
    - No members in the group had active roles at UVA
    - No owners of the group had active roles at UVA
- And critically...
  - No way to tell what uses a group.
  - No record keeping about who should rightfully be maintaining a group.

# Group Data Analysis

- Massive import of all group data into Elasticsearch
  - Groups as they exist in both AD and LDAP!
- Massive import of subject data from our central identity repository (Fischer IAM system)
- Cross correlation of group data + role data for members.
- Batch import script written in Python to “refresh” the data.
  - Read data from AD, LDAP, Fischer IAM
  - Package up JSON → MongoDB
  - Elasticsearch indexes for rapid searching.
  - Data analysis and visualization with Kibana dashboard.



Kibana Dashboard – Pre-launch Analysis



Zoom in graph showing that most nonprovisioned groups were owned by former students and alumni.

# Group Data Analysis (Con't.)

- Kibana allowed exploring raw data behind the groups quickly.



## Question

I can't see this MyGroup in Grouper, why?



## Answer

Because the members between the groups didn't match... there were two additional users in LDAP as compared with AD, here are their computing IDs.

Please let us know who is supposed to be in the group and we'll enable provisioning with the correct population.

AD_uSNChanged	601243
AD_uSNCreated	600138
AD_whenChanged	2023-06-27 09:39:44.000
AD_whenCreated	2007-07-13 15:53:59.000
MATCH_GID	true
MATCH_TYPE	SYMMETRIC
MEMBER_COMPARE	MEMBERS_MISMATCH
MISMATCH_USERS	LDAP: dc9e j1c7f
_id	WMB035IB27ISNL_VU137

This is great for proactive users noticing an issue with groups... but the real problem is the MANY users that won't notice... or don't exist to notice...

How do we address that population?



**+ New Request**

**Quick links**

- My Grouper Groups
- My Folders
- My Favorites
- My Activity
- Attestation
- Miscellaneous

**Browse Folders/Groups**

- UVA
  - Deprovisioned
  - Groups
  - Legacy MyGroups
  - Legacy MyGroups for Architecture
  - Legacy MyGroups for Biomedical Engineering (BME)
  - Legacy MyGroups for ImageNow
  - Legacy MyGroups for Ivy
  - Legacy MyGroups for SOM Flow Core
  - Legacy MyGroups for ServiceNow
  - Nonprovisioned MyGroups

Home

## Welcome to Grouper!

University of Virginia

Grouper is the official group management platform for UVA. Learn more about the **Grouper service** on ITS Web. Please bookmark this dashboard for accessing, managing and updating your groups. You can learn how to use Grouper on the ITS Web.

If you were redirected from MyGroups to this page, please watch **this short video** for instructions on managing your MyGroup within Grouper.

### Recent activity

- Edited folder Unknown.
- Added config entry: grouper.text.en.us...
- Deleted config entry: subject.properties...
- Deleted config entry: subject.properties...
- Deleted config entry: subject.properties...
- Deleted config entry: subject.properties...

**My favorites**

- sysadmingroup Configuration
- templateUsers Configuration
- Automated

**Grouper Groups: 2711**  
(all created since 11/2023)

**MyGroups: 7640**

**“Other” OUs in AD: 1205**

**Non-provisioned: 1780**

**Recently used**

- SOMAffSponsors-owners  
Legacy MyGroups for ServiceNow : SOMAffSponsors
- SOMAffSponsors  
Legacy MyGroups for ServiceNow : SOMAffSponsors
- Ib-video-ill-owners  
Legacy MyGroups : Ib-video-ill
- SOMAffSponsors  
Legacy MyGroups for ServiceNow
- Ib-video-ill  
Legacy MyGroups
- uvaGroupAttestationMetadata  
Configuration : attribute : attestation
- RC  
Configuration : attribute

*For your consideration...*

The number of non-provisioned groups here is *significantly* lower than the number presented last year, because of our attestation-based clean up efforts.

How many groups do you think we were able to delete with our attestation efforts?



# Grouper Attestation

# Grouper Native Attestation Capability

Attention: this group's memberships need to be attested now.

Mark group as reviewed

- When attestation is required, a box shows on the group prompting the user to mark the group as reviewed.
- Attestation daemon sends emails to subjects with READ & UPDATE privileges on the group that the membership needs reviewed.
- Marking group as reviewed sets attributes on the group.
- The owners are contacted again after some time has passed (default 180 days) to attest once more... and so on and so forth... forever.

# Concerns We Had...

- Some users have a LARGE number of groups to which attestation is needed.
- Lots of long links in email.
- Couldn't get HTML messages to work.
- Critically: we **wanted to collect additional information about these old groups.**
  - But engineering team overloaded already – how to we achieve our aims in the *quickest, simplest* way?

From <noreply@virginia.edu>  
To <dnh8f@virginia.edu>  
Subject **You have 1 groups and/or folders that require attestation**  
Date Thu, 13 Nov 2025, 1:00 am (816 B)  
Tags Add tags...

Text Headers Raw Link Check

You need to attest the following groups and/or folders. Review each group/folder and click the button to mark it as reviewed.

1. Groups:Personal:dnh8f:dnh8f-test-for-attestation  
<https://groups-dev.identity.virginia.edu/ui/grouperUi/app/UiV2Main.index?operation=UiV2Group.viewGroup&groupId=dd1f426dcc1c47349a631e1c53a3e53c>

# Our Attestation Process

- **Don't** tackle all things all at once... work the attestation in phases to limit influx of questions, allow us to tune the experience.
- **Don't** automate the emails.
  - Create a nice template, operations team email users as appropriate.
  - PRO: Users get fewer emails, can CC co-owners of groups.
  - CON: It's a manual process...
- Leverage the Attestation Overall page from the UI... users just see a single link to a big list of groups they need to attest.

UVAGrouper Communications <UVAGrouper@virginia.edu>  
To: Koch, Andrew David (adk3k); Idzior, Michael Thomas (mti9g) Tue 10/7/2025 2:17 PM

You replied on Wed 10/15/2025 4:30 PM [View conversation](#)

Dear [REDACTED]:

We are reaching out today because you are both owners of the below group which isn't actively controlled by [Grouper](#), the official group management platform at UVA. Groups managed by Grouper are used to control permissions for share drives, shared e-mail inboxes, and Sympa distribution lists, among other things.

Group Name: [REDACTED]	Owners: [REDACTED]	Created: 04/22/2012	Description: None
------------------------	--------------------	---------------------	-------------------

Could **one of you** please complete the steps outlined below by **Friday, October 17<sup>th</sup>** to confirm this group is still needed, and the information is correct? After one owner completes a review, **the group will disappear from view**. We'll send you all a confirmation e-mail when the group is visible again/ready to be managed in Grouper.

**If the group(s) aren't attested by October 17<sup>th</sup>, they will be archived and deleted.**

How to review your group(s):

1. Click this link: [Group Attestation](#) (must be on Grounds or connected to VPN)
2. Click the group name
3. If the group is still in use:
  - a. Review/adjust the membership as necessary (refer to [Video: Add and Remove Group Members](#) for assistance)
  - b. Click "Active (Keep)"
  - c. Complete the form by entering the following information:
    - i. Accurate group description
    - ii. Primary and additional owners
    - iii. Department responsible for the group (in case owners become inactive)
  - d. The Grouper team will provision your group so you'll be able to control it from Grouper. This can take up to 2 business days.
4. If the group is no longer in use:
  - a. Click "Inactive (Delete)"
  - b. Acknowledge your selection.
  - c. The Grouper team will archive the group data and delete (deprovision) your group. This can take up to 2 business days.

Home > Miscellaneous > Attestation

## Groups that need attestation

Review/update these groups by clicking the links below.

Group	Attestation status
Groups : Personal : dnh8f : dnh8f-test-for-attestation	Overdue
Nonprovisioned MyGroups (Attestation Due June 6) : test-group-44b25daa : test-group-44b25daa	Overdue

# Our Attestation Process (Con't.)

- For nonprovisioned MyGroups there are two main options: **KEEP** or **DELETE**
  - **Modify JSP Template** → **Present those two options!**
- Each option invokes GSH templates which present opportunity to collect whatever info we need... final action of GSH template is to **set the same attestation attributes** that the default button sets.

Home > UVA > Nonprovisioned MyGroups (Attestation Due June 6) > test-group-44b25daa > test-group-44b25daa

## test-group-44b25daa

+ Add members

Group actions ▾

Show details ▾

Members

Privileges

More ▾

The following table lists all entities which are members of this group.

**ATTESTATION - This group's status needs to be confirmed:**

Active (Keep)

Inactive (Delete)

# I want to **DELETE** this group...

Home > UVA > Nonprovisioned MyGroups (Attestation Due June 6) > test-group-44b25daa > test-group-44b25daa

## test-group-44b25daa

[+ Add members](#)

[Group actions](#) ▾

[Show details](#) ▾

- [Members](#)
- [Privileges](#)
- [More](#) ▾

### Attestation: Request Group Deprovisioning

You have selected the deprovisioning (delete) option for attestation of this group.

Are you sure that you want to deprovision this group?

This group will be flagged for deletion from Private LDAP and EServices Active Directory by the Identity Services team. NOTE: You will NOT be able to restore this group.

[Submit](#) [Cancel](#)

Home > p-44b25daa > test-group-44b25daa

I want to **KEEP** this group...

test-group-44b25daa

+ Add members

Group actions ▾

Show details ▾

Members

Privileges

More ▾

### Attestation: Request Group Provisioning

You have selected the provisioning option for attestation of this group.

Description

\*

Please provide a meaningful description of this group (max 1024 characters). Please be as descriptive as possible!

Primary Owner Computing ID

\*

Computing ID of the primary owner of this group.

Secondary Owner Computing ID

\*

Computing ID of the co-owner of this group.

Responsible Department

\*

UVA policy requires that every group has an associated responsible department. Please provide a department name in this field. (e.g IT-DCIO Identity Services)

Submit

Cancel

# What happens after attestation?

- We do **NOT** take any automated action *at this time...* why?
  - *Lack of Time* – many competing priorities, not enough engineering hours. We *could* do this but it would add complexity.
  - *Lack of Necessity* – did we need to put this effort in for a bunch of really old groups?
  - *Failsafe* – we’d have a chance to look at things before they got deleted.
    - “Hey! This group `active_directory_global_administrators` looks like it might break something if it’s deleted?”
  - *Data Verification* – if a user fills in a description of “blah blah” we have an opportunity to engage the user about what that group is actually for, and whether that’s appropriate.
- Instead, set relevant attributes, generate a report that’s emailed to the operations team to take actions on behalf of the user.
  - Actions logged in Jira.
  - Deletes get back-ups of AD and LDAP manifestations of groups for restoration.

# Custom Attestation Attributes

- toDelete
- toProvision
  - certifiedBy
  - certifiedTime
  - groupDescription
  - primaryOwner
  - secondaryOwner
  - deptOwner

The screenshot shows a web interface for configuring 'uvaGroupAttestationMetadata'. The breadcrumb trail is 'Home > UVA > Configuration > attribute > attestation > uvaGroupAttestationMetadata'. The page title is 'uvaGroupAttestationMetadata' with a folder icon. Below the title is a 'Show details' dropdown menu. There are three tabs: 'Folder contents' (selected), 'Privileges', and 'More'. A search bar labeled 'Filter for:' contains the placeholder text 'Folder, group, or attribute name', with 'Apply filter' and 'Reset' buttons. Below the search bar is a table with a 'Name' column header. The table contains the following entries: 'Up one folder', 'def', 'certifiedBy', 'certifiedTime', 'deptOwner', 'groupDescription', 'primaryOwner', 'secondaryOwner', 'toDelete', and 'toProvision'. At the bottom of the table, there is a 'Show:' dropdown menu set to '50'.

# Grouper Reporting

- Each tranche of groups to be attested placed within a separate stem (clean-up only).
- **toProvision** and **toDelete** decide what action to take.
- Additional attributes for **toProvision** groups are used to set our standard group metadata
- Last sanity check – **certifiedBy** should be a group owner.

Home > UVA > Nonprovisioned MyGroups (Attestation Due October 17)

## Nonprovisioned MyGroups (Attestation Due October 17)

This folder contains non-provisioned groups for Phase #3 of the Grouper Pilot Attestation (2025).

Show details ▾

Folder contents | Privileges | More ▾

Report on folder Report actions ▾

SQL reports that generate a CSV spreadsheets can be configured on this object. The system admin can add reports.

Report Name	Enabled	Last run time	Status	Report size	Cron schedule	Actions
attestationPilot_toProvision	Yes	2025/11/20 12:51:00	SUCCESS	995 bytes	0 51 12 * * ? At 12:51 pm	Actions ▾
attestationPilot_toDelete	Yes	2025/11/20 12:53:00	SUCCESS	72 bytes	0 53 12 * * ? At 12:53 pm	Actions ▾

© 2025 by The Rector and Visitors of The University Of Virginia - Service Status

# Phased Approach

Future state...

Phase #1	Phase #2	Phase #3	Phase #4	Phase #5
<p>Pilot</p> <p>May 2025</p> <p>1 set of 82 groups</p> <p>Owned by “friendlies”... UVA ITS users.</p>	<p>Single-owner</p> <p>July – Sept. 2025</p> <p>4 sets of ~300 groups</p> <p>Majority of our groups were in this phase...</p>	<p>Multi-owner</p> <p>October 2025</p> <p>1 set of 289 groups</p> <p>Surprised we had so few in this phase...</p>	<p>Q2 2026</p> <p>Rolling Attestation of all Legacy MyGroups</p>	<p>Q3 2026</p> <p>Rolling Attestation of all native Grouper Groups</p>

# Some Considerations

- Users needed permissions to update the attributes, but didn't want them "poking" things in the UI, so we removed those links from the actions menu and hid "etc" in the sidebar.
  - Security through obscurity, but...
    - No actions would be taken without manual validation.
    - Permissions only granted for specific attributes.
  - Consideration – how to avoid this entirely in future iterations?
- Limited GSH templates to execution on specific folder containing attestation cohort for that phase.
  - Consideration – how do we restructure our templates to be more generic?

Phase #1 - #3 goal was a **quick** and **simple** certification of what junk groups we could safely delete, and to gather proper governance data for what groups we needed to start provisioning.

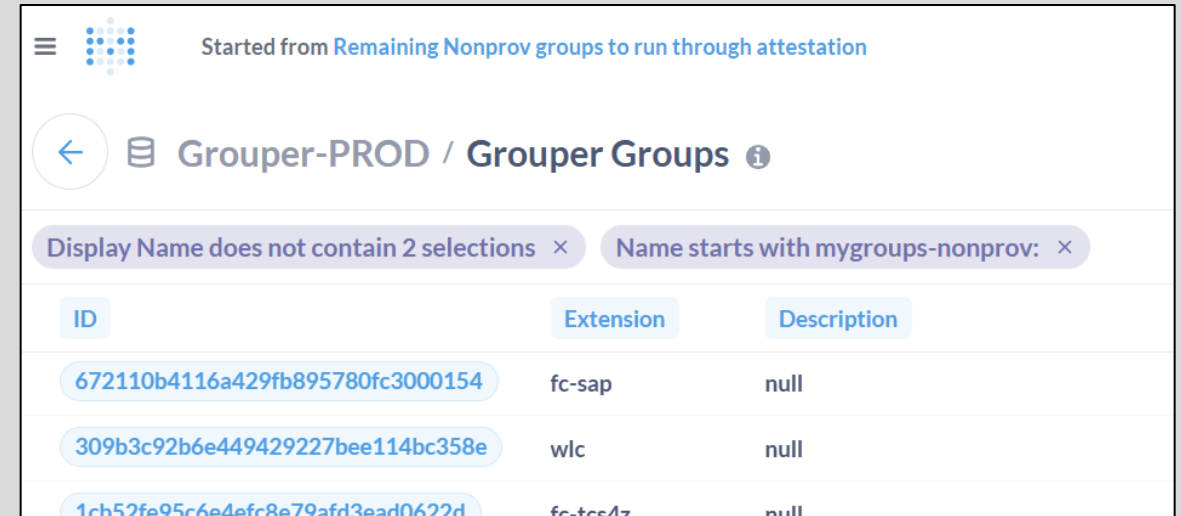
Phase #4 and #5 – **long term implementation** of existing process...



# Attestation in Action

# Administrative Steps to Make it Happen - Before

- Use Metabase to determine remaining groups in Nonprovisioned folder.
  - Based dashboard data/reports off “Grouper Groups” table.
- Cross-reference those groups with directories.
  - Active Directory: Owner names & departments
  - CoreView: Shared Mailbox connections
- Manually select groups for attestation phase.
  - By department.
- Engineering load .csv of selected groups/owners into “Attestation” folder via gshell template
  - Limit attestors

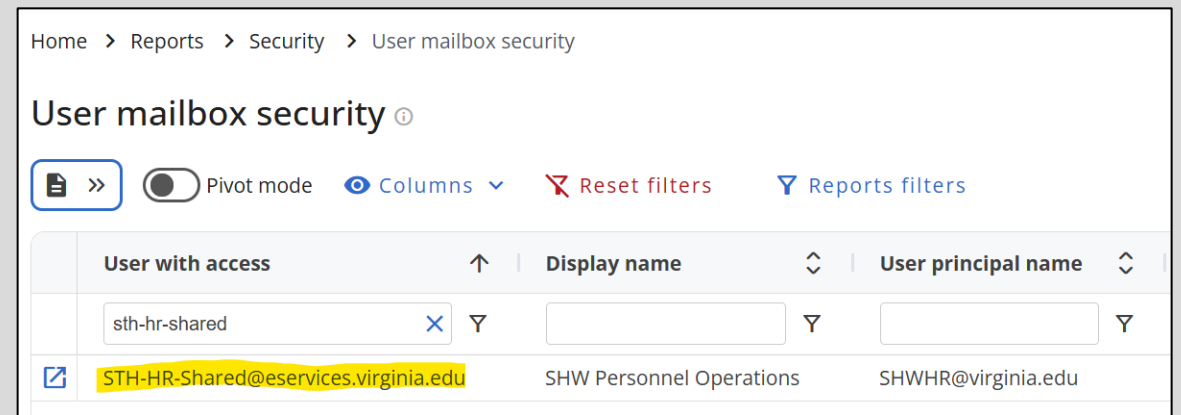


Started from Remaining Nonprov groups to run through attestation

Grouper-PROD / Grouper Groups

Display Name does not contain 2 selections × Name starts with mygroups-nonprov: ×

ID	Extension	Description
672110b4116a429fb895780fc3000154	fc-sap	null
309b3c92b6e449429227bee114bc358e	wlc	null
1cb52fe95c6e4efc8e79afd3ead0622d	fc-tcs4z	null



Home > Reports > Security > User mailbox security

User mailbox security

Columns Columns Reset filters Reports filters

User with access	Display name	User principal name
sth-hr-shared		
STH-HR-Shared@eservices.virginia.edu	SHW Personnel Operations	SHWHR@virginia.edu

# Administrative Steps to Make it Happen - During

- Manually send e-mails to owners
  - Group details – name, ownership list, create date, description, shared mailbox connection (if any)
  - Step-by-step instructions
  - 2-week deadline
- Review daily reports
  - Manually delete
    - Save LDIFs, document in Jira, delete group via custom gsh template
    - Notify owner(s).
  - Manually provision
    - OU=MyGroups: Use custom gsh template to provision
    - Elsewhere: Get AD moved there, use Provision template, manually adjust custom attributes
    - Notify owners.
- Send mid-attestation reminders
  - Boost in responses after each reminder.

Group Name: UVAHR_Orientation	Owners: [REDACTED]	Created: 09/12/2018	Description: newhireorientation	This group manages permissions for this shared mailbox: <a href="mailto:newhireorientation@virginia.edu">newhireorientation@virginia.edu</a>
----------------------------------	-----------------------	---------------------	------------------------------------	--

Dear [redacted], [redacted], and [redacted]:

We are reaching out today because you are all owners of the below group which isn't actively controlled by [Grouper](#), the official group management platform at UVA. Groups managed by Grouper are used to control permissions for share drives, shared e-mail inboxes, and Sympa distribution lists, among other things.

Group Name: UVAHR_Orientation	Owners: [redacted]   [redacted]   [redacted]	Created: 09/12/2018	Description: newhireorientation	This group manages permissions for this shared mailbox: <a href="mailto:newhireorientation@virginia.edu">newhireorientation@virginia.edu</a>
----------------------------------	---	---------------------	------------------------------------	---

Could **one of you** please complete the steps outlined below by **Friday, October 17<sup>th</sup>** to confirm this group is still needed, and the information is correct? After one owner completes a review, **the group will disappear from view**. We'll send you all a confirmation e-mail when the group is visible again/ready to be managed in Grouper.

**If the group(s) aren't attested by October 17<sup>th</sup>, they will be archived and deleted.**

How to review your group(s):

1. Click this link: [Group Attestation](#) (must be on Grounds or connected to VPN)
2. Click the group name
3. If the group is still in use:
  - a. Review/adjust the membership as necessary (refer to [Video: Add and Remove Group Members](#) for assistance)
  - b. Click "Active (Keep)"
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    - ii. Primary and additional owners
    - iii. Department responsible for the group (in case owners become inactive)
  - d. The Grouper team will provision your group so you'll be able to control it from Grouper. This can take up to 2 business days.
4. If the group is no longer in use:
  - a. Click "Inactive (Delete)"
  - b. Acknowledge your selection.
  - c. The Grouper team will archive the group data and delete (deprovision) your group. This can take up to 2 business days.

**What if none of us take any action?**

If none of the owners click the link and attest that the group is still in use, the group will be archived and deleted (deprovisioned).

If you have any comments, questions, or concerns, please contact [UVAGrouper@virginia.edu](mailto:UVAGrouper@virginia.edu).

*“I love deadlines. I love the whooshing sound they make as they fly by.”*

– Douglas Adams, *The Salmon of Doubt: Hitchhiking the Galaxy One Last Time*

# Administrative Steps to Make it Happen - After

**After two weeks:**

## Turn Off Attestation Access

- Engineering runs gshell script which removes permissions from the Attestation folder

## Notification

- Send “past deadline” e-mails to owners.

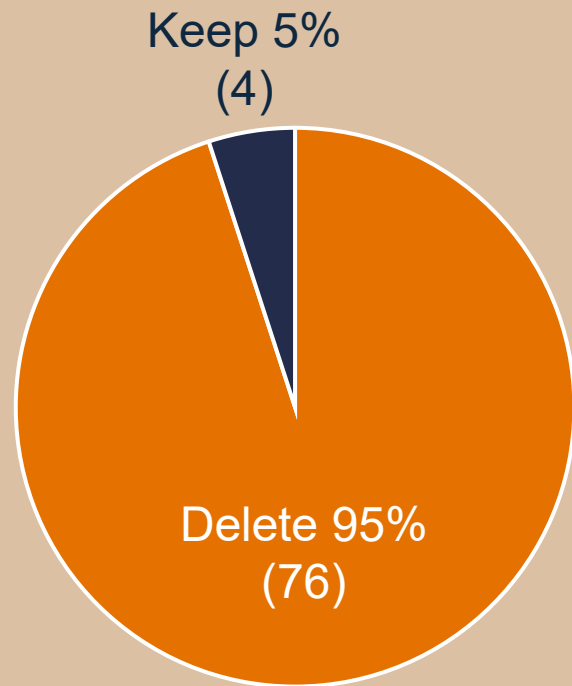
## Deletion

- Save LDIFs, document, delete.

# Keep/Delete Rates

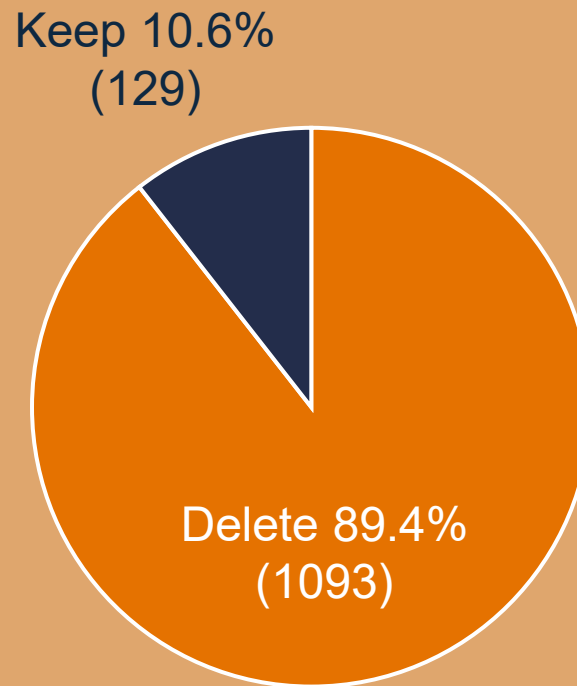
## Phase #1

Pilot



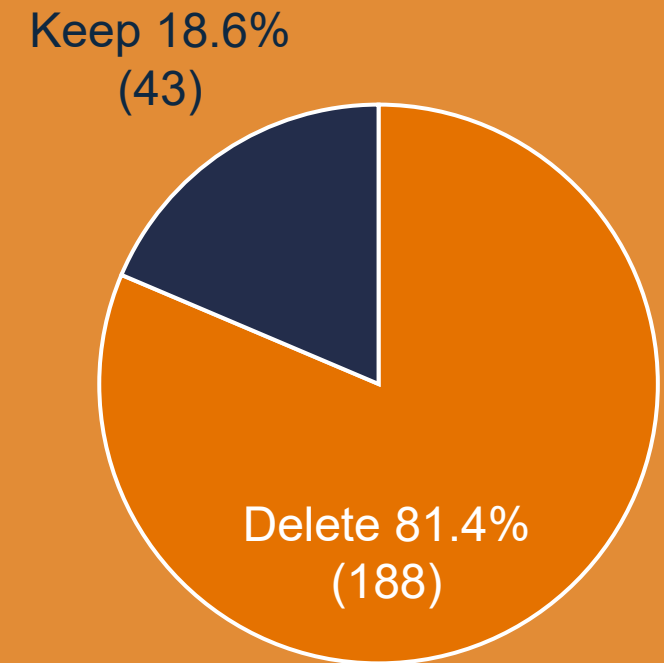
## Phase #2

Single-Owner



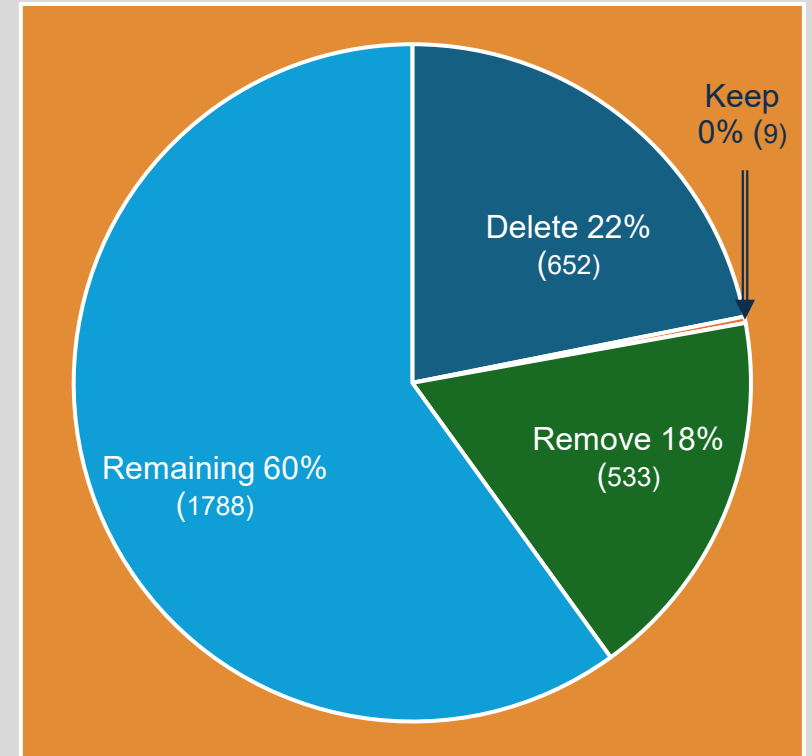
## Phase #3

Multi-Owner



# Ownerless Groups

- Includes
  - Groups with zero owners
  - Groups with owners who have “active” accounts such as:
    - emeritus, retiree, or \*-grace
- Who would know if the group is still in use?
  - Active Directory OU location
    - ex: OU=SOM
  - Group name/description clues
    - ex: SOM\_HelpDesk
- Still no luck?
  - Reaching out to member(s)





# Lessons Learned

# Process Advice

- Support a simple Owner concept, as opposed to various privileges.
  - Private LDAP requires a specific “owner” attribute. Build your Grouper group stem structure to accommodate owners vs. members, not users with multiple privilege layers.
- Don't eat the elephant
  - Keep scope close to the chest
- Multiple directory challenges
  - Active Directory/Private LDAP
- Start manual
  - Allow for intentional data review.



# Helpful Feedback

## Timing concern from faculty

“Why is this being done in summer?”

## A good reminder

“Can you please stop barrage me about this without telling me what it is about?  
What.groups? No idea what this.pertains to.  
IT: please be less cryptic and self contained.  
Not everyone outside the IT bubble understands your lingo”

- Adjust the communication based on feedback.
  - Initially: BCC fashion to all owners at once, referring just to the “Attestation” page link.
  - Issues: Some users couldn’t get to VPN during the attestation timeline or weren’t familiar with Grouper & didn’t want to click the link.
  - Resolution: Personalize each e-mail to include:
    - Group Name, Description, Create Date (AD), any shared mailbox the group is connected to (CoreView/manual one-at-a-time search).
    - The latter 2 details aren’t available in Grouper, so while that was additional data collection, it resulted in fewer frustrated users & groups being attested to more quickly. (And insight on the attributes to include in auto-messages when we build out rolling attestation.)
- Additional benefit: Advised Microsoft Services team on any groups connected to shared mailboxes which were approved for deletion, so they could remove the mailbox on their end.

# Common E-Mail Responses

I think I was added [as an owner] when I joined the department but **no one really explained what the function was.**

**As that group is 18 years old,** I don't really even recall what it is. Seems to me it's fine for you to delete it.

**I have no clue who owns that and I have no idea why I'm listed as an owner for it.**

That information was super helpful in stimulating a memory of Spring 2005, when I huddled with [professor] to help me create a WordPress blog for a course ("History of Food"; we met in the upstairs library of Pavilion VII on the Lawn) so that students — and no one else — could comment on weekly readings. What a great group of people. [...] **Those kids are now middle-aged and have kids of their own. I hear from some of them sometimes.**

lol++ that must have been almost 15 years ago or something like that. definitely not on my radar now = safe to delete from my end :)

You are at liberty to send it into oblivion since I have no recollection of what that is. Yes, quite old like I am getting. Ha.

I was previously employed on the academic side 10+ years ago; [...] **Management probably should have transferred ownership to my successor at that time as part of my offboarding.** I cannot affirm that it is still in use as I was hired more recently for a completely different role as part of UVAH.

These look like obsolete things **from my previous stint at employment here (2002-2015, emeritus and returned to employment in 2022).**

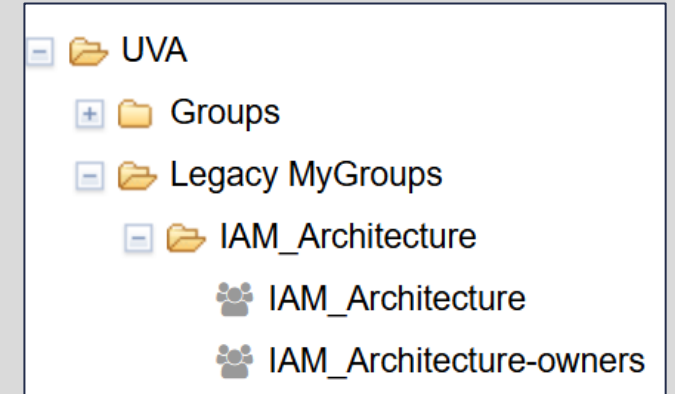
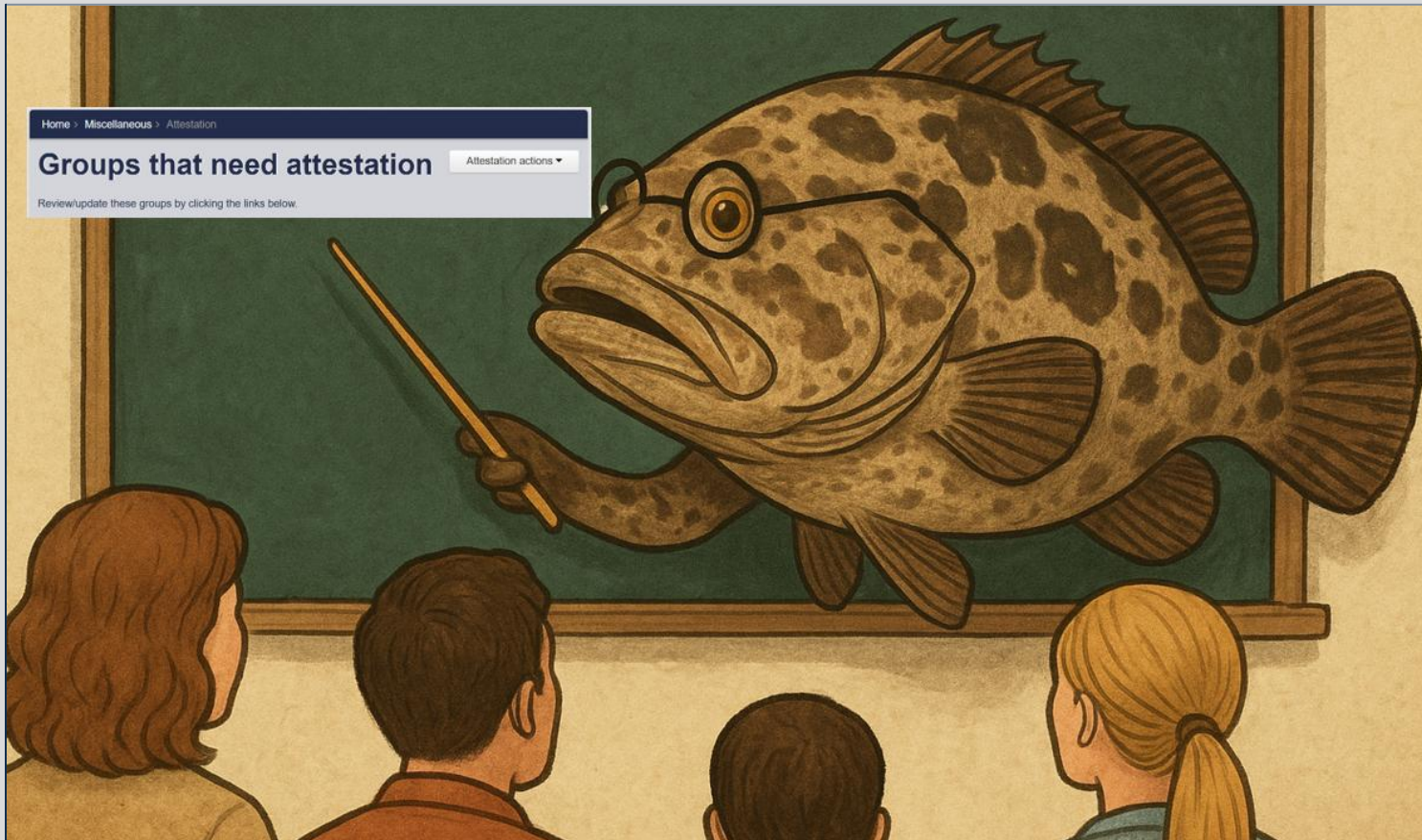
I worked at UVA for 44 years before **I retired 10 years ago.** But I **STILL** work there part-time as a Temp and have kept my email active since retirement.



**What's next?**

# Phase 4 – Establish rolling attestation (where possible)

- Only possible location currently: Legacy MyGroups folder is the only area which identifies Owners appropriately.
- Attestation dates will be based off Active Directory creation date.
- Replace the Grouper attestation daemon job with a custom one leveraging MailChimp



- Train Help Desk to support Tier 1 questions/issues.
- Create user training videos to include in communication.

## Phase 5 – Establish rolling attestation everywhere else

- Fix group stems to match current Legacy MyGroups structure/identify “owners”.
- Then roll out attestation for those remaining groups/future groups.



*Thank you!*

# Questions? Comments? Discussion?

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Information Technology Services

Silent daemon stirs –  
Old groups await fresh review,  
Trust renewed in light.