The 3rd Annual
Gartner Identity & Access Management Summit 2009

From Tactical Technology Implementation to Strategic Business Value

Keynote Addresses

Earl Perkins
Research VP, Gartner

Baroness Susan Greenfield CBE
Neurologist, Broadcaster and Author

Thought Leaders and Summit Co-Chairs

Ant Allan
Research VP

Ray Wagner
Managing VP

europe.gartner.com/iam
Introduction

An effective IAM program can realize benefits in cost reduction, regulatory compliance and IT governance.

Today every organization performs identity and access management (IAM). Whoever its users are – its workforce, its business partners, its online customers – managing their digital identities and their access to corporate systems, data and other assets is critical.

IAM is now established as a cornerstone of information security – an effective IAM program can realize benefits in cost reduction, regulatory compliance and IT governance.

However, relatively few enterprises in Europe have a formal IAM program in place – nearly half are only developing processes and investigating tools, and more than a quarter are still defining processes and using only basic tools.

To reach maturity, an enterprise must refine and optimize its IAM processes and integrate tools within the framework of IAM architecture that maps to the enterprise architecture and aligns with business needs. Engaging stakeholders across the business, making the business case, and orchestrating all the technologies and other elements within a well-governed IAM program also remain significant challenges.

In 2009, the Summit builds on its previous years’ events, to deliver practical advice on strategic and tactical approaches to IAM, encompassing a wide range of enterprise technologies, that enhance security effectiveness and efficiency in line with business needs and can, ultimately, deliver real business value.

Key Benefits that you will derive from attending the Gartner Identity & Access Management Summit:

- **Increase confidence** – help your organization attract and retain customers by providing effective and strong online customer security, increasing customer confidence
- **Improve workforce effectiveness** – ensure that your workforce has the secure access needed, wherever, whenever to conduct business
- **Meet business needs** – improve critical business processes and workflows by aligning IAM processes to meet business needs and help run the business
- **Maximize value** – manage a sound IAM program through effective governance approaches and maximize value for the organization
- **Manage risk** – improve efficiency and effectiveness of information security through an improved approach to risk management
- **Invest wisely** – gain an in-depth understanding of the vendor landscape and assess offerings to make informed investment decisions
- **Improve knowledge** – increase your organization’s agility and security by improving your IAM knowledge, and be better prepared to handle current and upcoming issues
- **Justify costs effectively** – manage your costs effectively and optimize on investments by showing value and associated metrics
- **Manage IAM program soundly** – understand business needs, outline the value and harmonize processes and routines to deliver a successful IAM program
Opening Keynote:
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 cut costs, both across the enterprise using IAM, and within the IAM program itself?
• What is the true relationship between IAM and governance, risk management and compliance (GRC)?
• What are the trends in IAM and GRC in terms of people, processes and technology?

Guru Keynote:
Optimizing Identity for the 21st Century
The human brain, more than any other in the animal kingdom, is exquisitely sensitive to the impact of the environment. As the 21st Century environment changes through increasing immersion in multimedia and information technology, the brain will likely change in unprecedented ways. The world of the screen promotes a world of strong sensations, fast-paced events and a “here and now” experience that, unlike real life, can be repeated or recycled. How might this world of startling visual imagery, of few words and virtually no abstract concepts shape the brain and notions of identity? We shall explore the threats and benefits of the new 21st century perspective and discuss ways in which we can minimize the threats and enhance the benefits.

Magic Quadrant Session:
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 (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 represented?
• Do single-vendor suites provide the best approach to an enterprise IAM solution?
Gregg Kreizman, Earl Perkins, Ray Wagner

Closing Keynote:
What’s Next for IAM?
Join Gartner’s core IAM team in this interactive session to discuss near-future trends.
• How will IAM continue to evolve?
• Which established technologies will continue to be important?
• Which emerging technologies are moving to the strategic mainstream?
• Which technologies are just over the horizon?
• Will IAM become increasingly distinct from information security?
• What models for IAM governance will emerge?
Gartner IAM Research Community

Book Signing at the Summit by Susan Greenfield, author of ID: The Quest for Identity in the 21st Century

End-User Case Studies
The Summit features several end-user case study presentations, with senior IT and business executives from leading organizations from various industries and countries. The case studies bring the practitioners’ own valuable experiences to the audience and highlight the technologies and solutions adopted in their own environments, as well as a description of strategy and approach, choice of technologies, mistakes to avoid and how to measure success.

• Department of Agriculture
  Philip O’Reilly
  Chief Information Officer

• European Patent Office
  David Allin
  Director Security & Audit

• Nordea Bank
  Olov Brandt
  Senior Product Manager

• KBC
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  Business Architect Corporate Banking and
  Bart Verdonck
  ICT Program Manager

• LloydsTSB
  Mary Ann Miller
  Head of Fraud Infrastructure

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Summit Program

Presented by both Gartner analysts and invited guest speakers these sessions offer the very latest topical updates and actionable insights on the subjects most critical to your organizational development and innovation.

TRACK 1:
Maximize Value through Sound IAM Program Management

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. From this understanding, flow the strategic plan, the architecture, the controls and the processes. Successful IAM governance involves managing communication and cooperation with the rest of the enterprise, and effectively articulating the business value of IAM initiatives.

Moving to Maturity and Business Value I: The Elements of Sound IAM Program Management
Identity and access management (IAM) is well-established as a cornerstone of information security, but can deliver real business value beyond its contributions toward efficient and effective security, risk management and compliance. However, realizing that value demands sound program management.

• What are the drivers for and benefits from IAM?
• What are the key elements of an IAM program?
• How can you articulate the business value of IAM?

Ant Allan, Ray Wagner

A World with Secrets: The Relationship between Identity and Privacy
Organizations are struggling with security breach notifications and a complex web of privacy regulations. Moreover, as enterprises open up to third parties, from software as a service (SaaS) providers to business partners, federation and protection of personal data become more complex. This presentation explores the evolution of privacy management, and details best practices, 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?

Carsten Casper

Why Your IAM Project Is Doomed to Failure: Big Mistakes vs. Best Practices
Your company’s identity and access management (IAM) project will be one of the most technically and logistically challenging efforts undertaken. Therefore, it’s not surprising that there is a high mortality rate for such projects. This session helps you avoid common project pitfalls (technical and non-technical) and structure your project for success.

• How do we understand and set 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 (expectation management and “quick wins”)?

Perry Carpenter

The Risk Management Activity Cycle
Risk management and risk-based activities cover security, risk assessment, business continuity, compliance and privacy. It is stretched trying to address the complexity and breadth of all these requirements. Gartner has developed an activity cycle to show the relationship between these disciplines and the best practices to execute them effectively and efficiently.

• What are the best practices to address these disciplines 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?

Tom Scholtz

Practical Modeling Techniques For an IAM Architecture That Aligns With the Business
Designing an identity and access management (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, Tom Scholtz

Electronic Signature: Fix Identities in Your Documents
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?

Carsten Casper, Jay Heiser

“Through 2009, establishing adequate third-party security and privacy safeguards will be the greatest challenge facing CISOs and privacy officers.” Gartner Predicts
### Why You Can’t Count on Consumer Authentication

In this presentation, we will position best practices for identifying and verifying online customers and transactions against a background of increasing attacks against sensitive personal and financial data. Additionally, we will examine and recommend methods for monitoring unusual activity at your site.

- What are the latest trends in attacks? And 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

### Role Management Evolves: Contextual Entitlement Administration

Enterprises frequently struggle with how to control access— who has it, what level, and to what? Role lifecycle management is key to many successful user provisioning and IAM governance implementations, and is itself evolving to a new form of ‘entitlement administration’.

- What are the key elements?
- Who are the key vendors and what do they offer to customers today?
- What’s the difference between role management and authorization management?

Earl Perkins

### Adopting a Comprehensive Approach to Single Sign-On (SSO)

Reduced sign-on/single sign-on solutions can simplify access to key enterprise IT resources, while still maintaining acceptable levels of security. The choice of solution should be tailored to meet specific, detailed enterprise requirements, especially future access expansion requirements.

- What are the drivers for enterprises considering or implementing SSO solutions?
- What are the decision factors when choosing SSO solutions for different scenarios?
- What technologies are available to provide SSO for different scenarios?

Gregg Kreizman

### Moving to Maturity and Business Value II: The Elements of a Fit-for-Purpose IAM Infrastructure

IAM is a core IT infrastructure that touches every part of the business. It enables you to control costs and optimize budgets as you deal with the increasing complexity and scale of enterprise IT in the early 21st century. This track focuses on the key technologies – such as user provisioning and enterprise single sign-on – that make significant contributions to the modern IAM infrastructure.

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

Perry Carpenter, Ant Allan

### A Million Lemmings Can’t Be Wrong!

Selecting and Implementing New Authentication Methods

Common practices are not necessarily best practices. While many enterprises continue to invest in OTP tokens for remote access and smart cards for workforce access, other risk-appropriate, easy-to-use and low-cost choices exist.

- How do you choose new authentication methods?
- How can you evaluate new authentication methods using Gartner Authentication Method Evaluation Scorecards?
- How does authentication fit within adaptive access control?

Ant Allan

### Without a Trace? Identity Intelligence for Remote Access

Conventional rules for identity management fail when users connect anytime and anywhere from remote locations. This session analyzes new ways that technologies and business practice must converge to maintain a picture of who is getting access, where they are and what they are doing.

- 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 and access policies?

John Girard

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“Role life cycle management is key to most successful user provisioning and identity and access management governance implementations.” Gartner
Identity Aware Networks: The Next Step for Network Access Control
Managing the access of “guest” users has emerged as the primary driver for network access control projects. Identity aware networking combines NAC and IAM capabilities in ways that address concerns over insider threats and regulatory compliance.
• How does IAM integration improve NAC capabilities?
• What is the technology and vendor support for NAC and IAM integration?
• What are the best practices for building guest networks and identity-aware networks?
Mark Nicolett

Embracing DLP, EDRM and Data Discovery within IAM Programs
Many organizations have introduced new data loss prevention (DLP) and enterprise digital rights management (EDRM) capabilities to better control and protect sensitive assets at the perimeter. As these tools become mainstream, they will affect the traditional view of identity and access management (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

Is PKI Making a Comeback? (Or Did It Ever Go Away?)
While many would argue that public-key infrastructures (PKIs) should disappear for good and be replaced with other more-flexible technologies, there continues to be resounding support for these infrastructure components. Organizations need to get a solid understanding of the real pros and cons to 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

Telework 2.0 - And What It Means for Your IAM Program
The first wave of telework started in the 90s as home communications, home PCs and notebooks began to mature. Now, a second wave is beginning due to continued economic pressures spiked by the increasing costs of travel. This session will discuss the technology trends, the social issues and management challenges of supporting dispersed workforces, and the implications for IAM programs.
• What do organizations have to do to develop a successful telework program?
• What IAM technologies and other infrastructure are required to support telework?
• What are the best practices for managing teleworkers?
John Girard, Jay Heiser

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

Managed and Service-Based IAM: Evolution or Revolution?
As identity and access management (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
Moving to Maturity and Business Value
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Mark Nicolett

VIRTUAL TRACK: Supporting Governance, Risk Management and Compliance through IAM
Your IAM program can directly improve the efficiency and effectiveness of information security and thus allow you to better manage risks and meet regulatory compliance requirements. IAM can make a significant contribution to information security as a governance function, but IAM also is a function to be governed. This virtual track addresses the governance structure for IAM and the approaches to establish effective IAM governance.
Gartner Research

Worldwide Expertise at Your Fingertips – Your Questions on Identity & Access Management Answered!

Gartner Analysts draw constantly from the real-life challenges and solutions experienced by more than 45,000 clients worldwide. The value of resource, combined with our deep analysis of technology vendors, is unrivaled.

Meet the Analysts

Ant Allan
Research VP
Focus Areas: User authentication; Shared-account password management; Superuser privilege management; Other IAM technologies; IAM program management

Perry Carpenter
Research VP
Focus Areas: Compliance and risk-related technologies and processes; Cost optimization strategies for access management; Identity administration; User provisioning; Verification on Enterprise Single Sign-On

Carsten Casper
Research Director
Focus Areas: Trust Communities; Risk Management; Compliance; Forensics and investigation

John Girard
VP Distinguished Analyst
Focus Areas: Business continuity management (BCM); Work at home (WAH); Dial up security; Infrastructure protection – endpoint intrusion prevention, mobile security, network security

Jay Heiser
Research VP
Focus Areas: Trust Communities; Risk Management; Compliance; Forensics and investigation

Gregg Kreizman
Research Director
Focus Areas: Enterprise single sign-on (ESSO); Electronic signature; Security architecture; Federation and personal identity frameworks (PIFs); Other IAM

Avivah Litan
VP Distinguished Analyst
Focus Areas: Identity theft related fraud; Online banking and credit card fraud detection systems; Transaction anomaly (fraud) detection systems; Anti-phishing solutions; Consumer authentication applications; Identity networks; B2C web payment software and payment gateways; Back-end credit card/EFT (ACH) processing/networks; B2C electronic bill

Mark Nicolett
VP Distinguished Analyst
Focus Areas: Security information and event management (SIEM); Patch management; Vulnerability management; Network access control

Eric Ouellet
Research VP
Focus Areas: Resource and access audits; PKI/PKIO integration; Other IAM

Earl Perkins
Research VP
Focus Areas: Identity management products and services; IAM processes; Identity and privacy issues; Oracle and SAP security and identity frameworks; Web services, SOA and SaaS security and identity issues; Secure software development lifecycle; Virtualization infrastructures

Tom Scholtz
Research VP
Focus Areas: Security strategy; Security architecture; Security organization; Investment justification; Secure outsourcing; BGP/DRP

Ray Wagner
Managing VP
Focus Areas: Web access management; Identity federation; Rights management
Maximize Your Summit Experience

Depth, Discipline, Decisiveness
Gartner Summits are unique in the experience that they bring to attendees. A mixture of session formats brings extended opportunities to interact with Gartner Analysts, with fellow attendees and focused solution providers.

Market Share – Validate Leading Providers
Understand where and how you can take advantage of shifts in market share, both now and in the future.

Magic Quadrants – Speed-Up Your Knowledge of Competing Technology Providers
Who are the competing players in the major technology markets? How are they positioned to help you over the long haul? Gartner can help.
Assessing a market and its participants is a daunting task. Vendor differentiation caused by differing sizes, levels of complexity and strategies can inhibit comparisons of vendor offerings, and the market’s overall direction is often murky. The Magic Quadrant presentations will solve these challenges by offering snapshots of markets and their participants, enabling you to map vendor strengths against your current and future needs.

Gartner Analyst One-on-One Meetings
Don’t you think you deserve a little private and focused time? Meeting face-to-face with a Gartner Analyst is one of the key benefits for attending this Summit. Twelve Gartner Analysts specializing in various aspects of identity & access management will be at the Summit. Bring your issue, select the relevant Analyst, set the agenda and walk away with invaluable, tailor made advice.

Analyst-User Roundtables
Learn from your peers. Moderated by a Gartner analyst, these roundtables are a great forum for hearing what your industry peers are experiencing on issues similar to those you face. Be prepared to join the discussion and share best practices and practical advice. All end-user attendees at the event are invited to register for Analyst-User Roundtables by reserving at the Gartner One-on-One Reservation Desk.

Solution Provider Session
Selected technology providers will give their advice on the latest technologies and best practices. The providers, and in many cases their clients, will explore best practices, key learnings and future trends and technologies. These sessions give you a unique opportunity to learn from the organizations that will shape the future of technology and to benefit from the real-life experiences of their clients.

Hype Cycles – Interpret Technology Hype
When new technologies make bold promises, how do you discern the hype from what’s commercially viable? Gartner can help!

Networking at the Summit
Connecting with your peers is a key element of your Summit experience. Take advantage of the networking opportunities to meet fellow delegates, Gartner analysts and sponsors to share ideas, best practices and future plans.

Vendor Ratings - Track and Monitor Vendor Performance
Manage the risk of your provider portfolio while you keep an eye on up-and-coming players and potential alternate providers.

Personalize Your Experience
Your Summit – Your agenda! With a wealth of sessions, it is helpful to have a tool to build your own agenda focusing on your own needs. The Online Agenda Builder helps you select the relevant sessions and schedule them in your calendar. And to build in networking and reflection time into your schedule.

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Solution Showcase
Meet the technology and service providers at the forefront of Identity & Access Management.
The Summit helps you develop a “short list” of technology providers who can meet your particular needs. We offer you exclusive access to some of the world’s leading technology and service solution providers in a variety of settings. Visit the Solution Showcase, attend the Solution Provider Sessions and join in the Networking Reception for informal relationship building.

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Evidian is a European leader and one of the main vendors worldwide in IAM software. Evidian provides E-SSO, user provisioning, identity federation and access control for SOA and classical architectures, within a modular and integrated IAM suite. Evidian software helps organizations increase their agility, comply with regulations and reduce costs.
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Quest Software enables organisations to “Get to One” with a unified identity and access management strategy that crosses platform boundaries: the Quest One Identity Solution. Quest One improves efficiency, enhances security and ensures compliance with solutions for single sign-on, provisioning, password synchronisation and management, directory consolidation, strong authentication and compliance.
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Völcker Informatik AG is one of the leading vendors for integrated Identity Management, User Provisioning and IT Compliance solutions.
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• Exclusive meeting rooms for team meetings onsite, subject to availability
Note: Available on the standard conference price only. One discount applies.

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If you know of a colleague who would benefit from the Summit experience and direct access please forward this brochure to them!

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How do you manage the risk of investing in both emerging and mature markets, and understand the level of promise their future holds?

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Book your Analyst/User Roundtable Session!