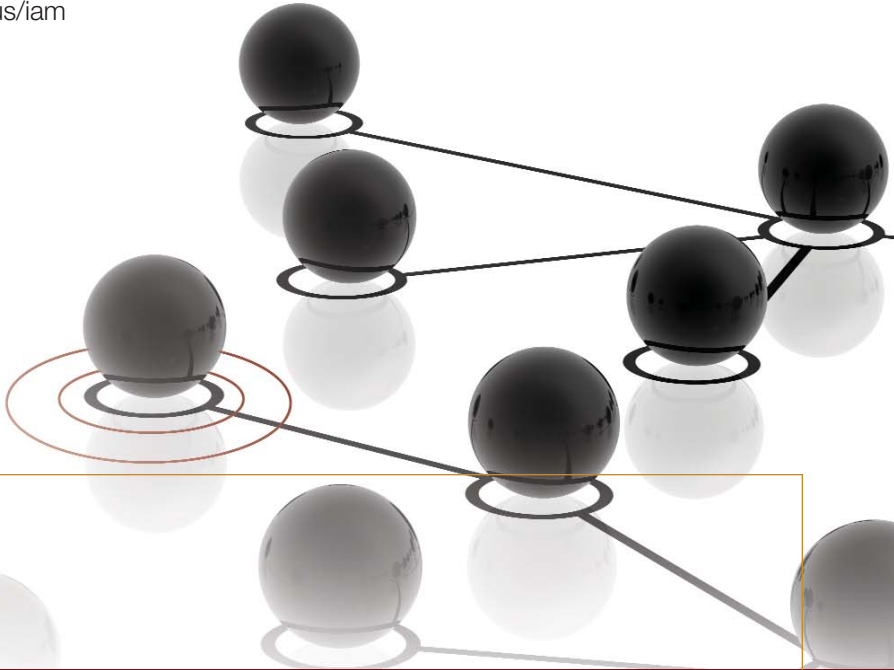


Gartner
Identity & Access
Management
Summit 2008

Connecting strategic goals to tactical value.

November 10-12
Gaylord Palms Resort & Convention Center
Orlando, FL
gartner.com/us/iam

\$200 Early Bird Discount
Register by September 19th
and save \$200



Provide secure access
to the right information
at the right time
(to the right people).

IAM Thought Leaders & Summit Co-chairs



Gregg Kreizman
Research Director,
Gartner



Ray Wagner
Managing VP,
Gartner

Better approaches, processes, and innovative technologies

Introduction from the Summit Chairs

Whoever your users are – your workforce, your business partners, your online customers – managing their digital identities and their access to your systems is critical – and this is the core focus of identity and access management (IAM).

While traditional information security programs have focused on managing risk by “keeping the bad guys out” through protective measures, such as next-generation firewalls, managing risk by focusing on “letting the good guys in” has become increasingly important, and identity and access management is now established as a cornerstone of information security.

What’s more, recent IAM investment has also realized benefits in both regulatory compliance and IT governance. Thus, IAM makes a significant contribution to one of the many critical imperatives for your organization; namely, to manage risk, compliance and enterprise governance.

But realizing all the benefits from an IAM program is not trivial. Making the *business case*, engaging all stakeholders across the business, developing the *right processes*, selecting and implementing the *right technologies*, and orchestrating all the elements within a well-governed IAM program remain significant challenges.

Gartner Identity & Access Management Summit addresses these challenges facing IAM programs and professionals tasked with making them work.

This year’s summit focuses on three main elements:

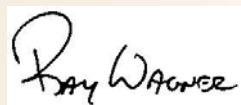
- **The *business* and *culture* issues.** You need to be able to articulate the business value of IAM, considering not just the return on investment, but also on risk management, regulatory and stakeholder exposure, and the reliability of business operations.
- **The *process* issue.** You must consider IAM as a *process*, and not purely as a set of technologies. While IAM projects frequently begin as technical solutions to tactical problems, that approach does not provide a good foundation for a complex program.
- **The *technology* issue.** While IAM is far more than just a set of technologies, no IAM program can succeed without understanding the *technologies* needed. Core technologies continue to be important, but we see new innovations that focus on particular drivers and benefits. It is crucial that you understand how to mix the old and the new.

Furthermore, this year’s program brings together a powerful concentration of Gartner IAM expertise, two end-user panels, and a series of case studies to give you the tools you need to deliver both the security and business benefits from your IAM initiatives.

We hope you can join us!



Gregg Kreizman
Research Director
Gartner



Ray Wagner
Managing VP
Gartner

Gartner Keynote Sessions

IAM: Enabling Governance and Risk Management in An Age of Business Challenges

Monday, November 10, 8:15am

Earl Perkins, Research VP

Best Practices for Vendor Selection: The Gartner IAM Magic Quadrant

Monday, November 10, 5:00pm

Ray Wagner, Managing VP
Gregg Kreizman, Research Director
Earl Perkins, Research VP

The Future Panel: User-Centric Identity

Tuesday, November 11, 8:30am

Moderated by Gregg Kreizman, Research Director

Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked

Wednesday, November 12, 11:15am

Ray Wagner, Managing VP, and the Gartner IAM analyst team

Analyst/User Roundtable Topics

Six to 12 Gartner clients get together to share insights on a pre-assigned subject

- PKI Issues
- User Provisioning
- Single Sign On: Enterprise, Web, and Identity Federation
- Identity Aware Networking and Network Access Control
- Role Management
- IAM Governance
- User Activity Monitoring and Security Information and Event Monitoring

Hot Topics

- IAM Governance
- IAM Architecture
- IAM Process Maturity
- Future Technology Directions
- Implementation Best Practices
- Current IAM Technologies

Who Should Attend

- CISOs, CSOs and their teams
- CIOs and other IT executives
- VPs, directors and managers of information security
- Network security executives and directors
- IT/IS directors and managers
- Enterprise architects and planners
- E-commerce executives
- Finance executives and risk managers

Meet the Gartner Analysts

For over 25 years, Gartner analysts have been the trusted advisors to many of the world's largest and most demanding organizations. No one sees the implications of technology so clearly, so consistently. Gartner analysts draw constantly from the real-life challenges and solutions experienced by more than 45,000 clients worldwide. The value of this resource, combined with our deep analysis of technology vendors, is unrivaled. The Gartner Identity & Access Management Summit brings a level of experience and expertise that you simply cannot get anywhere else.



Ant Allan
Research VP

Focus Areas: Authentication, Mainframe Security, Password Management



Perry Carpenter
Research Director

Focus Areas: User provisioning, password management, IAM best practices, access control, IAM governance, Security Awareness



Arabella Hallawell
Research VP

Focus Areas: Anti-Malware, International Privacy & Regulations, Secure E-Mail



Gregg Kreizman
Research Director

Focus Areas: Enterprise Single-Sign-On, Government Identity and Authentication



Avivah Litan
VP Distinguished Analyst

Focus Areas: Consumer Authentication, Fraud ID Theft, Identity Networks, PCI



Mark Nicolett
VP Distinguished Analyst

Focus Areas: Vulnerability, Patch and Configuration Management, Security Event Management



Lawrence Orans
Research Director

Focus Areas: Network Access Control, Proxy Servers, SIP and VoIP Security



Eric Ouellet
Research VP

Focus Areas: Business Continuity, Encryption Digital Rights Management, PKI



Earl Perkins
Research VP

Focus Areas: Identity Management, Oracle Security, SAP, Web Services Security



Tom Scholtz
Research VP

Focus Areas: Budgets, Security Architecture, Security Operations Standards



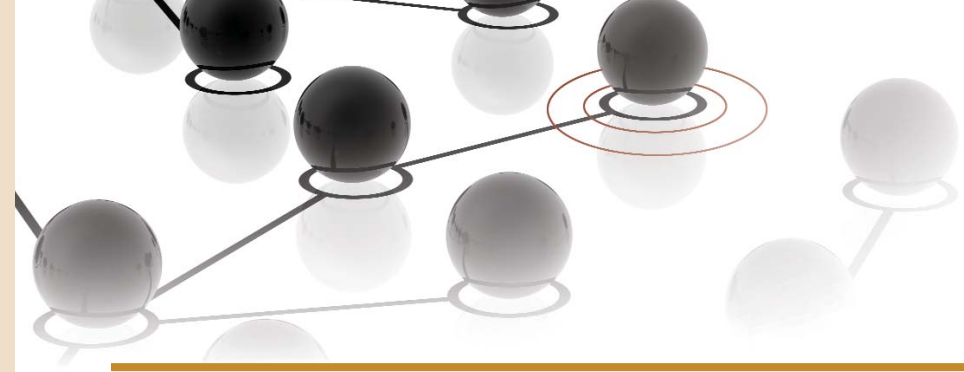
Ray Wagner
Managing VP

Focus Areas: Digital Rights Management, Encryption, Identity Management, Web Services Security



Roberta Witty
Research VP

Focus Areas: Business Continuity, Disaster Recovery, Identity and Access Management



The New Tracks for 2008

Following on the success of last year's event, the 2008 survey results, and continuous research, **Gartner Identity & Access Management Summit** is built along three main tracks:

A
B
C

Planning, Building and Governing Successful IAM Programs

An IAM program should not start with technology, but rather with an understanding of how your organization currently handles users' digital identities and the importance it places on these as a business asset. From this understanding flows the strategic plan, the architecture, the controls and the processes. Governance also involves managing communication and cooperation with the rest of the enterprise, and articulating the value of IAM initiatives to the enterprise in business terms.

Implementing IAM Technologies for Efficiency and Effectiveness

IAM has evolved from an unconnected set of one-off controls to become a core IT infrastructure that touches every part of the enterprise. Only by continuing this evolution can we deal with the increasingly complex and high-scale situation that is enterprise IT in the early 21st century. This track focuses on the key technologies that make significant contributions to the modern IAM infrastructure.

Emerging Technologies for Innovative and Agile IAM Programs

Your IAM program, like your organization, must remain innovative and agile. You can embrace new IAM technologies that allow you to meet pressing needs in a more timely way or facilitate IAM process optimization. You also need to consider how you can augment your IAM program with technologies not traditionally considered as IAM, such as security information and event management and network access control.

101

VIRTUAL TRACK: IAM 101

IAM is a cornerstone of information security, and can deliver real business value. In this virtual track, you will learn the basics of IAM: foundation concepts, best practices, IAM architecture, common project pitfalls, and how to balance cutting costs with enabling effective governance.

BP

VIRTUAL TRACK: IAM Best Practices

Creating the optimal IAM program is easier if you know what *not* to do. Join in this virtual track to hear best practices around managing in today's tight economy, creating an IAM architecture, risk management initiatives, role management and authorization, IAM and business continuity and disaster recovery, IAM projects, and privacy management.

M

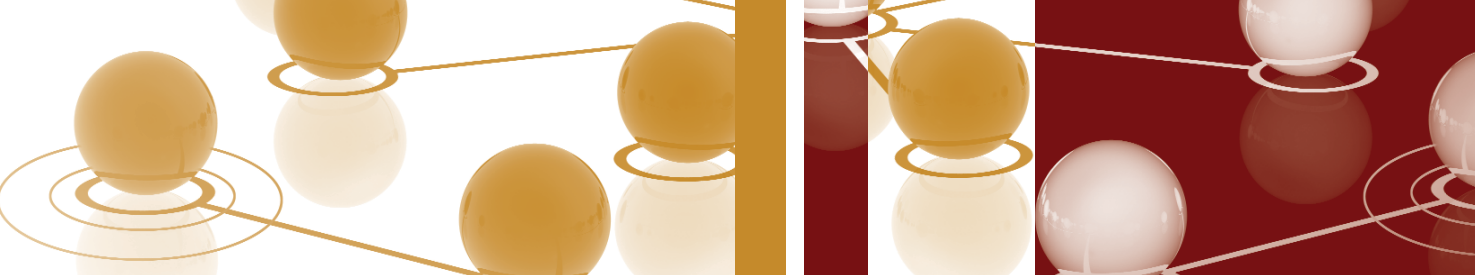
VIRTUAL TRACK: Managers

You're responsible for ensuring the success of your IAM program. Take advantage of sessions in this virtual track to do it right: choosing the right projects, getting all perspectives on user-centric identity frameworks, understanding role management vs. authorization management, managing past the FUD in your recovery plan, learning what not to do when creating your program, and the pros and cons of service-based IAM.

B2C

VIRTUAL TRACK: B2C IAM

Protecting your customers' data is at least as important as protecting your own and your partners' data. In this virtual track, you will gain the knowledge you need to make sure it's optimally protected: hear from B2C companies on user-centric identity frameworks, learn how to maximize your IAM efforts by working with other key departments and disciplines, best practices for an optimal B2C IAM program, proactively managing consumers' privacy, and promoting your program to upper management.



Tailor Your Own Agenda in Advance!

To enable you to build your own personal agenda and select the sessions that are relevant to you, please use our **online Agenda Builder** to ensure you make the right decisions and get the best value from the Summit.

For details please visit gartner.com/us/iam

Agenda at a Glance

Virtual Track Key:

IAM 101 **101** Best Practices **BP** Managers **M** B2C IAM **B2C**

Sunday, November 9, 2008

3:00pm Pre-registration

4:00pm **T1. Pre-Conference Tutorial: Orientation to Identity and Access Management: Technology, Process, and Business Value** Ant Allen, Research VP, Gartner; Perry Carpenter, Research Director, Gartner

101 BP M B2C

Monday, November 10, 2008

7:00am Registration/Attendee Breakfast

8:00am Welcome Address

8:15am **K1. General Session: IAM: Enabling Governance and Risk Management in An Age of Business Challenges** Earl Perkins, Research VP, Gartner

101 BP M B2C

9:00am **K2. Keynote Session**

TRACK A:

Planning, Building and Governing Successful IAM Programs

10:15am **A1. Best Practices for Building an IAM Architecture** G.Kreizman/T.Scholtz **101 BP M**

TRACK B:

Implementing IAM Technologies for Efficiency and Effectiveness

B1. Case Study

TRACK C:

Emerging Technologies for Innovative and Agile IAM Programs

C1. Identity Aware Networks: Where IAM Meets Network Access Control (NAC) L.Orans

ANALYST/USER ROUNDTABLES:

AUR1. PKI Issues E.Ouellet

11:15am Attendee Lunch & Solution Showcase Dessert Reception

1:15pm **A2. The Risk Management Activity Cycle** R.Witty **101 BP M B2C**

B2. Case Study

C2. DLP/EDRM and Data Discovery: How It Will Impact Your IAM Environments E.Ouellet

AUR2. User Provisioning P.Carpenter

2:30pm **A3. Roles and Entitlements: Role Management Meets Authorization Management** E.Perkins **101 BP M B2C**

B3. Why You Can't Count on Customer Authentication A.Litan

C3. Case Study

AUR3. Single Sign On: Enterprise, Web, and Identity Federation G.Kreizman/R.Wagner

3:45pm Solution Provider Sessions & Case Studies

5:00pm **K3. General Session: Best Practices for Vendor Selection: The Gartner IAM Magic Quadrant** Gregg Kreizman, Research Director, Gartner; Earl Perkins, Research VP, Gartner; Ray Wagner, Managing VP, Gartner

6:00pm Solution Showcase Reception

Tuesday, November 11, 2008

7:30am Registration/Attendee Breakfast

8:30am **K4. The Future Panel: User-Centric Identity** Moderated by Gregg Kreizman, Research Director, Gartner

101 BP M B2C

9:45am Solution Provider Sessions & Case Studies

11:00am **A4. IAM During a Crisis: From Request to Execution** R.Witty **BP M**

B4. Authentication: The Keystone in the IAM Arch(itecture) A.Allan **101 B2C**

C4. Managed and Service-Based IAM: Evolution or Revolution? E.Perkins **B2C**

AUR4. Identity Aware Networking and Network Access Control L.Orans

12:00pm Attendee Lunch & Solution Showcase Dessert Reception

2:00pm **A5. Why Your IAM Project is Doomed to Failure: Big Mistakes vs. Best Practices** P.Carpenter **101 BP M B2C**

B5. Electronic Signature – The Identities In Your Documents G.Kreizman **101**

C5. Fraud Detection and Consumer Authentication A.Litan, moderator **B2C**

AUR5. Role Management E.Perkins

3:15pm Solution Provider Sessions & Case Studies

4:30pm **K5. Keynote Session**

5:30pm Hospitality Suites

Wednesday November 12, 2008

7:00am Registration/Breakfast with the Analysts

8:00am **A6. A World with Secrets: The Relationship Between Identity and Privacy** A. Hallawell **BP M B2C**

B6. Getting to the Problem of the Root: Best Practices for Managing Superuser Privileges and Shared Account Passwords A.Allan **101 BP**

C6. Identity, the Universe, and Everything: Security Information and Event Management M.Nicolett

AUR6. IAM Governance R. Witty

9:15am Solution Provider Sessions & Case Studies

10:00am **A7. Articulating the Business Value of IAM** P.Carpenter/T.Scholtz **101 M B2C**

B7. PKI Makes a Comeback? E.Ouellet **BP**

C7. Case Study

AUR7. User Activity Monitoring and Security Information and Event Monitoring M.Nicolett

11:15am **K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked** R.Wagner/IAM Team

101 BP M B2C

12:00pm Conference Adjourns

Agenda as of August 12, 2008

Session Descriptions

Plenary Sessions Keynote Sessions

K1. IAM: Enabling Governance and Risk Management in An Age of Business Challenges

As the world economy challenges enterprises to be more focused with IT resources, the need to establish a business-centric approach for governing identity and access as a part of managing risk becomes more important than ever. This presentation explores the balance required between cutting costs and enabling effective governance.

- How can enterprises address the need for cutting costs within and with IAM?
- What is the true relationship between IAM and governance, risk management and compliance (GRC)?
- What are the trends in IAM+GRC in terms of people, processes and technology?

Earl Perkins, Gartner

K3. Best Practices for Vendor Selection: The Gartner IAM Magic Quadrants

This presentation will introduce and discuss the Gartner Magic Quadrants that cover three key identity and access management technologies: Enterprise Single Sign-On, User Provisioning and Web Access Management.

- What trends and product differentiators contribute to Magic Quadrant positioning in each technology?
- What is the future of the technologies represented?
- Do single-vendor suites provide the best approach to an enterprise IAM solution?

Ray Wagner and Gregg Kreizman

K4. The Future Panel: User-centric Identity

This panel discussion will help separate hype from reality regarding user-centric identity frameworks and their implementations. The panel will include end users such as banks and government agencies, service/identity provider vendors and industry specialists in identity frameworks.

- What are the requirements driving new identity frameworks, their relative merits and how they will evolve?
- What factors are enabling their adoption in the market place?
- What are the merits and challenges for potential service providers and identity providers to implement these different frameworks?

Gregg Kreizman, moderator, Gartner

K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked

Sometimes best practices have too much practice, vendor offerings have too much to offer, business solutions solve problems we don't really have or shouldn't be thinking about. Our final conference session will take a somewhat light-hearted look at "right-sizing" your IAM strategy.

- What does "going too far" mean when it comes to the practice of IAM in the enterprise?
- Does the view of what is reasonable IAM practice change based on one's role or position?
- What's the difference between a strategic IAM technology and an "over-the-horizon" IAM technology?

Ray Wagner and IAM Team, Gartner

Pre-conference Tutorial

T1. Pre-Conference Tutorial: Orientation to Identity and Access Management: Technology, Process, and Business Value

IAM is well established as a cornerstone of information security, but can deliver real business value beyond its contributions towards efficient and effective security, risk management and compliance. In this extended tutorial session we will lay out the pieces of the IAM jigsaw and show how they all fit together. We will take a deep dive into some of the foundational concepts and issues and provide an overview of others that will be covered in depth in other sessions throughout the week.

- So, just what is IAM anyway?
- What are the drivers for and benefits from IAM?
- What are the key elements of an IAM program?
- What is the value of IAM processes?
- What are the IAM technologies? Which are core, and which fringe? Which are tactical, and which strategic?
- How can you articulate the business value of IAM?

Ant Allan, Gartner

Session Descriptions

Gartner Analyst Presentations

Track A: Planning, Building and Governing Successful IAM Programs

An IAM program should not start with technology, but rather with an understanding of how your organization currently handles users' digital identities and the importance it places on these as a business asset. From this understanding flows the strategic plan, the architecture, the controls, and the processes. Of course, governance also involves managing communication and cooperation with the rest of the enterprise, and articulating the value of IAM initiatives to the enterprise in business terms.

A1. Best Practices for Building an IAM Architecture

Designing an IAM infrastructure is a complex architectural challenge. Doing it in isolation from other security and enterprise architecture initiatives is a recipe for disaster.

- What are the most effective contents and structures for security architecture, and how do these fit with EA?
- How should enterprises model IAM architectures?
- What are IAM architecture best practices?

Gregg Kreizman and Tom Scholtz

A2. The Risk Management Activity Cycle

Risk management and risk-based activities cover security, risk assessment, business continuity, compliance, and privacy. IT departments are stretched trying to address the complexity and breadth of all these requirements. Gartner has developed an activity cycle that shows the relationship between these disciplines and embodies the best practices to execute them effectively and efficiently.

- What are the best practices to address security, privacy, business continuity, and compliance effectively and efficiently?
- How should you organize an effective risk management function?
- How do you know your organization is effectively protected against reasonably anticipated threats?

Roberta Witty

A3. Roles and Entitlements: Role Management Meets Authorization Management

Role lifecycle management plays a key role in improving IAM process by addressing important processes in governing authorizations or entitlements. Authorization management plays an equally key role by delivering an engine to consistently use structured entitlements for enforcing access to applications and services. This presentation explores the relationship and dependencies between these two disciplines.

- What are the key processes of role lifecycle management and authorization management?
- Who are the key players in these disciplines and what do they offer to customers today?
- How are these two disciplines related and what is the future of this relationship?

Earl Perkins

A4. IAM During a Crisis: From Request to Execution

During a crisis, fear, uncertainty and doubt can run the show if you don't have a response and recovery plan in place. Even with a plan, the workforce will be operating under a heightened level of stress such that normal operating practices become, well – not normal. IAM is one of those practices that if not well managed, can undo all of your good work done during day-to-day operations in managing and controlling user access. In this session, we will look at how your current IAM practices need to change in order to address recovery IAM requirements.

- What is business continuity management?
- What is the relationship of BCM to IAM?
- What are the best practices for including recovery needs in your IAM practices?

Roberta Witty

A5. Why Your IAM Project is Doomed To Failure: Big Mistakes vs. Best Practices

Your company's IAM project will be one of the most technically and logistically challenging efforts undertaken. That being the case, it's probably not surprising that there is a high mortality rate for such projects. This session is intended to help you avoid common project pitfalls (both technical and non-technical) and structure your project such that you have the best possible chance for success.

- How do we understand and have realistic expectations for what can and can't be done in an IAM project?
- How do we manage IAM vendors?
- What are the best practices for managing your management team (i.e., expectation management and "quick wins")?

Perry Carpenter

Session Descriptions

Track A: Planning, Building and Governing Successful IAM Programs (continued)

A6. A World with Secrets: The Relationship Between Identity and Privacy

Organizations are struggling to grapple with myriad security breach notification requirements in the US, and a complex web of privacy regulations internationally. Moreover, as enterprises open up to third parties, from SAAS providers to business partners, issues around federation and protection of personal data become more complex. This presentation explores the evolution of privacy management, and details best practices and technologies and services to aid the protection of your business.

- How is privacy evolving?
- How should privacy be managed in my business?
- Which technologies and services should I invest in?

Arabella Hallawell

A7. Articulating the Business Value of IAM

The IAM program is a big ticket budget item. As budgets begin to tighten it will become increasingly difficult to justify IAM expenditures. This session outlines strategies and techniques for defending your IAM projects in words that business leaders can understand.

- Strategies for obtaining and maintaining executive support for IAM initiatives
- A practical model for communicating the business value of an IAM program
- Techniques for effective cost/benefit analyses for IAM project investment

Perry Carpenter and Tom Scholtz

"A point has been reached in the identity and access management market maturity where one can start to distinguish between strategic plays and operational conveniences."

Earl Perkins, Research VP, Gartner

Track B: Implementing IAM Technologies for Efficiency and Effectiveness

IAM has evolved from an unconnected set of one-off controls to become a core IT infrastructure that touches every part of the enterprise. Only by continuing this evolution can we deal with the increasingly complex and high-scale situation that is enterprise IT in the early twenty-first century. This track focuses on the key technologies that make significant contributions to the modern Identity and Access Management infrastructure.

B1. Case Study

Please go to gartner.com/us/iam for the latest updates.

B2. Case Study

Please go to gartner.com/us/iam for the latest updates.

B3. Why You Can't Count On Customer Authentication

We position best practices for identifying and verifying online customers and transactions against a background of increasing attacks against sensitive personal and financial data. We also examine and recommend methods for monitoring unusual activity at your site.

- What are the latest trends in attacks?
- How are customer attitudes changing because of them?
- What are the best practices for securing sensitive enterprise information using fraud detection and user authentication?
- What differentiates the key vendors supporting this fragmented market?

Avivah Litan

B4. Authentication: The Keystone in the IAM Arch(itecture)

Authorization, audit and assurance rely on authentication. If authentication is unreliable, if you don't have sufficient confidence in the identities of the users, the value of other IAM events collapses.

- Why is authentication necessary (but not sufficient)?
- How do different authentication methods meet the needs of different use cases?
- How does authentication fit within adaptive access control?

Ant Allan

Session Descriptions

Track B: Implementing IAM Technologies for Efficiency and Effectiveness (continued)

B5. Electronic Signature – The Identities In Your Documents

Despite technology-neutral e-signature laws in North America and a history of point solution adoption, there is increased interest in deploying e-signature software suites and hosted services to ensure that the important signature process steps are properly managed and that signed records can stand up in court for years to come.

- How do software suites and hosted services address the important signature process control points?
- Which e-signature technologies are winning market share?
- Who are the e-signature software suite and e-signature service providers and how do they differentiate themselves?

Earl Perkins

B6. Getting to the Problem of the Root: Best Practices for Managing Superuser Privileges and Shared Account Passwords

Organizations are under increasing pressure to reduce the number of users having permanent full superuser privileges, and to implement better control over, and greater accountability for, use of shared accounts with like privileges.

- How can you most efficiently and effectively contain use of full superuser privileges?
- How can you manage individuals' use of shared privileged accounts in a controlled and auditable manner?
- What are the best practices for dealing with embedded application-to-application passwords?

Ant Allan

B7. PKI Makes a Comeback?

While many would argue that PKIs should disappear for good and be replaced with other more flexible technologies, there continues to be resounding support for these infrastructure components and they continue to capture the interest of organizations and governments worldwide. Organizations need to get a solid understanding of the real pros and cons so they can make the most informed judgments on their applicability within their environments.

- What is fueling the PKI life support?
- What are the lessons learned in actual successful and in-use PKI deployments?
- Will PKI/PKO adoption grow and continue to win converts or are there challengers poised to finally pulling the plug?

Eric Ouellet

"It's time to join the IAM mainstream, where technology, process, and architecture come together."

Ray Wagner, Managing VP, Gartner

Session Descriptions

Track C: Emerging Technologies for Innovative and Agile IAM Programs

Your IAM program, like your organization, must remain innovative and agile. You can embrace new IAM technologies that allow you to meet pressing needs in a more timely way or facilitate IAM process optimization. You also need to consider how you can augment your IAM program with technologies not traditionally considered as IAM, such as security information and event management and network access control.

C1. Identity Aware Networks: Where IAM Meets Network Access Control (NAC)

Who are you and what are you doing on my network? Concerns over regulatory compliance and insider threats have brought this question to the forefront. Combining IAM functionality with NAC is the key to answering it.

- What are the benefits of integrating NAC and IAM?
- Which vendors are leading the way in integrating NAC and IAM?
- What are the best practices for building guest networks and identity aware networks?

Lawrence Orans

C2. DLP/EDRM and Data Discovery: How It Will Impact Your IAM Environments

Many organizations have introduced new data loss prevention (DLP) and enterprise digital rights management (EDRM) capabilities within their environments to better control and protect sensitive assets at the perimeter, within data stores and document management systems and also at the end points. As these tools become mainstream within organizations they will impact the traditional view of IAM.

- How are DLP and EDRM technologies being used within organizations?
- What is the impact of DLP and EDRM technologies on IAM?
- How can organizations better integrate IAM within the DLP and EDRM solutions frameworks?

Eric Ouellet

C3. Case Study

Please go to gartner.com/us/iam for the latest updates.

C4. Managed and Service-Based IAM: Evolution or Revolution?

As IAM matures, the move to providing managed IAM services and IAM as a service occurs. IAM products themselves also evolve to service-centric architectures to support how IAM can be consumed by customers. This presentation explores that evolution.

- What are the types of IAM services and how are they defined?
- What should customers be asking if they seek to consume these services for their enterprise?
- What is the future of managed and service-based IAM?

Earl Perkins

C5. Fraud Detection and Consumer Authentication

Rising fraud rates and fast moving criminals means more effective fraud detection and customer authentication is needed. Effective fraud management systems must work across multiple channels, functions and other customer touch-points, and that often means large system integration projects that must address competing organizational priorities. This panel will examine best practices in implementing an enterprise-wide fraud management and customer authentication system and will address these key issues:

- How should enterprises prioritize competing fraud management projects?
- What type of systems architecture is demanded for effective fraud management and customer authentication?
- How should enterprises respond to competitive yet complementary needs of compliance, security, customer convenience and fraud prevention?
- How should lessons learned from past fraud be applied to legacy systems that touch customers and sensitive data?

Avivah Litan, moderator

C6. Identity, the Universe, and Everything: Security Information and Event Management

Security information and event management (SIEM) technology can be used to consolidate and analyze events from virtually any source that produces log, event, transaction or report data. Come and learn how SIEM monitoring complements the audit capabilities of IAM technology, and how to integrate SIEM and IAM to achieve exception monitoring.

- What are the capabilities and limitations of Identity and Access Management audit functions?
- How can SIEM technology be used to fill IAM audit gaps?
- How should organizations select SIEM vendors and deploy SIEM technology?

Mark Nicolett

C7. Case Study

Please go to gartner.com/us/iam for the latest updates.

Virtual Tracks

Virtual Track 1: IAM 101

- T1. Orientation to Identity and Access Management: Technology, Process, and Business Value
- K1. IAM: Enabling Governance and Risk Management in An Age of Business Challenges
- K4. The Future Panel: User-centric Identity
- K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked
- A1. Best Practices for Building an IAM Architecture
- A2. The Risk Management Activity Cycle
- A3. Roles and Entitlements: Role Management Meets Authorization Management
- A5. Why Your IAM Project is Doomed To Failure: Big Mistakes vs. Best Practices
- A7. Articulating the Business Value of IAM
- B4. Authentication: The Keystone in the IAM Arch(itecture)
- B5. Electronic Signature – The Identities In Your Documents
- B6. Getting to the Problem of the Root: Best Practices for Managing Superuser Privileges and Shared Account Passwords

Virtual Track 2: Best Practices for IAM Projects – and Pitfalls to Avoid

- T1. Orientation to Identity and Access Management: Technology, Process, and Business Value
- K1. IAM: Enabling Governance and Risk Management in An Age of Business Challenges
- K4. The Future Panel: User-centric Identity
- K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked
- A1. Best Practices for Building an IAM Architecture
- A2. The Risk Management Activity Cycle
- A3. Roles and Entitlements: Role Management Meets Authorization Management
- A4. IAM During a Crisis: From Request to Execution
- A5. Why Your IAM Project is Doomed To Failure: Big Mistakes vs. Best Practices
- A6. A World With Secrets: The Relationship Between Identity and Privacy
- B6. Getting to the Problem of the Root: Best Practices for Managing Superuser Privileges and Shared Account Passwords
- B7. PKI Makes a Comeback?

Virtual Track 3: Managers – You're Responsible for Ensuring the Success of Your IAM Program

- T1. Orientation to Identity and Access Management: Technology, Process, and Business Value
- K1. IAM: Enabling Governance and Risk Management in An Age of Business Challenges
- K4. The Future Panel: User-centric Identity
- K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked
- All Track A Sessions

Virtual Track 4: B2C IAM

- T1. Orientation to Identity and Access Management: Technology, Process, and Business Value
- K1. IAM: Enabling Governance and Risk Management in An Age of Business Challenges
- K4. The Future Panel: User-centric Identity
- K6. Identity FADeration: Worst Best Practices and Useless Useful Technologies Unmasked
- A2. The Risk Management Activity Cycle
- A3. Roles and Entitlements: Role Management Meets Authorization Management
- A5. Why Your IAM Project is Doomed To Failure: Big Mistakes vs. Best Practices
- A6. A World With Secrets: The Relationship Between Identity and Privacy
- A7. Articulating the Business Value of IAM?
- B3. Why You Can't Count on Customer Authentication
- B4. Authentication: The Keystone in the IAM Arch(itecture)
- C4. Managed and Service-Based IAM: Evolution or Revolution?
- C5. Fraud Detection and Consumer Authentication

Sponsors

Your own personalized solution provider shortlist

To maximize the event's relevance to you, we'll help you develop a shortlist of technology providers that can meet your own unique needs. This includes exclusive access to some of the world's leading technology providers in a variety of settings. Design your own program by combining the Solution Showcase, sponsor presentations and the networking receptions for informal relationship building.

PLATINUM



CA (NASDAQ: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT. ca.com/security

BITKOO®

BITKOO specializes in the service-oriented development of applications, and providing secured access to data and systems with the highest degree of ease and flexibility. BITKOO solutions are Internet-scalable, enabling applications to consume authentication and authorization as a run-time service, changing the way people think about systems security, and dramatically improving corporate governance, risk management and regulatory compliance (GRC). bitkoo.com



As the world's largest information technology company, IBM has 80+ years of leadership in helping businesses innovate. IBM delivers services, solutions and technologies enabling customers to gain insight into business information. Visit <http://www.ibm.com/bi> to learn how IBM is helping customers gain competitive advantage with innovative data warehousing solutions. ibm.com



Get to One – one identity and one directory – with the Quest One Identity Solution. Visit www.gettoone.com and find out how Quest One improves efficiency, enhances security and ensures you achieve compliance regardless of your project – single sign-on, password management, provisioning, whatever. Be sure to visit the Quest booth TODAY! quest.com/identity-management



The Security Division of EMC

RSA, The Security Division of EMC, is the premier provider of security solutions for business acceleration, helping the world's leading organizations succeed by solving their most complex and sensitive security challenges. RSA's information-centric approach to security guards the integrity and confidentiality of information throughout its lifecycle – no matter where it moves, who accesses it or how it is used.

RSA offers industry-leading solutions in identity assurance & access control, data loss prevention, encryption & key management, compliance & security information management and fraud protection. These solutions bring trust to millions of user identities, the transactions that they perform, and the data that is generated. rsa.com



SAP is the world's leading provider of business software, offering applications and services that enable companies of all sizes and in more than 25 industries to become best-run businesses. With more than 47,800 customers in over 120 countries, the company is listed on several exchanges, including the Frankfurt stock exchange and NYSE, under the symbol "SAP." sap.com

sentillion®

Sentillion successfully combines patented technology with a deep understanding of the healthcare industry to deliver the most comprehensive set of solutions for single sign-on (SSO), user provisioning, clinical workstations and desktop virtualization. Sentillion was recognized as the number one SSO vendor in the KLAS Top 20: 2007 Year-End Report. sentillion.com

Sponsorship Opportunities

Stephen Gibertoni (Companies A-G)
1 203 316 6360 or
stephen.gibertoni@gartner.com

David Calabrese (Companies H-R)
1 203 316 6298 or
david.calabrese@gartner.com

David Sorkin (Companies S-Z)
1 203 316 3561 or
david.sorkin@gartner.com

SILVER

Aladdin Knowledge Systems
Arcot Systems
Authenticate, Inc.
Aveksa
BMC Software
Centrify Corporation
Cisco

Cloakware
Courion Corporation
Cyber-Ark Software
Deloitte & Touche LLP
Fischer International Identity
Fox Technologies
Hitachi ID Systems, Inc.

Imprivata
Radiant Logic
SailPoint
Symark International
Symplified
Tricerion, Inc.

As of August 10, 2008

MEDIA & ASSOCIATION PARTNERS



Reference Guide

What Gartner Identity & Access Management Summit 2008 has to offer

Interact with Gartner analysts – and get your specific questions answered.

- **Track Session Q&As:** Every session includes an opportunity to ask the presenter your top question.
- **Analyst/User Roundtables:** Six to 12 Gartner clients get together to share insights on a pre-assigned subject.
- **Analyst One-on-one Meetings:** Gartner clients meet with a Gartner analyst to get answers to their toughest questions.
- **Analyst breakfast:** Join our onsite analysts for an informal breakfast discussion.

Hear what industry experts and luminaries have to say.

- **Keynote presentations:** Today's leading thinkers, writers and business leaders address the big picture and share their insights.
- **Mastermind panel discussions:** Analyst-led discussions with esteemed panels of business and technology leaders explore our toughest topics.
- **General sessions:** Analysts present new research, address common challenges, and examine today's latest best practices.
- **End-user case studies and panels:** Those responsible for some of the biggest and most complex implementations in the business join us to share the details of their biggest successes and most powerful "learning experiences."

Get the latest information on IAM technologies from top solution providers.

- **Hospitality Suites:** More than spirits and food, hospitality suites put you together with representatives from top solutions providers.
- **Solution Provider Sessions and Case Studies:** Learn about the most compelling new solutions being implemented, and get a tell-all report from the field.
- **Sponsor Showcase Gatherings:** You've heard the hype, you've seen the ad. Now find out what it's really about when solution providers take the stage.

Network with peers, share experiences, and get their take on IAM.

- **Attendee Networking Breakfasts:** Each table has a topic. Choose the one that interests you and find out what your peers have to say.
- **Communal Lunches:** Every afternoon attendees gather for casual conversation – the kind of exchange that often leads to valuable insights.



Identity & Access Management Summit 2008

November 10-12
Gaylord Palms Resort & Convention Center
Orlando, FL
gartner.com/us/iam

PRESORTED
STANDARD
U.S. POSTAGE
PAID
GARTNER

How to Register

Web: gartner.com/us/iam
E-mail: gartner.events@gartner.com
Phone: 1 866 405 2511

REGISTRATION FEES:

Early Bird Price: \$1,695
A savings of \$200
(If credit card payment is received by September 19, 2008.)

Standard Price: \$1,895

GARTNER EVENT TICKETS

We accept Gartner conference tickets as full payment. If you are a client with questions about tickets, please contact your sales

representative.

HOTEL AND TRAVEL INFO

Make your hotel reservations directly with the **Gaylord Palms Resort & Convention Center** at the same time you register for the summit.

Gaylord Palms Resort & Convention Center
6000 W Osceola Parkway
Orlando, FL 34746
Phone: 407-586-2000

Use priority code when you register:

Register by September 19 for \$200 Early Bird Discount.
Call 1 866 405 2511 or visit gartner.com/us/iam

© 2008 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark.

Find better ways to understand and manage your identity and access management infrastructure.

Gartner[®]

56 Top Gallant Road P.O. Box 10212 Stamford, CT 06904-2212 USA

Priority Code: