Harborline engineering notes (internal)

From: Aisha Rahman (IT) and Jordan Ellis (Engineering) **Date:** 2026-10-16 **Subject:** Relay launch identity model

Fatima / Samira,

NovaBridge delivery confirmed SAML SSO is **not** in the 2026-11-17 go-live build they have us on. Their estimate is SSO around **2026-12-15**. That is after the portal date Support is holding.

If Harborline still launches on 17 November, Day 1 access will be **unique named local accounts** in Relay, not Okta-federated SSO.

We can still do the following without SSO. None of this is a signed exception yet. It is what IT can operate if leadership accepts a time-bound gap:

- Unique named accounts only. No shared "support-agent" password.
- TOTP MFA required for every admin and every agent account before the account is enabled.
- Administrative roles limited to three named Support Engineering staff plus one IT owner.
- Joiner / mover / leaver handled with a twice-weekly IT review of the Relay user list against HR, until SSO lands.
- A written temporary exception with an owner, a SSO due date, and an automatic disable of any account that fails the review.
- Enhanced review of privileged Relay roles in the first 60 days.

IT can run that package. IT cannot make SSO appear on 17 November. If GRC or Legal needs SSO as a launch blocker, say so explicitly so Samira can move the date.

Aisha / Jordan

People who already know the Harborline world: Fatima Al-Sayed (GRC), Aisha Rahman (IT), Jordan Ellis (Engineering). Samira Haddad (Support Operations) is the business sponsor for this review.