

The 4th Annual Gartner Identity & Access Management Summit 2010

3 – 4 March 2010 | Lancaster London, UK
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Security
 Access Management
 Identity
 Network Access Control
 DATA LOSS PREVENTION
 IAM

Prepare for the Best: The IAM-Enabled Business

INTRODUCTION

Celebrating its fourth anniversary in Europe, the Gartner Identity & Access Management Summit brought together over 250 attendees to network with a range of end users and learn from a wide selection of case study presenters, solution providers, and the Gartner analyst community. Led by the Summit Chairs, Ant Allan and Ray Wagner, the Summit took in over 50 presentations, roundtables and workshops furnishing attendees with the latest thinking on their strategy, tactical approaches and key needs for 2010-2011.

CHAIR'S SUMMARY

We took “the IAM-enabled business” as the theme of our summit because we see IAM increasingly having far more value than just the “pipes and pumps” for identities and entitlements. Enterprises must be able to manage volatile, rapid change; to establish effective formal governance; to provide accountability through transparency. IAM can enable all of this — but not if it's just a jumble of technology projects! IAM must be firmly founded on business priorities and principles and supported by mature practices and processes. To succeed at all, IAM must engage the business, and thus IAM leaders must highlight the business value of all they do.

My impression of the attendees was that they represented, for the most part, relatively mature Identity and Access Management programs. Most of the attendees I spoke with were interested in ‘second generation’ functionality: identity audit, identity analytics, role and entitlement management, identity federation. For 2010, however, IAM practitioners should not let the pursuit of cutting edge functionality cause them to lose sight of the IAM maturity process. Programs need to continue formalization efforts to provide a governance function that supports mature processes and decision making.



Ant Allan
 Research VP, Gartner



Ray Wagner
 Managing VP, Gartner

Thought Leader Keynote for 2010: Regulating Identity amidst the Turbulence of Web 2.0

Policy makers are devoting increasing attention to identity management. Turbulence generated by the arrival of Web.20 has caused concern regarding personal data disclosure and the exchange of personal identity data for services: financial, governmental, and location-based.

The rise in the number and importance of self-asserted credentials, the increase in non-transactions and the arrival of ‘the cloud’ generate challenges and opportunities for both IAM vendors and buyers. The economics of the digital identity market are currently unclear. This complicates the role of the policymaking in setting regulatory conditions that enable business innovation and growth, at the same time as preserving citizens' privacy and personal data.

Among different policy options available, the idea is gathering pace of an open-standards, interoperable European ‘eID framework’, built according to the principles of ‘privacy by design’; such a framework may provide business and consumers with a platform to transact safely, economically, securely while preserving privacy and personal data. The shape of such a framework, beyond the principles enunciated, is still undetermined. In the years ahead, IAM businesses and users have a great opportunity to help shape this framework, by helping develop the system, providing services in line with its functioning, and using the system to streamline and increasing efficiency of the IAM practices.

Dr Lusoli would welcome contact with you at wainer.lusoli@ec.europa.eu

Dr Wainer Lusoli, European Commission Joint Research Centre, Institute for Prospective Technological Studies

THE AUDIENCE

The Summit attracted over 250 attendees, from 29 countries including 19 European nations. The core of the audience was naturally from the UK, with the next highest groupings coming from Scandinavia, Benelux, then Germany, Austria and Switzerland. In terms of industries represented the key sectors were government and public sector, financial services and manufacturing with a range of other sectors then present. In 2009 the audience saw an expanded presence from business and C-level representatives seeking to protect their organizations in troubled times. In 2010 the audience shifted again toward the individuals planning, building and implementing IAM projects and strategies. The best represented job titles continued to be individuals from within the security function with a specific focus on the IAM area.

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Key Findings and Recommendations from the Gartner IAM Summit 2010

Innovative Plumbing: Five Out-of-the-Box Ideas for Leveraging Your IAM Investment in Unexpected Ways

Perry Carpenter, Research Director

Key Finding: Your IAM product may have more functionality than you are aware of.

Key Recommendation: Review the primary and tertiary functionalities of your IAM products to see if you can accomplish some of your stated goals using tools that you already own.

User Centric Identity Frameworks and Identity Proofing

Gregg Kreizman, Research Director

Key Finding: Identity proofing along with other controls are needed when sensitive information is being protected.

Key Recommendation: When considering the use of user centric identity, first evaluate use cases (for example, internal or external users) and the levels of assurance needed for trust in the identities.

How to Choose Risk-Appropriate Authentication Methods

Ant Allan, Research VP

Key Finding: The variety of authentication methods now available makes it more likely that there is a method that best fits any particular use case an enterprise is interested in — with the right balance of authentication strength (commensurate with risk), ease of use and total cost of ownership — but also makes it harder to identify that best-fit method.

Key Recommendation: Enterprises must be clear on their authentication strength, ease of use and TCO requirements across multiple use cases and select a set of one or a few authentication methods that entails the fewest and least compromises.



Report to the Board: Practical Tips to Link IAM to Corporate Performance

Tom Scholtz, Research VP

Key Finding: The IAM program is typically a major, long term initiative. Obtaining and maintaining executive support and funding require that the objectives and expected benefits are expressed in business terms.

Key Recommendation: Linking IAM benefits to business drivers and initiatives is imperative. As is linking IAM metrics to business KPI's.

Massifs, Monoliths and Macadam: A Public Sector Perspective on Three IAM Paradigms

Jan-Martin Lowendahl, Research Director

Key Finding: Many IAM efforts of today lack a solid business case and IAM managers are seeking a compelling context for taking it to the next level.

Key Recommendation: The three IAM paradigms of organization-centric, federated and user-centric IAM give CIOs a framework for building an IAM strategy for the future.

Your Password Alone is not Enough, Not Enough, Not Enough: Best Practices in External User Authentication

Avivah Litan, VP Distinguished Analyst and Ant Allan, Research VP

Key Finding: Authentication methods communicated through user browsers aren't enough to secure transactions anymore, as browser based malware attacks take hold.

Key Recommendation: Users must employ a layered security approach that includes risk-appropriate authentication, fraud monitoring and prevention, and transaction verification.

Visioning Your IAM Program

Perry Carpenter, Research Director

Key Finding: Without a clearly stated vision/objective, IAM programs will experience only limited success.

Key Recommendation: Develop and articulate a clear vision/objective for your IAM program that is aligned with business needs/drivers.

Dates for your Diary!

Information Security Summit 2010

22 – 23 September 2010, London
europe.gartner.com/security

Identity & Access Management Summit 2011

9 – 10 March 2011, London
europe.gartner.com/iam