

See inside:
Agenda at a Glance

Gartner Identity & Access Management Summit 2009

Send us your best practices for a chance to win a free conference pass. *See page 6 for details.*

Keynote and Guest Speakers



Bruce Schneier
Security Technologist and
Best-Selling Author



Eric Sachs
Senior Product Manager
Google



Andy Weeks
Manager, Risk and Compliance Team,
Humana, Inc.



Owen Unangst
Director of Innovative and
Operational Architecture,
U. S. Department of Agriculture

Content-rich tracks that cater to all IAM program maturity levels:

- **IAM foundations:** building a strategic plan, architecture, controls and processes
- **In transit:** deploying, integrating and managing
- **Reaching goal:** increasing ROI and next-generation objectives

Gartner
Identity & Access
Management
Summit 2009

November 9 – 11
San Diego, CA
gartner.com/us/iam

Message From the Conference Chairs

Dear Colleague,

Even though recessionary times have put the squeeze on IT budgets across the board, identity and access management (IAM) has remained a top priority as an increasingly fundamental part of enterprise architecture. With security and compliance demands mounting, and technology trends changing requirements and options, letting your IAM program fall behind is simply not an option.

To help you meet these challenges, we've organized this year's Gartner Identity & Access Management Summit around where you are in developing your IAM program. Whether you're in the beginning stages, midstream or refining a mature program, you'll find a full track of content dedicated to getting you to the next level, as well as nearly a dozen peer-driven and highly interactive Analyst/User Roundtable discussions on today's most complex and important topics.

No matter where you are on the IAM continuum, you'll benefit from new research and essential strategies delivered in more than 40 in-depth sessions, including how to:

- Define, measure, integrate and mature IAM processes in your organization.
- Develop a long-term vision and plan for IAM that assesses and responds to business needs and includes effective IAM governance and regulatory compliance.
- Educate enterprise stakeholders about the security, risk management and direct business value of IAM initiatives.
- Accommodate and leverage SaaS, cloud offerings and other emerging trends.
- Optimize IAM expenditures, recognizing that IAM represents not only a target for cost cutting but also an opportunity to realize cost savings.

We look forward to helping you improve your organization through more effective IAM. Join us in San Diego this fall and we'll get the job done. Register today at gartner.com/us/iam.

Sincerely,

The Gartner Identity & Access Management Summit Co-Chairs



Ray Wagner
Research
Vice President



Gregg Kreizman
Research Director

P.S. Make strides in your professional development by earning Continuing Professional Education (CPE) credits when you attend. See page 4 for details.

Hot Topics

- User provisioning
- Single sign-on
- Password management
- IAM as a service
- User-centric identity
- Role management
- Fine-grained authorization
- IAM governance
- IAM project management
- IAM for the cloud
- IAM and virtualization
- Trusted portable personalities

Get Connected [LinkedIn](#).

Join the **Gartner Identity & Access Management Summit Group** on LinkedIn to network with attendees, alumni and analysts before, during and after the event. Visit linkedin.com.

Why Attend?

Top 10 reasons to attend this year

1

Optimize costs and improve efficiency.

Discover the latest cost-saving and cost-optimizing strategies, plus learn about new metrics to quantify the IAM contribution.

2

Learn how to articulate the business value of IAM.

Learn how to demonstrate the value of IAM as part of an effective information security communications program to enterprise stakeholders.

3

Get an intensive education at an excellent value.

Whether you are an IAM leader, architect, implementer or engineer, operations specialist, or business/IAM liaison, this event will provide you with the knowledge and tools to sharpen your IAM program.

4

Benefit from your peers' experiences.

Learn from your peers via networking, roundtable discussions, case studies and analyst consultations.

5

Identify next steps in your IAM strategy.

Four tracks address key priorities at every stage of IAM program development.

6

Streamline vendor research.

Get your questions answered in a down-to-business setting.

7

Leverage Gartner analyst expertise.

Hear the latest research. Interact with analysts in Q&As, private consultations and Analyst/User Roundtables.

8

Understand where the trends are taking us.

The IAM Magic Quadrant and MarketScope megasession will give you a complete picture of IAM market shifts and what they mean to your business.

9

Take home immediately actionable advice.

The IAM professional's role is becoming more strategic and business-related, and less technical and operational. This year's event will tell you how to succeed at this new style of IAM, no matter what your level.

10

Unplug and get inspired.

Recharge your creativity with keynotes, case studies and fresh perspectives—essential ingredients for insightful strategy.

Who should attend?

- CISOs, CSOs and their teams
- CIOs and other IT executives
- Vice presidents, 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

Quantify the ROI of your trip

Just in time for the late-summer budget crunch, our Justification Kit lets you calculate and demonstrate both the short- and long-term value of your summit experience. Download your fully customizable toolkit at gartner.com/us/iam.

Content targeted to your needs

Whether you're new to IAM, or an experienced practitioner, our program is designed to help you create, sustain and enhance your organization's agility and responsiveness. Regardless of where you are on the IAM continuum, you will take away applicable action items that will help you improve your organization for more effective IAM.

A

IAM Foundations:

Building a Strategic Plan, Architecture, Controls and Processes

This track covers the basics for attendees who are new to IAM and enterprises that are early in the IAM maturity cycle. A sound IAM program starts with an understanding of how your organization currently handles users' digital identities and the importance it places on these as a business asset. The strategic plan, architecture, controls and processes all flow from this understanding. From governance to process to best practices, this track lays the foundation.

B

In Transit: Deploying, Integrating and Managing

This track is for IAM practitioners who are well on the road to IAM maturity and need to finish the job. IAM is a core IT infrastructure that touches every part of the business. This track focuses on deploying, integrating and managing the key technologies, such as user provisioning and enterprise single sign-on, that make significant contributions to the modern IAM infrastructure.

C

Reaching Goal: Increasing ROI and Next-Generation Objectives

This track focuses on enterprises that have reached a high level of maturity in their IAM programs and now strive for operational excellence. Your IAM program must remain innovative and agile. You can embrace new IAM technologies, such as role life-cycle management, that allow you to be more efficient or enable IAM process optimization. We'll look at the value of technologies that are not traditionally considered to be part of IAM but are adjacent to or have a relationship with it, such as data loss prevention, security, information and event management, and network access control.

D

Analyst/User Roundtables

Facilitated by Gartner analysts, these highly informative sessions will each offer 15 participants the chance to learn directly from their colleagues' experiences.

Earn CPE Credits

As an attendee to this event, any sessions you participate in that advance your knowledge within that discipline may earn you CPE credits from the following organizations:

ISC2/CISSP

Gartner is an official (ISC)2 CPE submitter and can submit **up to 13**

Type A CISSP®, CAP, CSSLP, SSCP credits, based on the content in the Gartner Identity & Access Management Summit. You will be required to provide your name, certification number or (ISC)2 number and your e-mail address when on-site at the summit.

ISACA CPE Hours (CISA, CISM and CGEIT)

Up to 16 CPE credits may be available as outlined in ISACA's continuing education policy.

Visit gartner.com/us/iam for details.

Build your customized agenda

Use our convenient online Agenda Builder tool to create your own personalized summit schedule before the event. Go to gartner.com/us/iam.

Meet the Gartner Analysts

For more than 25 years, Gartner analysts have been the trusted advisors to many of the world's largest and most demanding organizations. Gartner analysts draw constantly from the real-life challenges and solutions experienced by more than 60,000 clients across the globe.



Anthony Allan
Research
Vice President

Focus Areas:
Identity and access management; authentication; shared and superuser account management



Perry Carpenter
Research Director

Focus Areas:
Identity and access management; user provisioning; password management; security awareness



John Girard
Vice President and
Distinguished Analyst

Focus Areas:
Business security and privacy solutions for wireless and mobile road warriors; extranet, remote offices and teleworkers



Gregg Kreizman
Research Director

Focus Areas:
Identity and access management; enterprise single sign-on; identity federation; personal identity frameworks; government identity and authentication; PKI



Avivah Litan
Vice President and
Distinguished Analyst

Focus Areas:
Consumer authentication; fraud identification theft; identity networks; PCI



Neil MacDonald
Vice President and
Gartner Fellow

Focus Areas:
Windows security; host-based intrusion prevention systems; converged endpoint security; service-oriented application security; business process management; security and the integration of security into the application development process



Mark Nicolett
Vice President and
Distinguished Analyst

Focus Areas:
Vulnerability; patch and configuration management; security event management



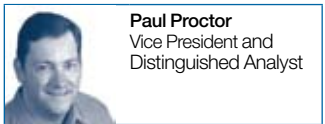
Lawrence Orans
Research Director

Focus Areas:
Network access control; proxy servers; SIP and VoIP security



Earl Perkins
Research
Vice President

Focus Areas:
Identity and access management; user provisioning; role management; entitlements management; Web services security



Paul Proctor
Vice President and
Distinguished Analyst

Focus Areas:
Enterprise and IT risk management; security program management and compliance; data loss prevention; IT GRC management; continuous controls monitoring; enterprise monitoring; IDS/IPS; event log management



Ray Wagner
Managing Vice President

Focus Areas:
IAM Web access management; identity federation; digital rights management and encryption; Web services security



Andrew Walls
Research Director

Focus Areas:
Information security practices; Asia/Pacific region markets

Analyst/User Roundtable sessions

Available to all fully registered end-user attendees, these sessions are focused on a specific topic and are moderated by a Gartner analyst. Seating is limited and appointments will be scheduled on a first-come, first-served basis. Use the Agenda Builder tool on gartner.com/us/iam to reserve your spot.

See page 9 for discussion topics.

Gartner Analyst One-on-One

Reserve your Analyst One-on-One session. Sit down privately for 30 minutes with a Gartner analyst and get targeted advice on your IAM concerns and issues. Visit gartner.com/us/iam.

The Intersection of Identity, Privacy and Security

Well-known security guru Bruce Schneier joins us for an exploration of current visionary thinking as it relates to identity in the enterprise and the rest of the online world. The author of *Secrets and Lies* and *Beyond Fear* will discuss current issues in information security, online privacy and human psychology as they relate to identity and the practice of IAM.

9:00 a.m. Monday, November 9



*Bruce Schneier
Security Technologist and
Best-Selling Author*

Case Study—Interesting Lessons From Google’s IAM Initiatives for Cloud-Based Applications

Google has created one of the largest cloud infrastructures and a set of SaaS applications. They have grappled with identity and access issues on an Internet scale. This session will provide interesting lessons learned applicable to any SaaS provider or enterprise concerned with creating new identity islands in the cloud.

2:30 p.m. Monday, November 9



*Eric Sachs
Senior Product Manager,
Google*

Case Study—How to Balance IAM Objectives to Deliver Real Value

Many companies have attempted to implement ambitious enterprise IAM programs only to have them flounder because of the pressure to meet tactical, operational and regulatory demands. Are there effective strategies to help companies keep an eye on the long-term value proposition while delivering on short-term needs? Follow one company’s journey through justification, planning, execution, challenges and mid-program course corrections, and the strategies they used to balance delivering both short- and long-term value.

8:00 a.m. Wednesday, November 11



*Andy Weeks
Manager, Risk and
Compliance Team,
Humana, Inc.*

Case Study—USDA’s Critical Success Factors to Getting It Done

Using a Homeland Security Presidential Directive as a catalyst, the U.S. Department of Agriculture has architected and implemented a comprehensive IAM solution across its 100,000 employees, 30,000 contractors and even several hundred thousand customers. This session describes the USDA’s plans, architectures, deployments, operations and other critical success factors associated with an enterprise implementation of IAM.

2:00 pm. Tuesday, November 10



*Owen Unangst
Director of Innovative and
Operational Architecture,
USDA Office of the Chief
Information Officer*

IAM best practices challenge

Share your favorite IAM best practices with us and you might win a free conference pass! Each week leading up to the event, we’ll select a winner among the best practice submissions. The best of the best practices will be announced at the event. To contribute your best practice, visit gartner.com/us/iam.

The Death of IAM and the Loss of Identity Innocence:

A Review of Program Maturity, Services-Driven Change and New-Era Threats

As IAM evolves, it's not without growing pains. Challenges include integration with business processes, building an IAM organization and integrating existing enterprise IAM infrastructure with new services-based options. Guarding against unauthorized access also requires greater transparency and granularity in assigning and using entitlements for that access.

*Speaker: Earl Perkins, Research Vice President
8:15 a.m. Monday, November 9*

Best Practices for Vendor Selection—The Gartner IAM Magic Quadrant

BPM drives agility, and agility drives effective response to change. This keynote will show BPM as an aid to navigating the current economic crisis and as a source of agile responses for enterprises, regardless of the economic climate.

*Speakers: Gregg Kreizman, Research Director
Ray Wagner, Managing Vice President
Perry Carpenter, Research Director
5:00 p.m. Monday, November 9*

The Pundits Panel

Some of the brightest stars in IAM debate what's important now and what lies ahead.

*Moderator: Ray Wagner
External panelists: J. Trent Adams, Technologist and futurist, Internet Society and Kantara Initiative
Dave Kearns, Network World Columnist; and Peter Williams, CISO, Rapattori
4:30 p.m. Tuesday, November 10*

Closing Session: Stump the Analysts

One last chance to get answers to those really difficult questions.

*Featuring all Gartner IAM analysts
11:15 a.m. Wednesday, November 11*

Sign up for the Gartner Security & Risk Management Insider

Access complimentary research and event value all year

The Gartner Security & Risk Management Insider is a monthly e-mail newsletter offering complimentary access to role-based content focused on security and risk management. Each monthly newsletter showcases insight from Gartner research along with industry data and best practices from Gartner Events.

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- Webinars
- Podcasts
- Upcoming events and special offers
- Multimedia event presentations
- Survey and poll results from peers

Sign up today: gartnerinfo.com/eventsinsider. See our other role-based newsletters for the latest Gartner insight on all your key initiatives.

Agenda at a Glance

For complete session descriptions, visit gartner.com/us/iam.

Sunday, November 8

4:00 p.m. **Preregistration**

Monday, November 9

7:00 a.m. **Registration**

8:00 a.m. **Welcome and Introductions**

8:15 a.m. **K1. General Session: The Death of IAM and the Loss of Identity Innocence—A Review of Program Maturity, Services-Driven Change and New**
Perkins, Research Vice President

9:00 a.m. **K2. Keynote: The Intersection of Identity, Privacy and Security** *Bruce Schneier, Security Technologist and Best-Selling Author*

Track A

IAM Foundations: Building a Strategic Plan, Architecture, Controls and Processes

Track B

In Transit: Deploying, Integrating and Managing

Track C

Reaching Goal: Increasing ROI and Next-Generation Objectives

Track D

Analyst/User Roundtables

Track E

Analyst/User

10:15 a.m.	A1. IAM: A Fit-for-Purpose IAM Infrastructure to Provide Business Value <i>Ray Wagner</i>	B1. Comprehensive Approach to Password Management and Single Sign-On <i>Gregg Kreizman</i>	C1. Remote Access Security: Everything You Know Is Gone! <i>John Girard</i>	AUR1. Identity and Content Monitoring and Data Loss Prevention <i>Paul Proctor</i>	AUR2. M... Manager
11:30 a.m.	A2. Visioneering Your IAM Program <i>Perry Carpenter</i>	B2. Best Practices for Managing Superuser Privileges and Shared-Account Passwords <i>Anthony Allan</i>	C2. Identity-Aware Networks: Where IAM Meets Network Access Control <i>Lawrence Orans</i>	AUR3. Application User Activity Monitoring <i>Mark Nicolett</i>	AUR4. IA... Alignment Deploym... Gartner B... Speaker

12:30 p.m. **Attendee Lunch and Solution Showcase Dessert Reception**

2:30 p.m.	A3. Directories and Virtual Directories: Foundations of Your IAM Infrastructure <i>Andrew Walls</i>	B3. Case Study: Lessons From Google's IAM Initiators for Cloud-Based Applications <i>Eric Sachs, Senior Product Manager, Google</i>	C3. The Impact of Next-Generation Data Center and Application Infrastructure on IAM <i>Neil MacDonald</i>	AUR5. Enterprise Authentication Methods <i>Anthony Allan, John Girard</i>	AUR6. R... Entitlem... Earl Perks
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3:45 p.m. **Solution Provider Sessions**

5:00 p.m. **K3. General Session: Best Practices for Vendor Selection—The Gartner IAM Magic Quadrant** *Gregg Kreizman, Research Director; Ray Wagner, Research Vice President; Perry Carpenter, Research Director*

6:00 p.m. **Solution Showcase Reception**

Tuesday, November 10

7:30 a.m. **Registration**

7:30 a.m. **Birds of a Feather Networking Breakfast**

8:30 a.m.	A4. Why Your IAM Project Is Doomed to Failure <i>Perry Carpenter</i>	B4. Keeping Your Assets Safe Using Fraud Detection and Authentication <i>Avivah Litan</i>	C4. Identity Intelligence: Using Security Information and Event Management <i>Mark Nicolett</i>	AUR7. The Failure of Data Classification and Its Impact on the Effectiveness of IAM <i>Gregg Kreizman, Ray Wagner</i>	AUR8. E... Sign-On... Gregg Kreizman
9:45 a.m.	Solution Provider Sessions				
11:00 a.m.	A5. Envisioning Enterprise Identity Verification <i>Anthony Allan</i>	B5. Content, Context and Classification—Frontiers in Identity Intelligence and Entitlement Administration <i>Earl Perkins</i>	C5. Claims, Open ID, Open Authentication, Open Source, Open Wide! <i>Gregg Kreizman</i>	AUR9. Directory, Metadirectory and Virtual Directory Implementation <i>Andrew Walls</i>	AUR10. I... Alignment Deploym... Gartner B... Speaker

12:00 p.m. **Attendee Lunch and Solution Showcase Dessert Reception**

2:00 p.m.	A6. Introduction to Governance Risk, Compliance and IAM <i>Paul Proctor</i>	B6. Case Study: USDA's IAM—Critical Success Factors <i>Owen Unangst, Director of Innovative and Operational Architecture, U.S. Department of Agriculture</i>	C6. Identity's Role in Cloud Architecture <i>Earl Perkins</i>	AUR11. TBA	AUR12. I... Authentic... Preventio...
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3:15 p.m. **Solution Provider Sessions**

4:30 p.m. **K4. General Session: The Pundits Panel** *Moderator: Ray Wagner, Research Vice President, Gartner; Panelists: J. Trent Adams, Technologist and and Kantara Initiative; Dave Kearns, Network World Columnist; and Peter Williams, CISO, Rapattoni*

Wednesday, November 11

7:00 a.m. **Registration**

7:00 a.m. **Breakfast With the Analysts**

8:00 a.m.	A7. Case Study: How to Balance IAM Objectives and Deliver Real Value <i>Andy Weeks, Manager, Risk and Compliance Team, Humana, Inc.</i>	B7. Enabling Enterprise Identity Verification <i>Anthony Allan</i>	C7. Microsoft SharePoint Security <i>Neil MacDonald</i>	AUR13. Identity-Aware Networking <i>Lawrence Orans</i>	AUR14. I... Industry... Gregg Kreizman
9:15 a.m.	Solution Provider Sessions				
10:00 a.m.	A8. Case Study: Are We Done Yet? Balancing Cost and Risk Using a Layered Security Approach to IAM <i>Angela Weinman, Visa, Inc.</i>	B8. Remote Access Security on a Vanishing Budget <i>John Girard</i>	C8. IAM, Content Monitoring and Data Loss Prevention <i>Paul Proctor</i>	AUR15. TBA	AUR16. W... What W... Perry Carpenter
11:15 a.m.	K5. Closing Session: Stump the Analysts				
12:00 p.m.	Conference Wrap-Up/Adjournment				

Agenda as of August 24, 2009, and subject to change. Visit gartner.com/us/iam for updates.

Conference highlights

- Select from more than 35 sessions
- Schedule one-on-one meetings with a Gartner analyst
- Meet with dozens of top solution providers
- Participate in analyst-moderated roundtable discussion
- Hear end-user case study presentation

What's new

- Valuable CPE credits from ISC2/CISSP and ISACA
- Expanded number of interactive sessions via Analyst/User Roundtables
- Opportunity to participate in real-time research on-site on authentication technologies
- Alumni program for returning attendees
- Customized program for government attendees
- Gartner Identity & Access Management LinkedIn group
- Justification Kit

Here's what last year's attendees had to say ...

“Good content at a very critical time in IT's evolution.”

Jim Redd, Manager, Amway

“Informative and up-to-date on IAM topics.”

Jan Persson, Consultant, Pulsen Integration

“An excellent balance between tutorials, current practices and changing trends.”

Charles Peters, Operational Analyst/Enterprise Architect, Boeing

“Good mix of session and topics for different audiences. Good information on the latest trends.”

Laura Young, Associate Vice Chancellor, Enterprise Applications, University of North Carolina

Keynotes

K1. General Session: The Death of IAM and the Loss of Identity Innocence—A Review of Program Maturity, Services-Driven Change and New Era Threats

The evolution of IAM is accompanied by growing pains—integration with business process, building an IAM organization, and integrating existing enterprise IAM infrastructure with new services-based options will be challenging. Guarding against unauthorized access also requires greater transparency and granularity in assigning and using entitlements for that access. Key issues this presentation addresses are:

- What are the characteristics of IAM program maturity?
- What are next-generation issues for the IAM organization?
- How can customers achieve IAM program maturity?

Earl Perkins, Research Vice President

K2. The Intersection of Identity, Privacy and Security

Well-known security guru Bruce Schneier joins us for an exploration of current visionary thinking as it relates to identity in the enterprise and the rest of the online world. The author of *Secrets and Lies* and *Beyond Fear* will discuss current issues in information security, online privacy and human psychology as they relate to identity and the practice of identity and access management.

- What strategic concerns and issues should enterprises keep in mind as they tactically address identity concerns?
- Is strong recognition of identity at odds with privacy?
- How does human psychology affect how we perceive identity in the online world?

Bruce Schneier, Security Technologist and Best-Selling Author

K3. General Session: Best Practices for Vendor Selection—The Gartner IAM Magic Quadrant

This presentation will introduce and discuss the latest Gartner Magic Quadrants that cover three key IAM 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 presented?
- Do single-vendor suites provide the best approach to an enterprise IAM solution?

*Ray Wagner, Managing Vice President
Gregg Kreizman, Research Director
Perry Carpenter, Research Director*

K4. General Session: The Pundits Panel

Gurus and bloggers and brains—oh my! We've put together a panel of bright stars in IAM to give you a chance to hear their opinions on what is important now and get their answers to your questions about the future of identity.

- What are the important identity-related issues and trends right now?
- What will be important in 2010 and beyond?
- What should vendors, users, Gartner and others in the identity industry be doing differently?

*Ray Wagner, Managing Vice President—Moderator
Dave Kearns, Peter Williams, J. Trent Adams—Panelists*

K5. Closing Session: Stump the Analysts

The Gartner analysts answer any remaining questions you have.

All analysts

Track A: IAM Foundations—Building a Strategic Plan, Architecture, Controls and Processes

A1. IAM 101: A Fit-for-Purpose IAM Infrastructure to Provide Business Value

IAM is a core IT infrastructure that touches every part of the business. However, to build IAM infrastructure that will meet your enterprise's needs, you must orchestrate a variety of different technologies. To do this effectively, you must understand the functions, capabilities and limitations of each; how one complements and integrates with another; and their maturity and business impact areas.

- What is the range of IAM technologies?
- Which are core and which are fringe?
- Which are tactical and which are strategic?

Ray Wagner, Managing Vice President

A2. Visioneering Your IAM Program

Visioneering is not about technology, vendors, regulatory requirements or projects, but is not to be ignored. Visioneering is about dreaming up what IAM can do for your organization, setting goals and picking a destination. This session will focus on the high-level view that will help create a successful IAM program.

Perry Carpenter, Research Director

A3. Directories and Virtual Directories: Foundations of Your IAM Infrastructure

Directories underpin processes for the management of users and machines. Many organizations have deployed multiple directories, each one meeting specific project requirements, with the long-term result being an unruly mob of directories, each vying for dominance. This presentation will examine directory architectures, products and services that leverage existing infrastructure while improving the accessibility and usefulness of directory content and functionality.

Andrew Walls, Research Director

A4. Why Your IAM Project Is Doomed to Failure

Your company's IAM project will be one of the most technically and logistically challenging efforts undertaken. That being the case, a high mortality rate for such projects is not surprising. This session helps you avoid common project pitfalls—both technical and non-technical—so that you can structure your project for success.

- How do you have realistic expectations for what can and can't be done in an IAM project?
- How do you manage IAM vendors?
- What are the best practices for managing your management team?

Perry Carpenter, Research Director

A5. Envisioning Enterprise Identity Verification

While many enterprises have implemented identity verification in multiple-use cases, technology selection and implementation have largely been piecemeal. Effective and efficient use of identity proofing and authentication technologies begins in the Plan and Build phases of the IAM Program Activity Cycle.

- Where does identity verification fit within IAM processes?
- How do you establish your needs for identity proofing and authentication methods?
- How do identity proofing and authentication fit within an IAM architecture and infrastructure design?

Anthony Allan, Research Vice President

A6. Introduction to Governance, Risk, Compliance and IAM

IAM controls are foundational requirements for good governance, risk and compliance (GRC). However, GRC is poorly defined in many organizations, making it hard to understand how IAM fits into corporate strategy. This session explores the relationship between IAM and GRC.

- How does IAM fit into a corporate GRC strategy?
- What is IT GRC management technology?
- What GRC functions can IAM enable?

Paul Proctor, Vice President and Distinguished Analyst

A7. Case Study: How to Balance IAM Objectives and Deliver Real Value

Many companies have attempted to implement ambitious enterprise IAM programs only to have them flounder because of the pressure to meet tactical, operational and regulatory demands. Are there effective strategies for helping companies keep their eyes on the long-term value proposition while delivering on short-term needs? Follow one company's journey through justification, planning, execution, challenges and mid-program course-corrections, and the strategies they used to balance delivering both short- and long-term value.

Andy Weeks, Manager, Risk and Compliance Team, Humana, Inc.

A8. Case Study: Are We Done Yet? Balancing Cost and Risk Using a Layered Security Approach to IAM

Once an IAM infrastructure is in place, it can appear to be the security solution to a myriad of issues. Competition for IAM migration candidates can be fierce. A balanced approach is necessary to stave off "IAM fever" and bring tactical plans back in line with long-term maturity goals. Visa Inc. operates the world's largest retail electronic payments network and is one of the most recognized global financial services brands. Follow Visa's journey in setting up an IAM infrastructure and establishing a migration road map.

Angela Weinman, Senior Business Leader, Global Information Security, Visa, Inc.

Track B: In Transit—Deploying, Integrating and Managing

B1. Comprehensive Approach to Password Management and Single Sign-On

Enterprises continue to grapple with simplifying their internal environment for password management and single sign-on. Increased use of SaaS adds complexity. This session will highlight solutions for the most common requirements and use cases.

- What are the most common goals that enterprises have when considering or implementing password management and single sign-on solutions?
- What factors do you need to consider when evaluating solutions?
- Which technologies are available that can provide password management and single sign-on?

Gregg Kreizman, Research Director

B2. Best Practices for Managing Superuser Privileges and Shared-Account Passwords

Enterprises are under increasing pressure to reduce the number of users who have permanent full superuser privileges. In addition, there is pressure to implement better control over, and greater accountability for, use of shared accounts with like privileges.

- Where does identity verification fit within IAM processes?
- How do you establish your needs for identity proofing and authentication methods?
- How do identity proofing and authentication fit within an IAM architecture and infrastructure design?

Anthony Allan, Research Vice President

B3. Case Study: Lessons From Google's IAM Initiatives for Cloud-Based Applications

Google has created one of the largest cloud infrastructures and a set of SaaS applications. They have grappled with identity and access issues on an Internet scale. This session will provide interesting lessons learned that are applicable to any SaaS provider and any enterprise concerned with creating new identity islands in the cloud.

- What has Google's IT department learned about moving applications to the cloud?
- What are the pros and cons of an enterprise running its own identity providers on-premise versus using a hosted identity service, or a mix?
- What standards are evolving to support cloud-based IAM to support mobile users?

Eric Sachs, Senior Product Manager, Google

B4. Keeping Your Assets Safe Using Fraud Detection and Authentication

This session will explore emerging fraud trends and solutions against a backdrop of deteriorating global economic conditions and increasingly sophisticated global crime rings. The session will look at best practices for protecting enterprise assets and reputation, protecting customer and enterprise accounts from various threats, and building confidence among customers and other stakeholders.

- How will fraud attacks continue to evolve over the next three years?
- How are customers responding to these attacks and what impact does this have on product and service providers?
- What are the best practices for securing sensitive information and accounts from unauthorized users and activity using fraud detection and customer authentication?

Avivah Litan, Vice President and Distinguished Analyst

B5. Content, Context and Classification—Frontiers in Identity Intelligence and Entitlement Administration

While IAM continues to mature, there are still areas of growth and improvement occurring along the boundaries of its feature sets, in areas such as log management, workflow, authorization and analytics. For IAM to realize its true potential, understanding these growth areas and their contributions is critical to realizing full value.

- What are the boundary technologies that enhance IAM and how?
- How do content, context and classification contribute to overall IAM architecture and design?
- Why should customers care about making IAM “whole”?

Earl Perkins, Research Vice President

B6. Case Study: USDA's IAM—Critical Success Factors

Using a Homeland Security Presidential Directive as a catalyst, the U.S. Department of Agriculture has architected and implemented a comprehensive IAM solution across its 100,000 employees, 30,000 contractors and even several hundred thousand customers. This session will describe the USDA's plans, architectures, deployments, operations and other critical success factors associated with an enterprise implementation of IAM.

*Owen C. Unangst, Director of Innovative and Operational Architecture,
Office of the CIO, U.S. Department of Agriculture*

B7. Enabling Enterprise Identity Verification

Successful identity verification technology selection and implementation depend critically on mapping those technologies to your needs—even more important given the broad range of technologies now available from a variety of vendors and service providers.

- What identity proofing and authentication methods are available today?
- How can you evaluate new authentication methods using Gartner Authentication Method Evaluation Scorecards (GAMES)?
- Which vendors can best meet enterprises needs?

Anthony Allan, Research Vice President

B8. Remote Access Security on a Vanishing Budget

Mobile devices and their security demands are growing faster than other parts of the IT budget. This presentation shows how to keep company information safe while keeping new expenditures as low as possible.

- What will the demands for remote access security look like in 2014?
- How can enterprises streamline processes and technology choices to reduce mobile security costs?
- How can the top mobile security threat scenarios be addressed with limited budget and perhaps, no additional spending?

John Girard, Vice President and Distinguished Analyst

Track C: Reaching Goal—Increasing ROI and Next-Generation Objectives

C1. Remote Access Security: Everything You Know Is Gone!

Conventional rules for identity management and secure access fail when users connect anytime and anywhere from remote locations. This session analyzes new ways and superior decision frameworks by which technologies and business practices must converge to maintain a picture of who is getting access, where they are and what they are doing. We focus on three scenarios: mobile road warriors, teleworkers and external non-company users.

- How do remote and mobile work styles increase identity management and access control problems?
- Which security technologies will help or hinder company efforts to regain control?
- What are the best practices for designing and managing remote access identity, access and data protection policies?

John Girard, Vice President and Distinguished Analyst

C2. Identity-Aware Networks: Where IAM Meets Network Access Control

Network security managers are increasingly asking, “Who are you and what are you doing on my network?” The need for better visibility into end-user behavior is driven by concerns over insider threats and regulatory compliance. By integrating IAM capabilities with NAC, organizations can use the network to monitor and enforce access policies based upon a user’s identity.

- What are usage cases for integrating NAC and IAM?
- Which vendors are leading the way in integrating NAC and IAM?
- What are the best practices for building a guest network?

Lawrence Orans, Research Director

C3. The Impact of Next-Generation Data Center and Application Infrastructure on IAM

Organizations are in the midst of the most significant IT transformation in the past 20 years as layers of abstraction are being inserted throughout the IT stack, including the virtualization of hardware and applications in next-generation data centers and the move towards service-orientation in the design and development of applications. All of these will require new approaches in IAM—from advances in externalized user authentication and authorization using claims, to the expansion of identities into logical containers of workloads, applications and services. This presentation discusses why, how and when IAM will evolve to support these initiatives.

- How will the move to next-generation virtualized data centers affect IAM?
- How will next-generation application architectures affect IAM?
- How should IAM professionals move forward supporting these initiatives?

Neil MacDonald, Vice President and Gartner Fellow

C4. Identity Intelligence: Using 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 point identity-intelligence technologies and how to integrate SIEM and IAM to achieve exception monitoring.

- What are the capabilities and limitations of IAM 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, Vice President and Distinguished Analyst

C5. Claims, Open ID, Open Authorization, Open Source, Open Wide!

Hype and economic need drive interest in user-centric identity frameworks and open source IAM. Get past the hype and understand when and why new identity architectures will work for your enterprise.

- What are the business drivers for user-centric identity frameworks (UCIF) and open source (OSS) IAM?
- What is really available and working to meet business needs?
- What are the next steps that enterprises should take when considering UCIF and OSS IAM?

Gregg Kreizman, Research Director

C6. Identity's Role in Cloud Architecture

Much has been said about securing cloud computing, but what role does identity play in that effort and beyond? If some predictions come true, cloud computing-based solutions will increasingly be the customer's choice for solving IT application concerns in the coming years. Some means of providing consistent authentication, authorization and administration of access is necessary.

- What are the differences between traditional IAM and cloud computing IAM in terms of drivers and requirements?
- How are solution providers addressing cloud IAM needs?
- What are the short-term and long-term implications and demands of increased cloud computing use on IAM architecture and solutions?

Earl Perkins, Research Vice President

C7. Microsoft SharePoint Security

SharePoint is the fastest growing product in Microsoft history. Most organizations have many SharePoint instances deployed, often without regard for security or the involvement of central IT. Providing a comprehensive framework for securing SharePoint, this presentation discusses best practices and security considerations for secure deployments.

- How should SharePoint be deployed securely?
- How will entitlement and authorization management solutions evolve to secure SharePoint?
- How are security vendors evolving their offerings to address SharePoint security shortcomings?

Neil MacDonald, Vice President and Gartner Fellow

Session Descriptions

C8. IAM, Content Monitoring and Data Loss Prevention

Content-aware data loss prevention is the dynamic application of policy at the time of an operation based on the presence of sensitive data. Identity information can influence DLP policies, and DLP policies can enhance IAM controls. This session explores the emerging integration of these two critical technologies.

- What is content-aware DLP?
- How can IAM data influence DLP policies?
- How can content awareness enhance IAM processes?

Paul Proctor, Vice President and Distinguished Analyst

Analyst/User Roundtable discussions

Hour-long discussions moderated by a Gartner analyst offer valuable peer-to-peer exchange and debate. Topics include:

- Identity and content monitoring and data loss prevention
- Roles life-cycle and entitlements management
- Enterprise authentication methods
- Everything single sign-on
- IAM business alignment, design and deployment challenges (hosted by the Gartner Best Practices Council for Information Security Management)
- Directory, metadirectory and virtual directory implementation
- Consumer authentication and fraud prevention
- Identity aware networking
- User provisioning—what works, what doesn't

Track D: Analyst/User Roundtables

AUR1. Identity and Content Monitoring and Data Loss Prevention

Q&A and experience exchange regarding the ways that IAM, content monitoring and data loss prevention overlap and support each other, as well as a discussion of products and markets.

Paul Proctor, Vice President and Distinguished Analyst

AUR2. Microsoft and Identity Management

Q&A and group discussion on IAM in a Microsoft-centric environment.

Neil MacDonald, Vice President and Gartner Fellow

AUR3. Application User Activity Monitoring

Getting beyond simple reporting for user administration, this session will cover options for monitoring users' access interactions with applications.

Mark Nicolett, Vice President and Distinguished Analyst

Session Descriptions

AUR4. IAM: Business Alignment, Design and Deployment Challenges— Gartner Best Practices Council

Hear real-world experiences, best and worst practices in identity and access management alignment, expectation, strategy, design and development shared by the Gartner Best Practices Council for Information Security & Risk Executives. This panel discussion will help you avoid common pitfalls as these brave members have been there and done that.

Speaker: TBA

AUR5. Enterprise Authentication Methods

Session will focus on the appropriateness of various authentication methods and practices for use cases.

*Anthony Allan, Research Vice President
John Girard, Vice President and Distinguished Analyst*

AUR6. Roles Life-Cycle and Entitlements Management

Effective RLCM can be difficult, particularly for large enterprises. This session will focus on best practices and experiences regarding successful RLCM.

Earl Perkins, Research Vice President

AUR7. The Failure of Data Classification and Its Impact on the Effectiveness of IAM

Bring your data classification horror stories as we discuss success practices for data classification and how that can support IAM.

Paul Proctor, Vice President and Distinguished Analyst

AUR8. Everything Single Sign-On

The best single sign-on (SSO) solutions must address specific use cases within the enterprise. This session will address attendees' specific issues for their SSO use cases.

*Gregg Kreizman, Research Director
Ray Wagner, Managing Vice President*

AUR9. Directory, Metadirectory, and Virtual Directory Implementation

Directories are core infrastructure for IAM initiatives. This session will featured shared experiences with regard to directory, metadirectory and virtual directory implementation.

Andrew Walls, Research Director

AUR10. IAM: Business Alignment, Design and Deployment Challenges— Gartner Best Practices Council

Hear real-world experiences, best and worst practices in identity and access management alignment, expectation, strategy, design and development shared by Gartner Best Practices Council for Information Security & Risk Executives. This panel discussion will help you avoid common pitfalls as these brave members have been there and done that.

Speaker: TBA

AUR11. TBA

Session Descriptions

AUR12. Consumer Authentication and Fraud Prevention

A discussion of best practices for consumer authentication and fraud prevention.

Avivah Litan, Vice President and Distinguished Analyst

AUR13. Identity-Aware Networking

Session will explore experiences and issues faced with incorporating network IAM into traditional IAM.

Lawrence Orans, Research Director

AUR14. Government Industry IAM issues

Roundtable with IAM issues pertaining to government.

Gregg Kreizman, Research Director

AUR15. TBA

AUR16. User Provisioning: What Works, What Doesn't

User provisioning projects have a checkered past. Find out what works and what doesn't.

Perry Carpenter, Research Director

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Quest Software, Inc. The Quest One Identity Solution simplifies identity and access management by reducing the number of identities, ensuring their security and automating administration of multi-platform systems without additional infrastructure. Quest One addresses the challenges of identity and access management in your heterogeneous environment, enabling you to improve efficiency, security. quest.com



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