

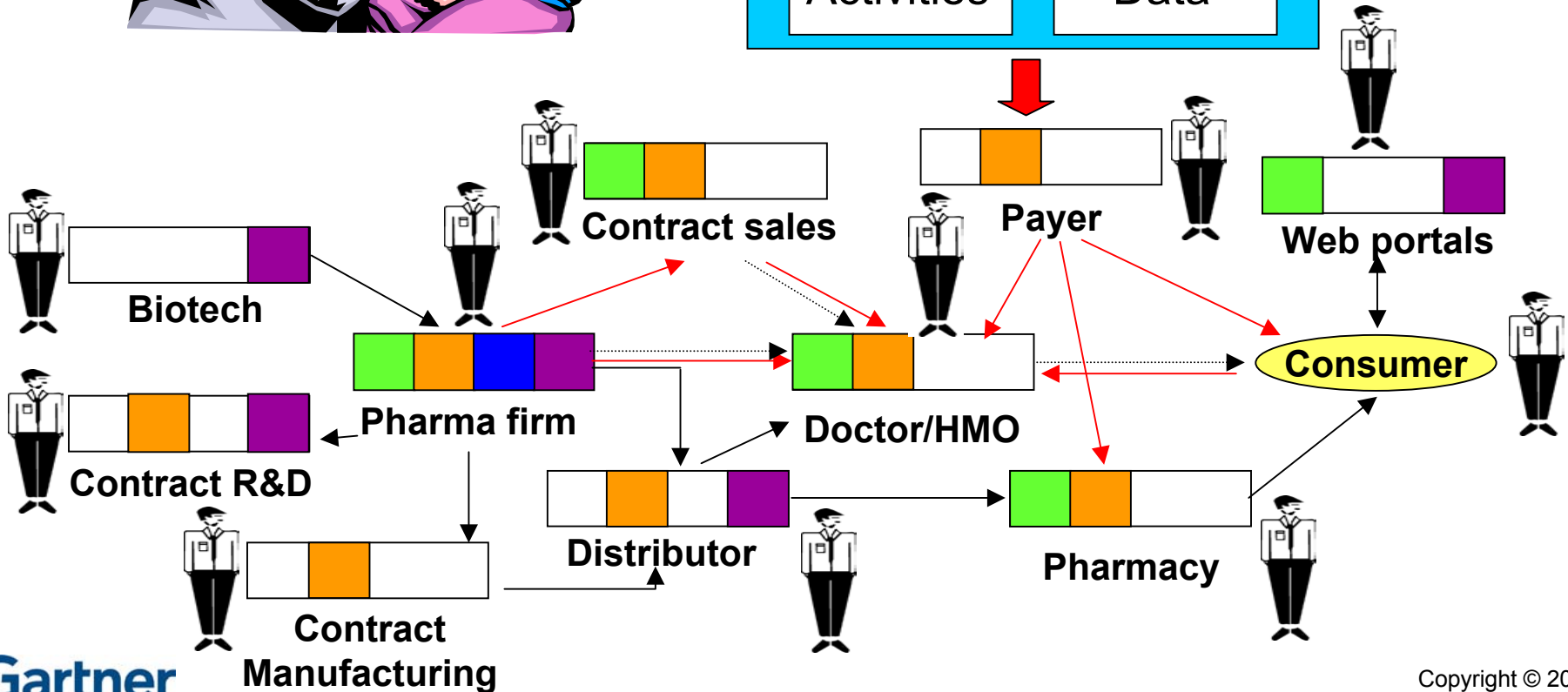
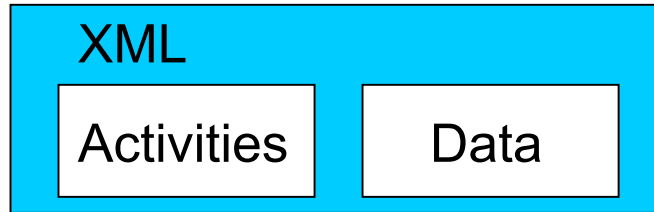
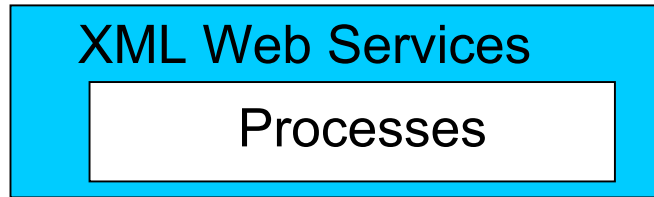
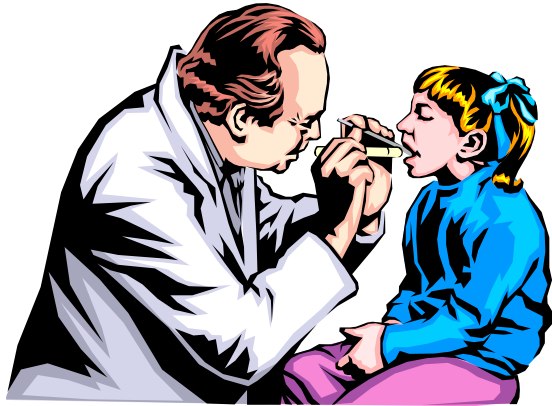
Identity and Access Management: Foundation for Next-Generation Businesses

Roberta Witty

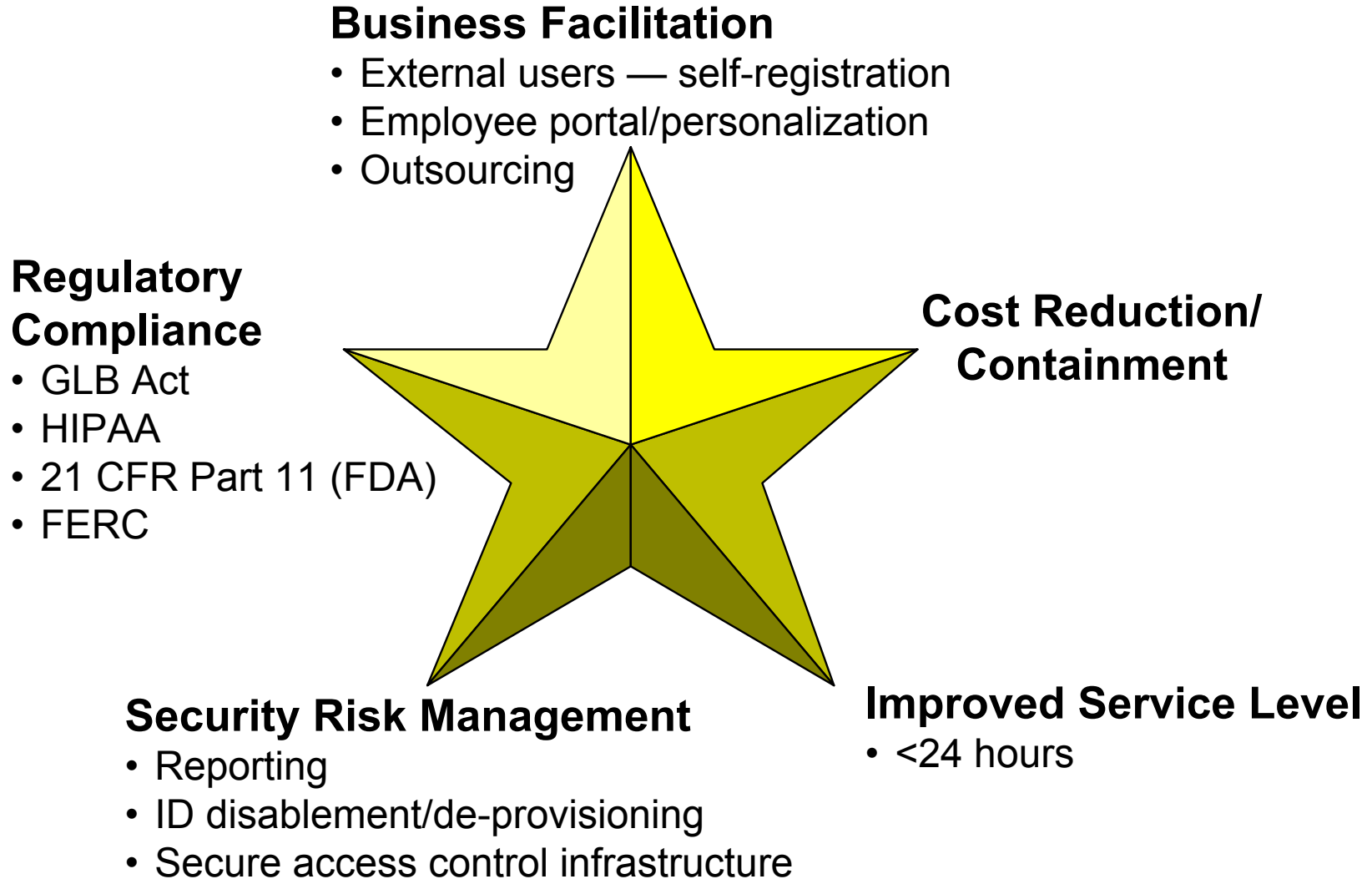
It's All About Automating the Business Process

- By 2005, Identity management solutions will perform user account and privilege management functions for internal and external users of Web and non-Web applications; user provisioning solutions will be the work engines for account creation and access rights mapping; EAM solutions will perform the real-time enforcement of user and transaction privileges for Web-based applications (0.8 probability).
- By 2005, the complexity of IAM solutions will cause 60 percent of customers to choose product suites over best-of-breed solutions (0.7 probability).

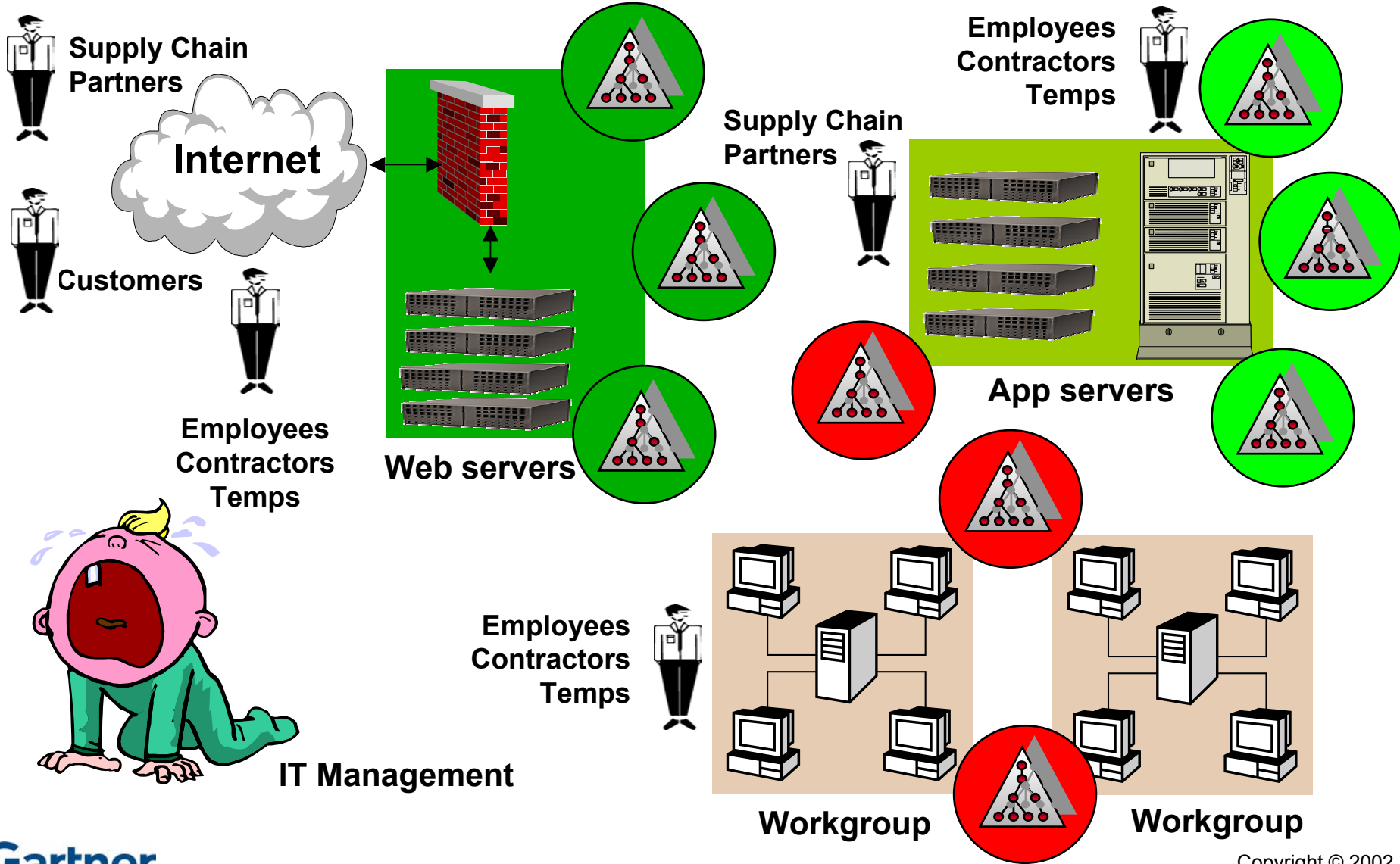
Web Services Expand the Scope of Identities and Security



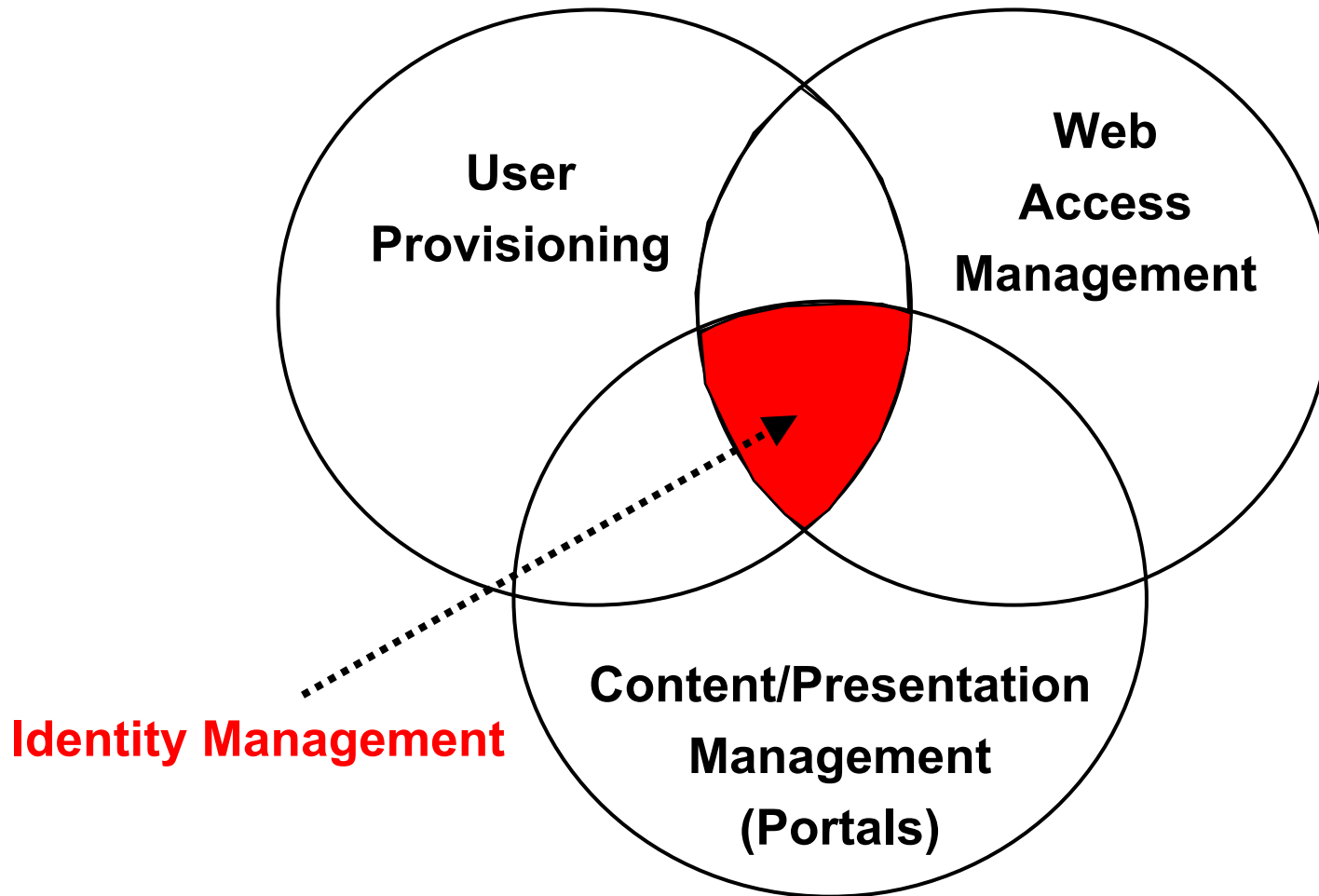
Identity and Access Management Business Drivers



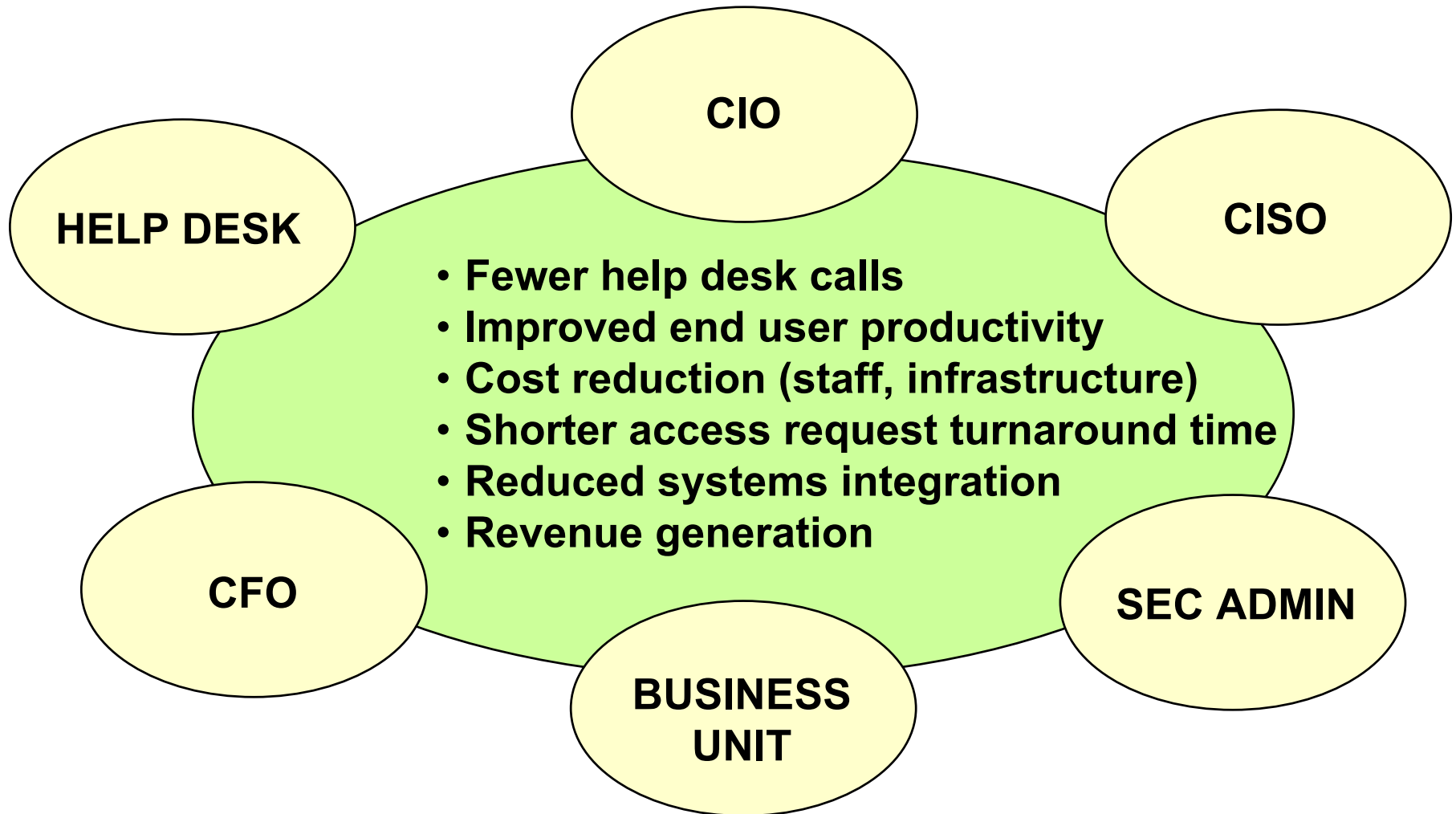
Identity Repository Complexity — A Manageability Nightmare



Identity and Access Management Functionality Convergence



Who's Buying and Why (ROI)



Implementation Considerations

System Integrator

- Business process reengineering
- Product expertise
- Integration/consolidation services

Your Enterprise

- Project sponsorship and team
- Business process reengineering
- Authoritative repository

Vendor

- Product expertise
- Authoritative repository
- Professional services

Complexity Factors

- Business
- Organizational
- Technology

IAM Multi-Client Study: Conclusion Highlights

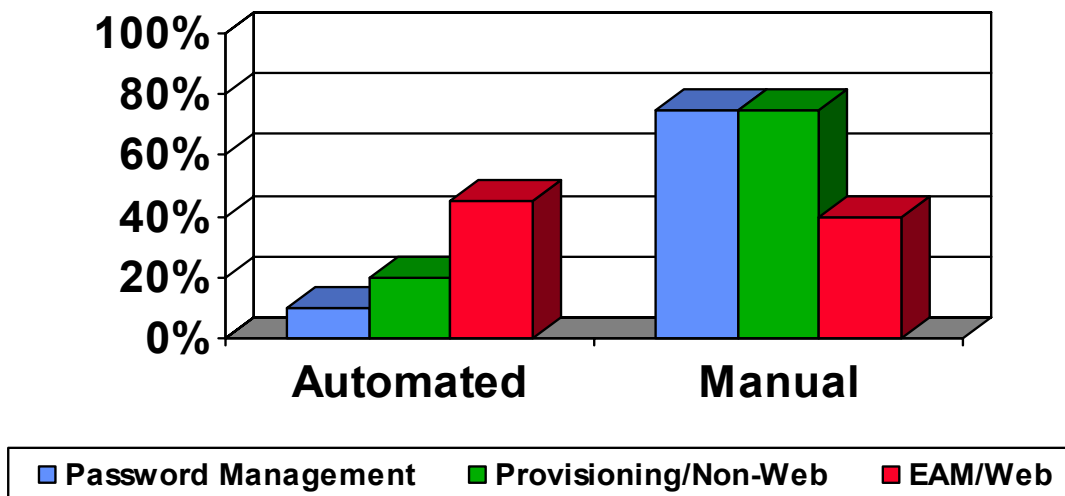
- **Implementation Status**
 - Gartner study showed that enterprises span a continuum of understanding and implementation of IAM enterprise solutions, associated best practices, and relative ROIs
- **Key Business Drivers**
 - Web: focus on improving the experience of the user and reducing security risk
 - Non-Web: focus on cost reduction and security risk management
- **Use of Roles and Directories**
 - Internal provisioning roles are still being implemented by only half of our respondents, due to cost of implementation and manual status
 - Directories are considered an important strategy for reducing costs; Active Directory and LDAP directories are key products
- **TCO Best Practices**
 - Gartner has identified 5 major areas as best practices:
 - User Administration (how users are registered or access requests managed)
 - Access Control
 - Planning Process and Architecture
 - Directory Strategy
 - Password Management
- **ROI Benefits**
 - Users volume drives the benefits
 - While stand-alone password management solutions provide a large ROI, it only offers a small portion of the benefits of an EAM or provisioning solution
 - User productivity gains are a major part of the benefits

EAM is the Solution Being Purchased

- Market Still Immature

- 75% of participants are still doing manual provisioning and password management tasks
 - Provisioning is more complicated to implement, not as critical
 - Password Management is more of a stop-gap application to implement self-service
- EAM (web) implementations are more prevalent than internal/non-web provisioning solutions
 - EAM is a more critical need to manage external customers and the intranet, therefore it is being implemented first
- 35% of participants are planning to implement EAM or PW Management solutions; only 30% plan to implement provisioning

Automation Levels



Top Reasons to Implement: EAM vs Provisioning



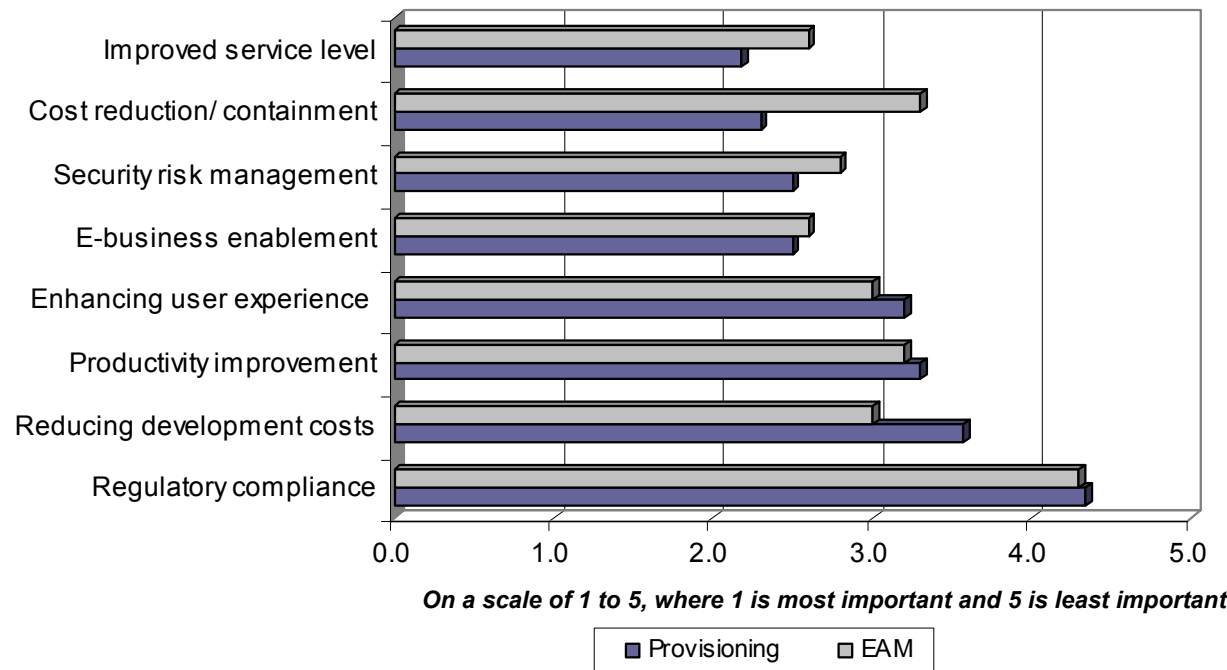
- Top three drivers for automated provisioning, in order of importance, include:

- Cost reduction containment
- Security risk management
- Improved service levels

- Top three drivers for automated EAM, in order of importance, include:

- E-business enablement
- Improved service levels
- Security risk management

Provisioning vs. EAM: Top Reasons to Implement



ROI – Number of Users and Applications Drive Costs and Benefits



- EAM
 - For low numbers of users, there is a low ROI
 - Volume of users drives benefits higher than costs
- Provisioning
 - High ROI for large number of users, based on increased productivity of users, security administration staff, and help desk
 - Higher ROI for smaller number of applications
- Password Management
 - Very high ROI based on the increased productivity of both users and help desk
 - Need to position the benefits of a full provisioning tool versus password reset/synchronization capabilities only of PW management

IAM Trends and Best Practices

Acquisition

- Proof of concept before buying

Business Process

- Authentication and authorization centralization — one authoritative source for identity information
- Automation and approval process via workflow
- Self-service — registration, password reset

Architectural

- Rules-based access control
- Application integration
- Agent generation engine
- Common administrative interface (e.g., dashboard)

Recommendations

- ☑ **Obtain cross-organizational buy-in**
 - Anticipate business process change
 - Obtain executive sponsorship
 - Form a cross-organizational project team
- ☑ **Use a systems integrator when making business process changes**
- ☑ **Do not expect to find one authoritative source for user data, but rather to end up with one authoritative repository for user access information**
- ☑ **Implement via a phased project approach**
 - Know the enterprise's strategy for Web-based applications, directory services and portal usage
 - Analyze the time/resources required to integrate home-grown applications
 - Prioritize according to the importance to the enterprise