

Identity & Access Management: Trends & Best Practices

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Agenda

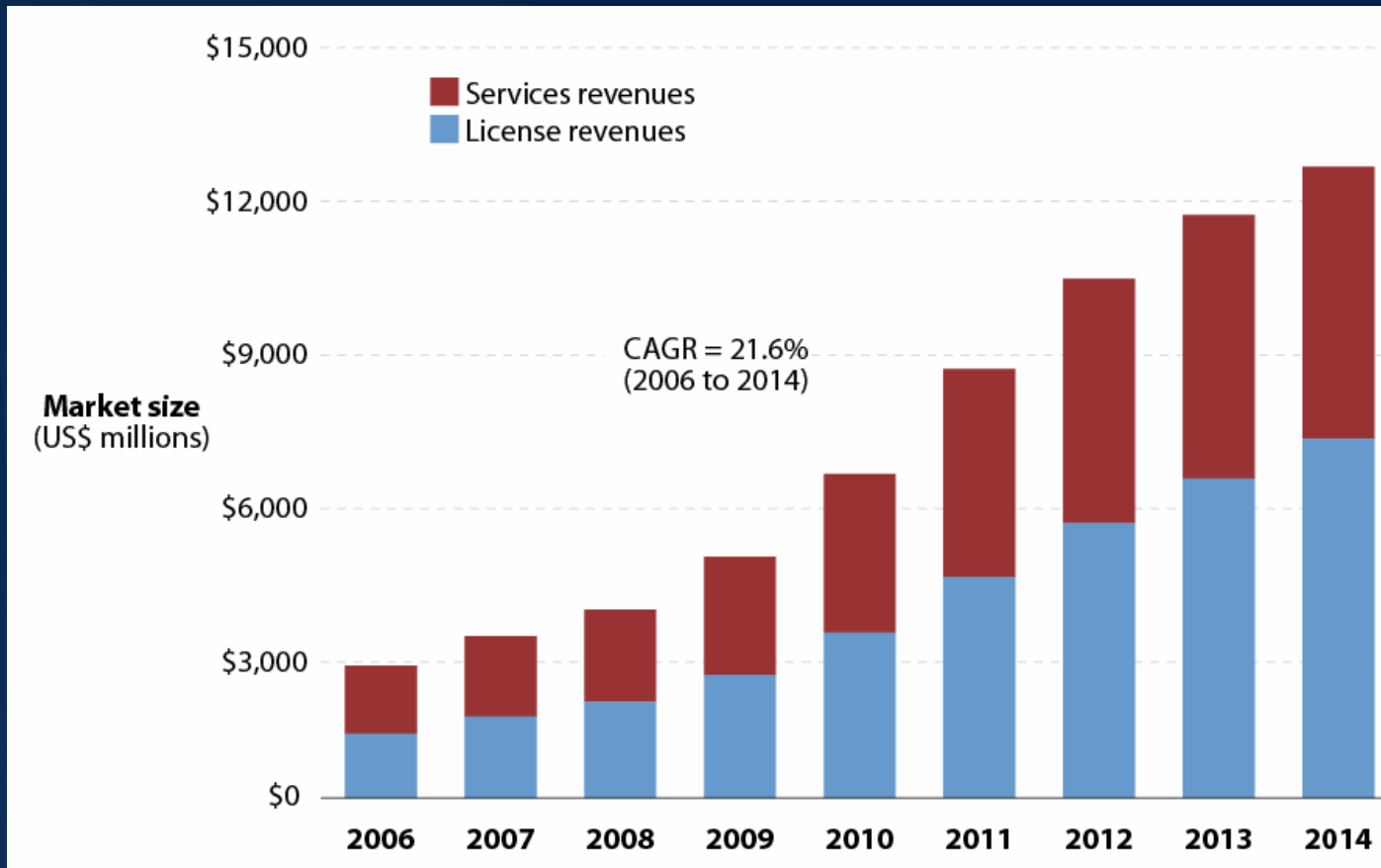
- Identity and Access Management (IAM) today
- What people are doing about IAM
- Where IAM is going
- Recommendations

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IAM is a big market, but still in its adolescence

Total IAM market (license vs. service revenue): 2006 to 2014



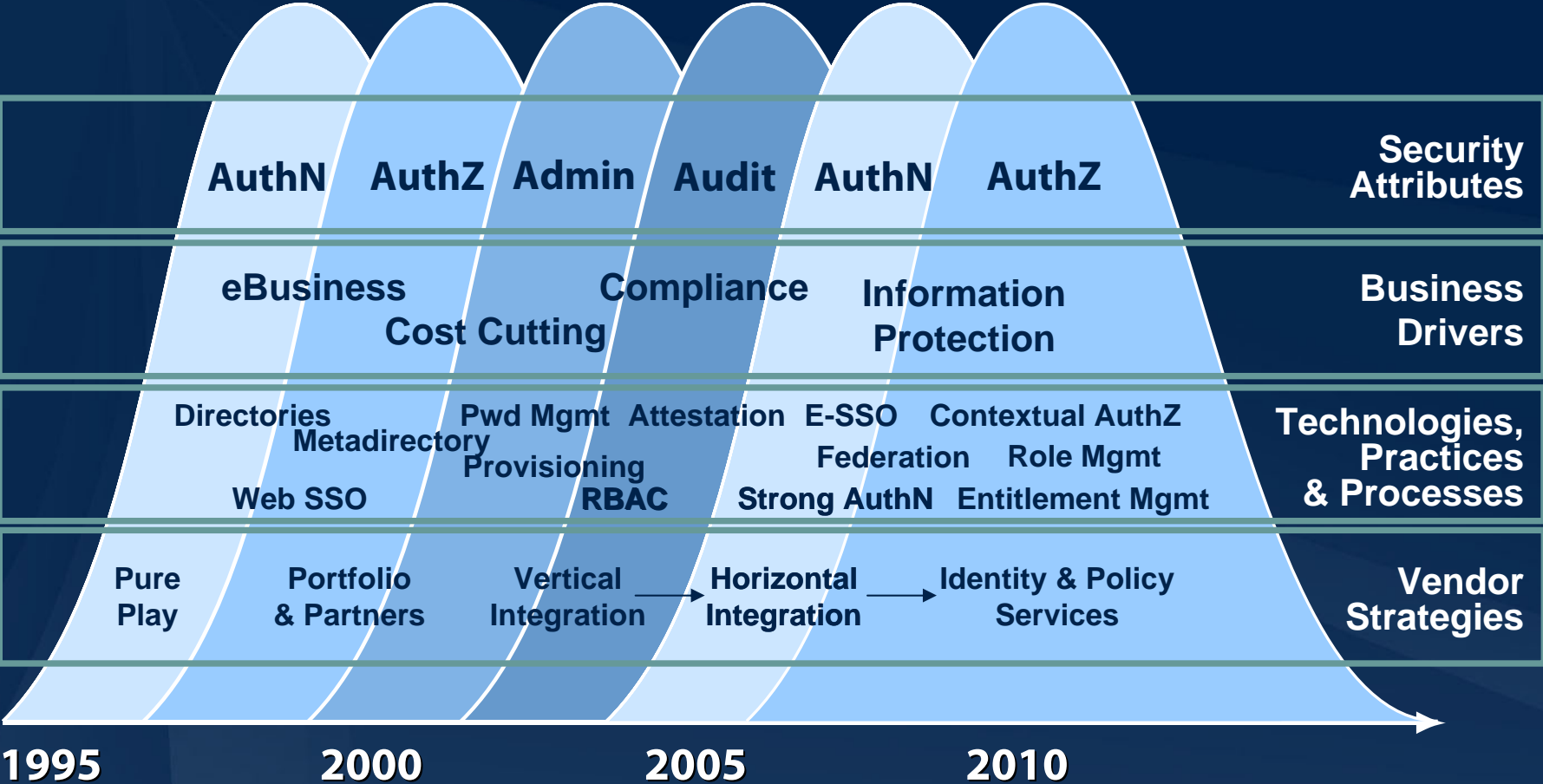
Source: Forrester report, "Identity Management Market Forecast: 2007 To 2014", February 2008



Business drivers for Identity Management



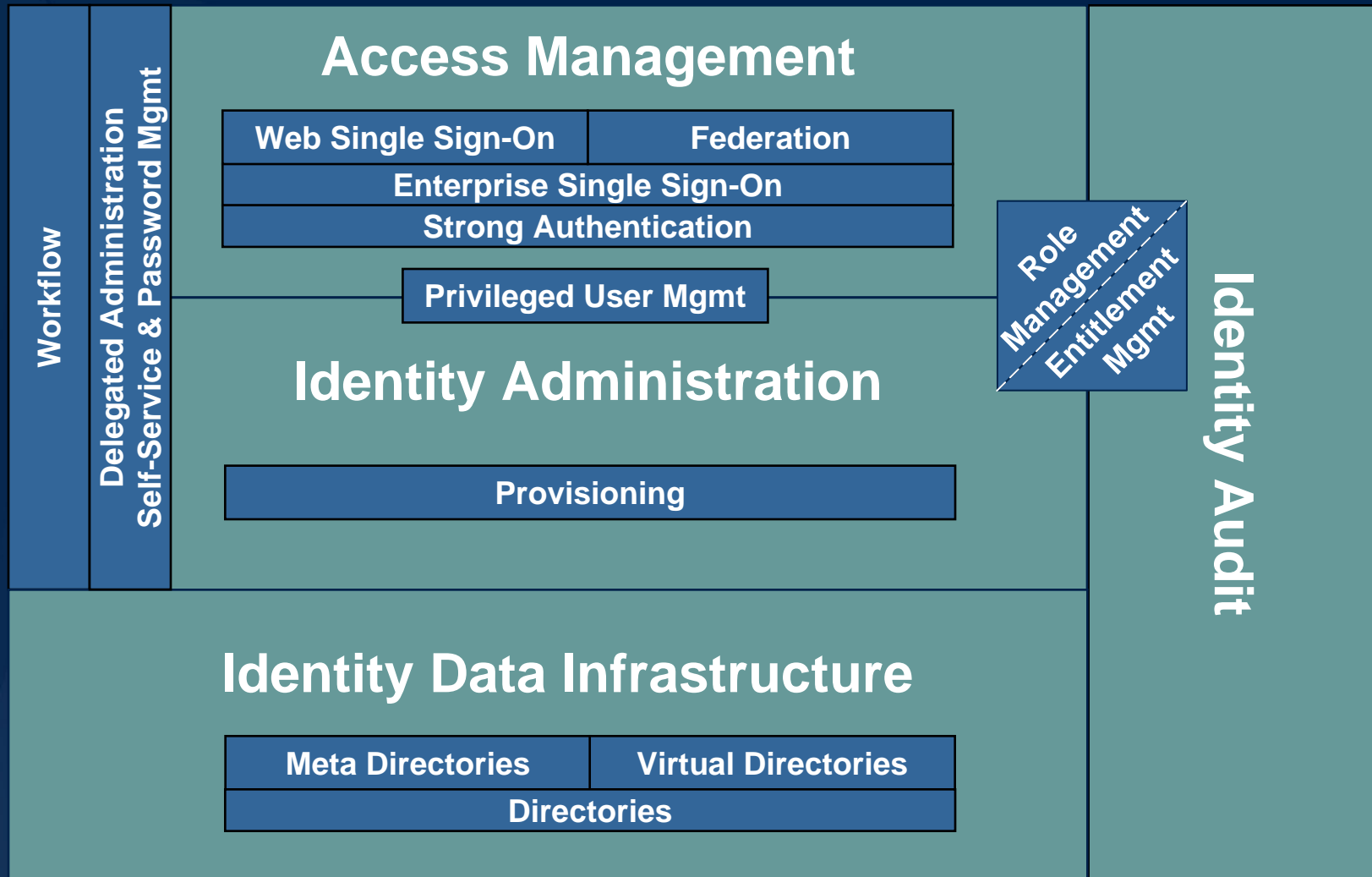
Identity & access management evolution



IAM technology trends today

- Supremacy of IAM product suites
- Role mining and management folding into IAM
- Identity audit
 - » Linking access activities with privileges
- Unified policy management
- Adaptive authentication

The expanding IAM ecosystem



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Case Study 1: Credit Union Service Provider

- Problem:
 - » Web initiative way off track
 - » Unmet promises made to 160 business partners
 - » Too many logins for users
 - » Excessive overhead for internal operations
 - » Unable to deliver new services
- Solution: Web Single Sign-On
 - » Centralized authentication and authorization
 - » Single sign-on access to multiple systems
 - » Delegated administration and self-service for managers and end users at partner companies

Case Study 1: Credit Union Service Provider

- Benefits from Identity Management
 - » Accelerated delivery of services
 - Centralized security framework saving \$2,000-\$5,000 per application in development costs
 - » Single sign-on reduced Support Center calls by over 20%
 - » Reduced by 50% their administrative burden for user management
 - » Accelerated access to newly-enrolled services from two weeks to two days
 - » Platform for growth: adding more transaction systems
 - » Customer satisfaction rose from 81% to 92%
 - » Project paid for itself within one year

Case Study 2: Large government agency

- Problem
 - » Quality and expiration policies made passwords hard to remember
 - » Help desk overwhelmed with password calls: 30,000 a month, each a cost charged by Help Desk outsourcer
 - » Lockouts and delays lowered user productivity
 - » Employees would write their passwords on pieces of paper
- Solution: Enterprise Single Sign-On
 - » Users just get network login challenge; all other logins are automated
 - » Rolled out to over 150,000 employees
 - » Supporting Web, Windows, Java, mainframe, Citrix applications – over 7,000 in all
 - » Less than 1 FTE dedicated to the project after initial deployment phase

Case Study 2: Large government agency

- Benefits from Identity Management
 - » Help desk calls dropped from 30,000 to 300 a month
 - » Millions of dollars saved each year
 - » Employees were more productive
 - » Stronger passwords everywhere made for better security
 - » Technology paid for itself within six months

Case Study 3: Top Ten US Bank

- Problem:
 - » Compliance-driven security requirements
 - Federal Reserve, Basel II, SOX, SAS-70, GLBA
 - » No one could answer “who has access to what”
 - » Security training needed to be tied to new hire process
 - » Must immediately enforce termination policies
 - » IT responsiveness to M&A activity was disruptive to business
- Solution: User Account Provisioning
 - » Enforce access control policies to ensure constant compliance
 - » Quickly integrate employees brought in through M&A

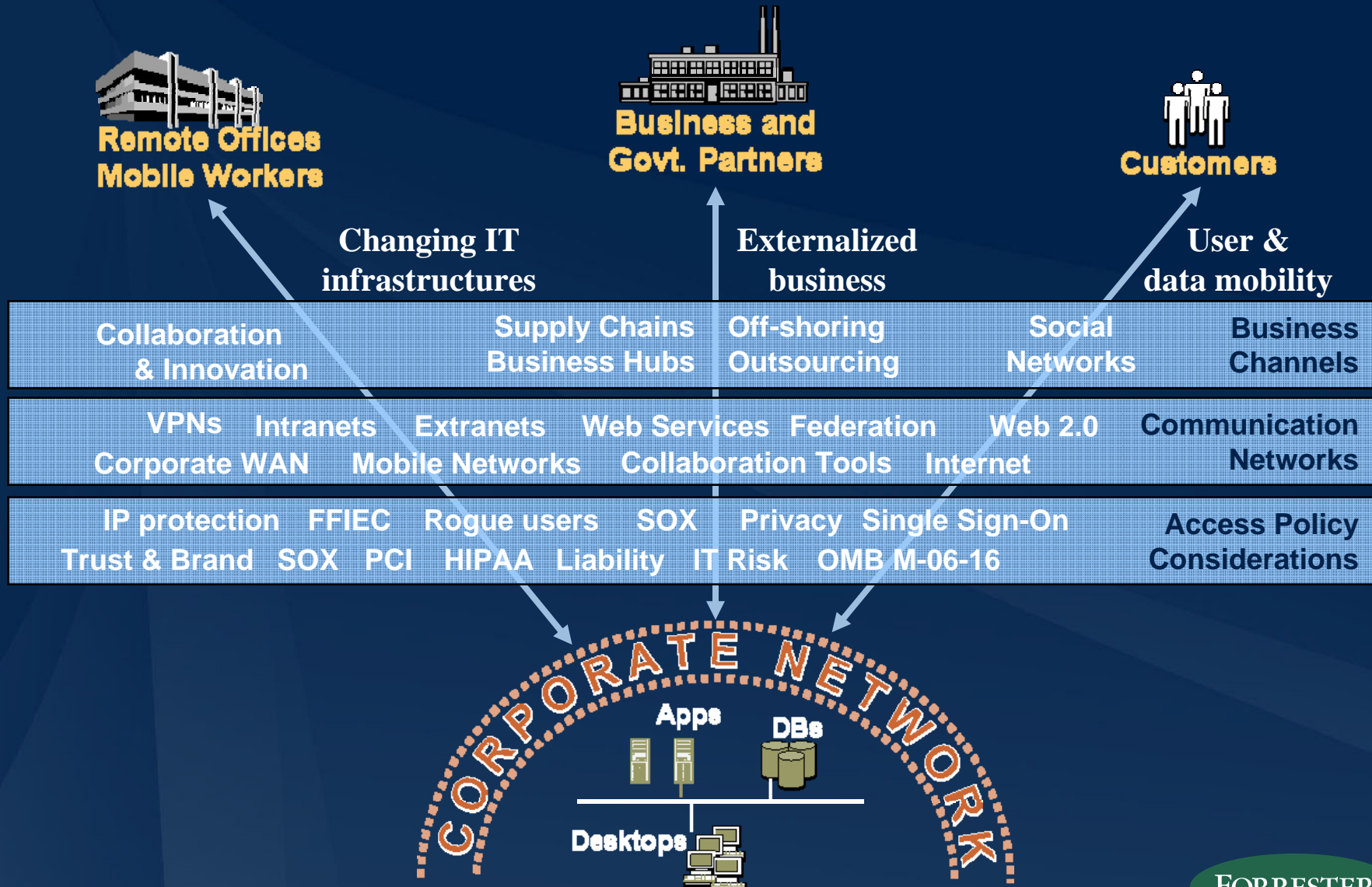
Case Study 3: Top Ten US Bank

- Benefits from Identity Management
 - » Automated provisioning ensured integration of new employees through merger: productive on Day-One
 - » SLAs for granting new access right is now < 2 days vs. 2 weeks
 - » Integrates security & privacy training into on-boarding process
 - » Security administration overhead reduced by 70%
 - » Saving \$2m in operating costs per year
 - » Achieved positive ROI in 6 months
 - » Defined roles for 80% of company (150 roles for 33,000 employees)
 - » Reduced risk posture freed up additional \$3 billion for lending

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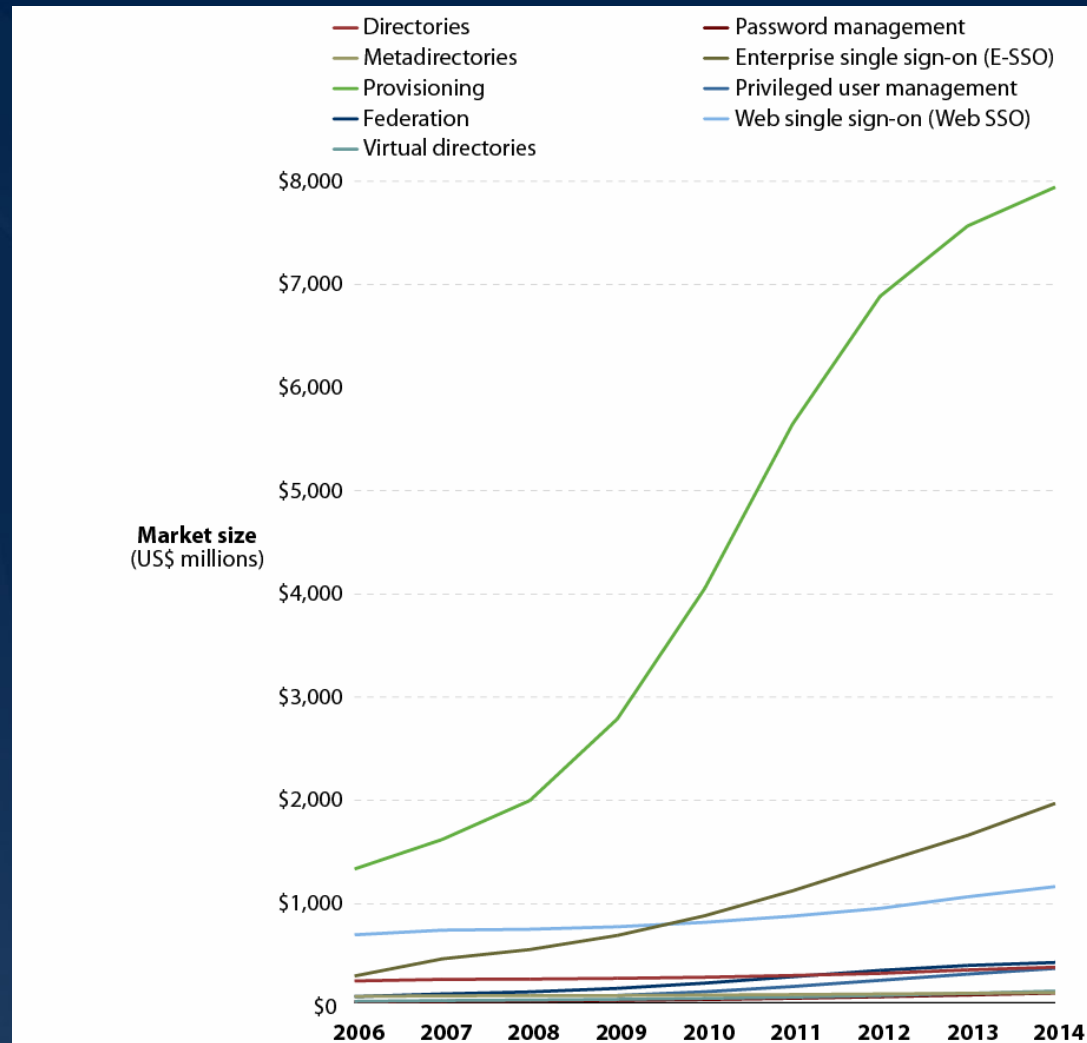
Externalization of business drives IAM evolution



Emerging trends to watch

- Business process role management integration
 - » Bridging IT and ERP roles, then expanding to other business applications
- Role lifecycle management and automated compliance
 - » Coordination across identity audit, role management, and entitlement management
- Identity-as-a-service
- IAM outsourcing
- Contextual authorization
- Information centric identity

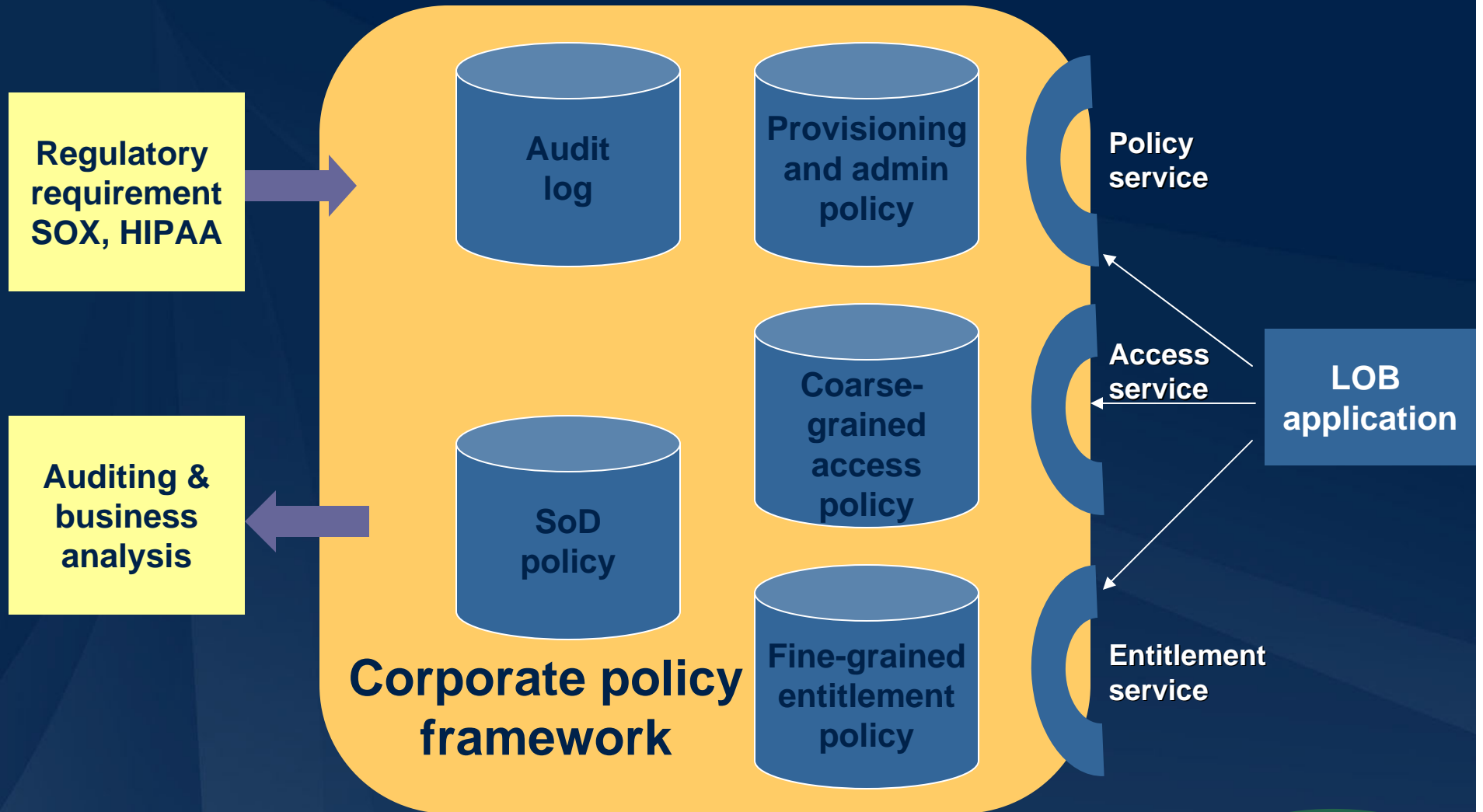
Dominance of provisioning will grow



Source: Forrester report, "Identity Management Market Forecast: 2007 To 2014", February 2008



Unified policy management framework



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Recommendations

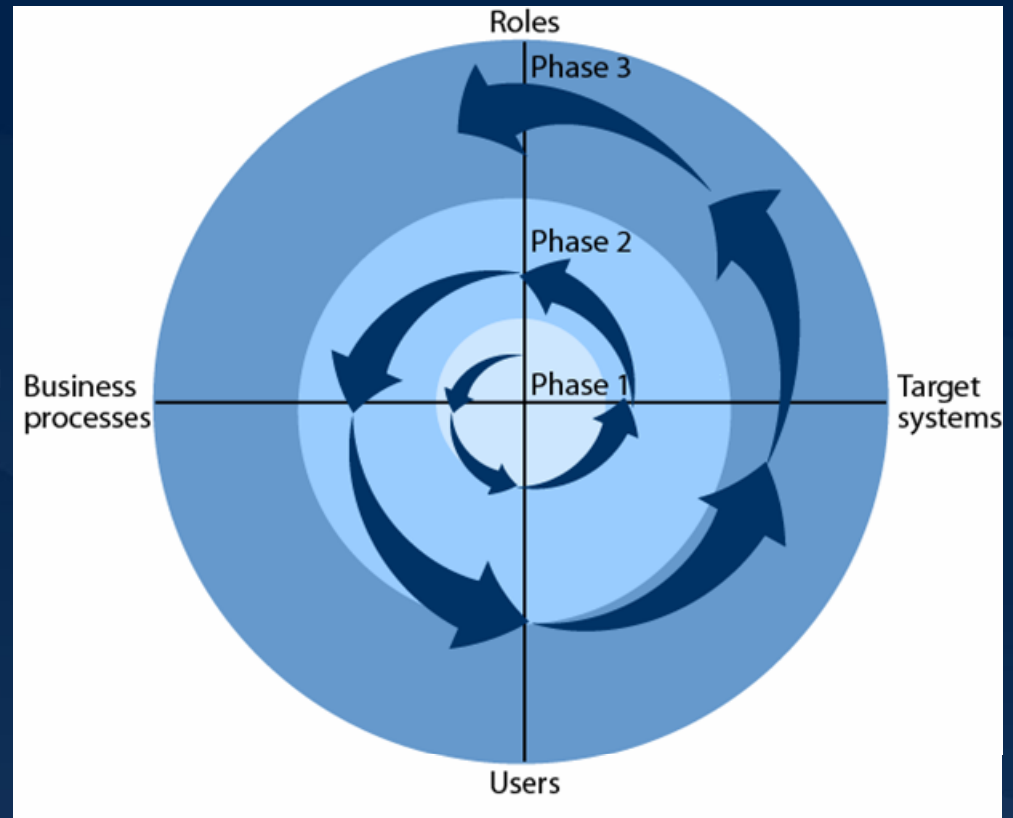
1. Develop a strategy

- Have an identity management strategy road map: current state, two-year plan, gaps, key priorities, ROI
- Enlist CIO/CISO sponsorship
- Work with business: IAM is not just an IT project
- Identify stakeholders
 - » Help desk, enterprise architecture, application development, HR, Compliance, lines of business
- Establish governance structure for standards and prioritization of initiatives

Recommendations

2. Go slow

- Start with your business processes
- Break your IM strategy into 3-6 month projects
- Minimize customization in the first phases
- Implement incrementally, slowly expanding scope
- Show immediate wins



Source: Forrester report, “User Account Provisioning For The Midmarket”, August 2007

Recommendations

3. Seek visible and quantifiable payback

- **IT and IT Security process metrics**
 - » Time/cost to manage identity and account lifecycle events
 - » Reduction in identity & access related support calls
 - » Time to develop / integrate new applications
- **User satisfaction metrics**
 - » Number of passwords and logons
 - » Time users spend logging in every day
 - » Time spent on session switching
- **Audit and compliance metrics**
 - » Number of violations detected and remediated
 - » Reduction in unexpected or unknown violations
 - » Costs of information gathering for audits
- **Business process & agility metrics**
 - » Process flow SLAs
 - » Costs / time to on-board a partner
 - » SLAs for processes supporting M&A, re-organizations

Recommendations

4. Choose a vendor for the long haul

- Flexibility for customization and integration
- Ease of deployment
- Suite: breadth of identity management portfolio
- Integration of components
- Vision for identity management / product roadmaps
- Market share
- Technology partnerships
- Integrator and consultant partnerships

Recommendations

5. Avoid the pitfalls

- “Our data is clean”
 - » Data cleansing is always a bigger issue than expected
- “Let’s figure out all our roles first.”
 - » Roles are important, but don’t put role definition on the critical path of your project
- “We need this function now.”
 - » Opt for stability and scalability over bells and whistles; you likely won’t use a cutting edge function out of the gate
 - » Vendors tend to catch up on features in pace with market demand
 - » Choose solutions which are flexible and open
- “We can do this ourselves.”
 - » Don’t go it alone; select an integrator with experience across a range of environments

Recommendations

6. Past patterns show where IAM is headed

- Changing business drivers
 - » From security administration to compliance to information protection
- Shifting interests in technology; new solutions emerging
 - » Role management, strong authN & E-SSO, identity audit, federation, context-based authorization, entitlement management
- Greater relevance of Identity to the IT infrastructure
 - » Identity management tying to network security, data security, physical security, IT governance
- Emerging architectures: an opportunity to build this right
 - » Identity-as-a-Service (IDaaS)

Thank you

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