Identity and Access Management (IAM) is central to providing appropriate, accurate and secure access to data, services and systems, and can directly impact both your institution’s reputation and its ability to adapt to the fluid—and often unpredictable—requirements of educational institutions today.

While all IT organizations struggle to balance the need for agility, cost-effectiveness and control, educational institutions face unique pressures, including the highly divergent requirements of students, faculty, researchers, medical schools and administrators, and a technical environment that grows more heterogeneous, federated and complex every day.

Sound complicated? It is! Gartner has a full range of targeted IAM solutions to help you bring order to chaos. Our IAM solutions help you:

- Identify IAM opportunities and threats, and prioritize needed improvements
- Align IAM processes and technologies with operational realities while meeting rigorous compliance standards
- Reduce identity administration costs while responding more effectively to changing user needs and potentially disruptive technologies
- Choose the right vendors, technologies and delivery models, and implement new solutions more effectively
- Build governance structures that support flexibility, collaboration and control

WHEREVER YOU ARE IN YOUR IAM INITIATIVE, YOU’LL GET BETTER RESULTS WHEN YOU PARTNER WITH GARTNER CONSULTING
PROTECTING INFORMATION ASSETS

Systems architects must build IAM infrastructures that protect a variety of information assets while balancing needs for cost-effectiveness, agility and control.

How well your IAM infrastructure meets these competing imperatives is dependent on a wide range of interdependent components, products and services, and on your institution’s ability to govern them effectively over time.

But choosing the right mix of standards, protocols, vendors, products and delivery models is no small feat. Plus, IAM implementations present a wide range of unique challenges within educational settings, not the least of which is often conflicting views on how they should be governed.

The stakes are high. IAM failures can damage your institution’s reputation and lead to severe legal repercussions.

Gartner offers a focused portfolio of proven IAM architecture and migration strategy services backed by more than 20 years of deep technical, design and deployment expertise. All our solutions are based on our unique, proprietary IAM Reference Architecture methodology that evaluates 14 underlying service components (listed at right) and how well they work together to keep your secrets safe.

Our solutions are designed to help you understand where you stand today and set a smart course to a more secure and manageable future.

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YOU HAVE QUESTIONS, WE HAVE ANSWERS

Our proprietary IAM Reference Architecture ensures that you cover all the bases.

- **Accessing identity data services** How can we provide needed access to identity data services while maximizing security and responsiveness?

- **Directory management and security** What’s the best way to manage and secure our directory service deployments?

- **Directory structure and distribution** Which designs work best for identity directory infrastructures and services within higher education settings?

- **Directory tiers, instances and roles** Which instances of each type of multipurpose directory (network operating system [NOS], enterprise, e-business, and service provider) should we deploy?

- **Federated identity** How can we safely exchange identity data across institutional domains to support real-time sessions and transactions?

- **Identity auditing** How can our IAM infrastructure support our auditing and regulatory requirements?

- **Identity content and integration** How can we coordinate and share data across directory services, data repositories and applications without compromising security or privacy?

- **Identity life cycle management** How can we identify internal and external users across departments, campuses and user groups, and within the context of identity life cycles?

- **Public key infrastructure** How can we effectively plan and deploy tiered public key infrastructures, given how quickly these technologies evolve?

- **Reduced sign-on** Which techniques, standards and technologies will help us make user authentication more user-friendly?

- **Roles** How can roles make access management more efficient without adding undue rigidity?

- **User authentication** Which authentication mechanisms are most effective without placing undue burdens on users?

- **User authorization** How can we control access to applications and online information assets without impeding institutional processes?

- **User provisioning** How can we automate the mapping of identities to accounts, credentials and access rights while maintaining responsiveness and control?

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For more information, visit gartner.com/consulting, or e-mail consultinginfo@gartner.com.