

Gartner Identity & Access Management Summit

A Post-Event Snapshot

November 29 – December 1, 2006 • JW Marriott Las Vegas Resort • Las Vegas, NV



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Gartner Identity & Access Management Summit 2007

November 14-16 • Los Angeles, CA

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Identity & Access Management Summit 2006

November 29–December 1
JW Marriott Las Vegas Resort
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2006 Summit Highlights



The slot machines were whirling everywhere, but the real action was happening inside the JW Marriott Las Vegas conference center, home of the inaugural Gartner Identity & Access Management Summit.

For three solid days, 750 participants soaked in content focused exclusively on identity and access management (IAM) – an area of IT security with major bottom-line impact.

The Summit theme was “The clarity you need to succeed.” Attendees chose from over 30 highly-informative sessions spanning three separate tracks. Gartner IT security analysts led Magic Quadrant and MarketScope sessions, analyst/user roundtables, one-on-one sessions, and more.

Of course, this Las Vegas extravaganza wasn't all work. At sponsor hospitality suites, participants were entertained in true Las Vegas style. But the fun didn't stop there. Attendees were treated to a keynote address by Bill Allison, a security expert who played a bag-man in the movie *Casino*. The Summit closed with a TV-style game show, *The Price is Wrong: What Should IAM Really Cost?*

“Very informative, well organized ... a valuable conference and time well spent. It was excellent.”

Cliff Schiller, IS Security Officer,
Department of Labor and Industries,
Washington State

- **At keynote sessions**, participants heard Gartner's Neil MacDonald describe how IAM will evolve into real-time security services; Dr. Lawrence Lessig of Stanford Law school presented his provocative views on the forces at work in today's marketplace, and their impact; a panel of distinguished speakers explained how they're dealing with the threat of identity theft; and Gartner's Roberta Witty led a panel on identity management success stories.
- **The participant roster** included delegates from Accenture, American Express, Anheuser-Busch, Campbell Soup, Chase Manhattan Bank, Cingular Wireless, Cisco Systems, Emory University, Fidelity Investments, IBM, JCPenney, Kaiser Foundation Health Plan, Office Max, Visa, and other leading organizations.
- **Attendees chose from over 30 sessions** focused exclusively on IAM, with content relating to user provisioning, single sign-on, project management, strong authentication, identity federation, role management, consumer security, and more. Real-world case examples covered IAM in healthcare, higher education, retail, entertainment, and other verticals.
- **The Summit included** pre-conference tutorials, Magic Quadrant sessions, real-world case studies, one-on-ones with Gartner analysts, solution provider sessions, networking breakfasts, solution showcase receptions, sponsor hospitality suites, breakfast with the analysts, and more.



“This is the first conference I've been to that's been so helpful in such a concentrated area. Coming to a conference where everyone is talking about one problem they're trying to solve has been incredibly useful – and heartening.”

Chris Alexander, Lead Operating System Analyst,
Emory University



Q & A with Conference Co-Chair Ray Wagner

Q: What were you aiming to deliver with Gartner's inaugural IAM Summit?

A: Over the past couple of years, there's been a fairly strong push toward formalizing the practice of IAM. We geared the content toward organizations at the beginning stages, motivated by compliance or corporate efficiency initiatives – as well as IAM implementers and decision makers interested in the infrastructure and necessary tools. The focus was not to deal with what it would be like in 2010; this was about implementing the architecture in 2007.

Q: The turnout exceeded everyone's expectations. What do you think drove demand?

A: There was certainly pent-up demand for this event. We had nearly double the intended number of attendees. They all seemed extremely interested in the conference itself. We got some good feedback.

Q: Any advice for attendees relating to IAM going forward?

A: It's important to strategically understand the more futuristic and visionary things happening in IAM, like federation, personal identity framework, and fine-grained authorization. But none of those things will be possible within your enterprise if you don't implement a solid IM structure to do the basic stuff. Many organizations are in that mode so let's continue to work on that area and focus there.

At Gartner Identity & Access Management Summit 2006, participants exchanged ideas with colleagues, heard the latest research perspectives from Gartner analysts, received sage advice from guest speakers, and experienced the hottest IAM solutions. Three tracks included The IAM Marketplace, IAM Architecture and Process Management, and Industry and Related Technologies – every major aspect of IAM.

“Great care was given to not weigh one provider over another. It was fair and balanced.”

Mark Leone, Sr. IT Auditor, Pfizer

“Content is insightful. I now have information for a product roadmap.”

Suresh Sridharan, Product Manager, Sun Microsystems

“I was pleased that IAM has moved to the point where we can have vertical industry-specific discussions...”

Mark Nesline, Senior Vice President, Engineering, Sentillion

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Summit Keynotes

Wednesday Keynotes

Unlocking Business Agility Through Real-Time Security Services

Neil MacDonald
VP Distinguished Analyst, Gartner



Neil kicked off the first-ever Gartner IAM Summit by presenting two key questions:

1. How and why will the need for externalized security services, including identity, evolve?
2. How will applications evolve to integrate security services, including identity?

His conclusions? IAM will fulfill its role as it evolves to a platform of real-time security services; security infrastructure needs to be more dynamic to support changing needs; increased security infrastructure flexibility will require more granular policy definition and enforcement capabilities; more granular authorization is now needed; ERP applications are emerging as a “center of gravity” for enterprise identity policy administration and enforcement; contextual policy management and enforcement is a key battleground and a new breed of IAM vendor will compete here.

The Future of Ideas

Dr. Lawrence Lessig
Law Professor, Stanford Law School



Dr. Lessig, founder of the Center for Internet and Society at Stanford Law School and recipient of the Cyberspace Law Excellence Award, gave what was one of the most talked-about presentations of the Summit. Lessig discussed the disturbing legal and

commercial trends that threaten the enormous commercial potential of the Internet. Using examples of prior breakthroughs, he emphasized that all innovations are derived from some degree of “piracy” of preceding innovations. He pounded home the need to strike a proper balance between intellectual property and the public domain, for the sake of our creative culture.

“Yesterday’s keynote, The Future of Ideas, (had) lots of great information presented in a dynamic format. It was excellent.”

Keith Towne, Vice President, Business Development, Pay by Touch

Case Study Panel: Identity Theft

Avivah Litan, Research VP, Gartner
Steven Gal, Co-Founder and Director, ID Analytics, Inc.
and Board Director, Identity Theft Resource Center
Darryl Lemecha, CIO and SVP of Shared Services, ChoicePoint Inc.



Senior representatives from the Identity Theft Resource Center – plus telecom providers, financial service firms, and online consumer sites – discussed critical issues they’re facing and how they’re dealing with threats relating to identity theft.



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Thursday Keynote

Identity Management Project Management Panel: How NOT to Make This a Nightmare Project

Roberta Witty, Research VP, Gartner
Thomas P. Madden, Chief Information Security Officer,
 Centers for Disease Control and Prevention
William Corrington, E-Authentication Program Manager,
 US Department of the Interior



Attendees heard lessons learned by a panel of IT security managers who've tackled complex IAM projects. Roberta Witty presented the responses to IAM-focused questions from a survey at last year's Gartner Data Center Summit. When asked if they had

an automated user provisioning solution in place across the enterprise, only 22% said "yes." Respondents indicated that a project manager reporting to the CIO most often heads up the IAM project. In cases where an IAM project failed, the impact of business process change was the most common reason cited.

Panelists discussed linking IAM to their organization's mission, regulatory compliance issues, implementing a role-based approach to IAM, and other topics.

"What stands out is Roberta Witty – she understands financial institutions. Her insight into role management is bang on."

Steve Stuart, Assistant Vice President, Security and Threat Management, TD Bank Financial Group

Friday Keynotes

Casino Reality

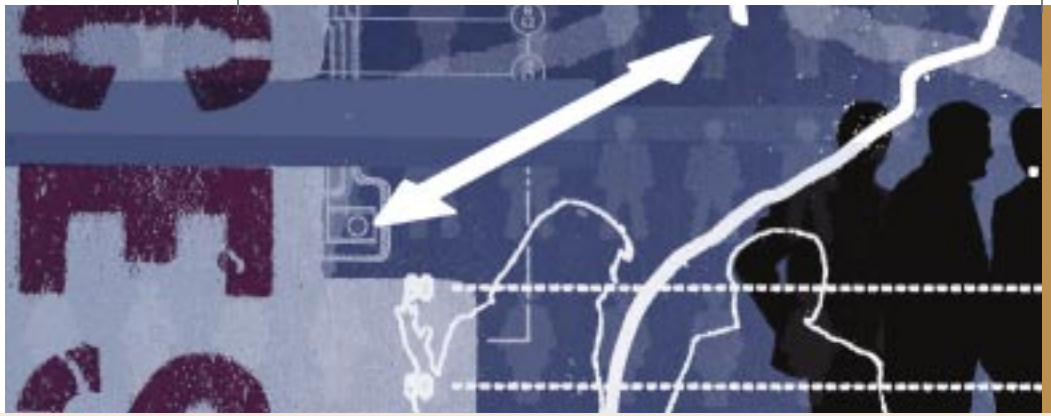
Bill Allison
 Casino Host for New York, New York Hotel and Casino,
 Las Vegas



Friday morning's keynote address opened with clips from the hit movie, *Casino*, followed by the dramatic entrance of Bill Allison, a grizzled casino security veteran who played a bag-man in the movie. Mr. Allison gave participants a behind-the-scenes peek at casino security, from the application process to how 1,500 decks of cards are treated each day at New York, New York. The audience learned how casinos keep players from using their own dice; how casinos identify cheating dealers; and even how "drop boxes" are removed each day and taken to the "count room."

The Price is Wrong: What Should IAM Really Cost? Keynote Session

The inaugural Gartner Identity & Access Management Summit in Las Vegas came to a fitting conclusion Friday when the audience participated in an interactive game show. *The Price is Wrong: What Should IAM Really Cost?* featured theme music and Gartner's Vic Wheatman in the Bob Barker role – with a chance to win a new iPod. Attendees were presented with situations relating to user provisioning, web access management, consumer authentication and fraud detection, enterprise strong authentication, and enterprise single sign-on, and asked to compare their views to Gartner analysts on what IAM components SHOULD cost.



Gartner Identity & Access Management Summit Meets – and Exceeds – Objectives

“The ability to meet with fellow IAM practitioners was invaluable.”

Tony Samms, Director of Information Security, Norfolk Southern

“I had some background in this (IAM), but the conference gave me new things to look for.”

Chandransu Choudhury, IT Architect, Cisco Systems

“I heard a lot about issues I’m dealing with currently: strategies around federated identity management, PKI, and unified access cards...”

Dan Srebnick, CISO, New York City Department of Information Technology and Telecommunications

Shan Bavanantham, Director, Identity Management, Corporate Information Security, Investors Bank and Trust

Objective: Know the trends and technology options available – and best practices.

Most valuable session: User Provisioning Best Practices: Why They Aren’t Three-Month Implementations

Significant takeaway: Lessons learned from an operational standpoint to make a smooth transition, and pitfalls to avoid. Don’t boil the ocean. Don’t try to do everything at once. Go step by step. A huge problem won’t be solved immediately. This is a key technology you want to plan for and implement in stages.

John Donovan, Identity and Information Security Manager, Network Appliance

Objective: We’re about a year and a half through an identity management program rollout and I wanted validation on the strategy and share lessons learned – and talk to other participants.

Most valuable session: Roberta Witty on best practices around identity management.

Significant takeaway: It looks like a lot of things people have been talking about for five to ten years have enough critical mass in the identity management space that people are speaking a common language and more implementations are being done with this technology. It’s seen as more critical to companies doing it, and the vendor solutions are maturing as well.

Paulette Scheffer, Director, Employee Support, Intuit

Objective: We’re getting ready to go into an IAM recommendation and I wanted to broaden my understanding of that area, know the potential pitfalls we might run into, hear what the best practices are, and learn from the different suppliers.

Most valuable session: That is actually very hard to pin down. They’ve been so useful in helping me get a broader understanding. It’s been different things from different sessions.

Significant takeaway: I’d have to say it’s make sure you lead with process improvements and understanding your metrics before you even think about technology. Doing that is going to ensure that you make the right investment in the right technologies.

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Melisa Hogam, IT Project Manager, University of Oklahoma

Objective: To learn more about the general aspect of identity and access management. (We haven't implemented it at this point.)

Most valuable session: The session on higher education.

Significant takeaway: That strong authentication is really a "must" in today's environment.

Matthew Elliott, Project Manager, Perot Systems

Objective: Understand the industry trends and get a better idea of where IAM is headed.

Most valuable session: IAM Audit and Compliance

Significant takeaway: Other organizations are facing the same challenges in terms of complexity around project management. There's certainly a lot of good information available to help projects move forward in the IAM arena.

Robert Armstrong, Division Manager, NSC Directory Services, Nationwide Services Company

Objective: Look at the emerging trends of where companies are spending their money in the IAM space and see if where I'm spending my money falls in line with the industry.

Most valuable session: User Provisioning Best Practices.

Significant takeaway: I learned that other companies are in the same boat we are: trying to figure out the best way to attack this problem. The problem space is very large with multiple ways to attack it and we are all struggling to figure out the best approach.

Mikhail Krylov, IT Architect, Occidental Petroleum

Objective: To familiarize ourselves with the IAM technology because we just procured the Oracle Identity Management Suite. We're evaluating the feasibility of implementing this. We want to compare it to other solutions and see what it would take to implement it

Most valuable session: Project management with Roberta Witty.

Significant takeaway: This is very complicated, a long-term project. Take it very seriously.

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Sponsors Give Gartner Identity & Access Management Summit Rave Reviews

“Because this is a focused show, it attracts a more sophisticated audience in the realm of identity management. They have a clear vision of what they want to accomplish or are in the process of defining their business drivers and requirements. This is a good place for us to be.”

Kirk Graham, M-Tech

“I’m impressed with the quality of attendees and their desire to discuss identity management in depth. I look forward to participating again.”

Derek Thorslund, Senior Manager, IAM Products, Citrix

“It was a fantastic conference. Our expectations were exceeded with the amount and quality of attendees. The right people were here and it was very valuable to our business.”

Stephen Tiches, Vaau

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“The event exceeded our expectations. We were impressed with the turnout and plan to participate next year.”

Greg Laroche, Director, Product Management, Imprivata

“The audience was very interested in what everyone had to present. They understood the technology being offered. We got some really good leads.”

Carol Alexander, Vice President, Marketing, Arcot

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