

Logic Trends Inc. Identity Management Series

Four Quick Wins that Accelerate Identity Management Deployment



Logic Trends, Inc.
www.logictrends.com

Atlanta

1050 Crown Pointe Parkway
Suite 295
Atlanta GA 30338
office: 770.551-5050
info@logictrends.com

Dallas

Tampa

Cleveland



Identity Management Solutions for Today's Business Trends

Four Quick Wins that Accelerate Identity Management Deployment

White Paper

Abstract

A white paper from Logic Trends discussing a plan that delivers rapid successes in the complex world of IDM. The demonstration of rapid success is essential to the overall success of IDM. This paper will discuss how four rapid, yet key, deliverables can rapidly create IDM synergy across divisional barriers for long term IDM success. Many of the concepts discussed in this paper provide deeper insight into the complex interaction of IDM with the complex nature of enterprise divisions.

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Written by Phil Lentz

To provide feedback on this white paper, please send e-mail to info@logictrends.com.

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Logic Trends • 1050 Crown Pointe Pkwy • Atlanta, GA 30338 • USA



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Introduction

Identity Management (IDM) deployments often represent a company's first exposure to a project spanning the entire enterprise (and "extraprise" - customers and partners). A consequence of this first exposure is that IT organizations are not typically structured to handle a solution of this magnitude. As a lateral organization to the many divisions affected by IDM, IT is rarely empowered to impose a full scale roll-out of IDM across divisional lines such as Call Center, Marketing, and company operations. Consequently, many IDM efforts become embattled by organizational barriers that turn IDM project plans of three to six months into multi-year campaigns, or worse, failure.

In this article, we will take a glass is half full view on the organizational and technical obstacles inherent to IDM in order to reveal low hanging fruit that enables IDM deployments to get off the ground quickly. This low hanging fruit will drive the four methods to IDM success discussed in this article. The goal of these four methods is to deliver incremental successes that represent the foundation for a complete IDM rollout.

We will derive our four methods by comparing what we want to accomplish in IDM with the resistance we will encounter. This comparison matrix will allow us to identify the low hanging fruit that can most quickly feed the cross divisional organizations a diet that is easy to stomach. At which point, barrier organizations will become willing participants for harder to digest IDM components, breaking down the divisional boundaries that stand in the way to a complete IDM rollout.

IDM Goals

The quantity of Identity related functions (e.g., on-boarding, password reset, etc) considered to represent the term IDM are growing with each new trade show. Since interdependencies of each Identity "affecting" offering below must be considered when constructing an overall plan of success, this article will consider the entire feature stack below as being representative of the term IDM.

- **Provisioning** – Provides account request, validation, create, approval (workflow), propagation, notification capabilities
- **Access Management** – Provides authentication and authorization services with an ultimate objective to provide simplified sign-on (SSO)



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- **Federated Identity Management** – Represents products and standards that extend an authentication context to external parties
- **Identity Unification** – Represents Directory, Virtual Directory, and Meta-Directory offerings

From this stack, comes the set of business focused features below. We will associate each of these features with a level of difficulty rating. This matrix will help us see the fruit readily available for harvest. While we remember our objective is to give our IDM customers a sweet sampling of success that will encourage them to come back and help pick from the harder to reach IDM branches.

Illustration 1.1 – IDM Deliverable Level of Difficulty

Note: Difficulty is measured 1 through 10 where 10 is maximum difficulty

IDM Deliverable	Difficulty
Orphan Account Cleanup	2.00
Added Security through policy extension/enforcement	2.00
Access Dashboard Reporting	2.00
Policy Standards	2.00
Extended Sign-On	2.00
Call Center/Help Desk Process Standards	2.00
Change Alerts	4.00
Comprehensive Account Revocation	5.00
Identity Virtualization	5.00
Self Service Password Reset	5.00
Intrusion Alerts	6.00
Usage Tracking	6.00
Access Management Automation	6.00
On-boarding/Off-boarding	7.00
Approval/Workflow	7.00
Role Based Access Control	8.00
Password Synchronization	8.00
Identity Unification (Meta)	8.00
Extended Profile	8.00
Digital Certificates	8.00
Simplified Sign-on	9.00
Rule Based Access Control	9.00
Fine Grained Access Control	9.00
Identity Federation	9.00



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Using IDM case study projects, we have harvested statistics such as project duration to compute average values for the following difficulty parameters:

- **Interdivision Exposure** – Number of organizations that must cooperate for success with the understanding divisions maintains a protective shield around their own identity data
- **Dependency Risk** – Number of preceding activities that must be accomplished for success (e.g., Associative Identity relationships must be established for each back end data source for on-boarding activities)
- **Source Code Invasiveness** – Considers whether custom code must be modified to support delivery (e.g., SSO with Fine Grained Access Control capabilities)
- **User Training Requirements** – Number of trainees and length of training is considered where the amount of necessary training goes up relative to each back end Identity data source within an enterprise
- **Overall Number of Moving Parts** – A score used to determine complexity of delivery and is computed as a composite of back end Identity data sources and software components affected

A closer look at each difficulty parameter reveals a relationship between quantity of data points (back end identity data sources) and difficulty. As the number of data points goes up, so does the level of difficulty. This is a suggestive clue that helps determine the beginning of our four quick wins for IDM.

Quick Wins

A typical IDM road map begins by looking at the features returning the greatest return on investment. However, these are often the most difficult to deliver. Let's use our difficulty rating to determine what should happen first for the least amount of money and time while building a foundation for each subsequent step:

- 1) **Deliverable** – Cleanse Orphan Accounts, Identity Virtualization
 - a. **Difficulty** - 2
 - b. **Goal** – Remove security holes exposed by incomplete account deactivation



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- c. **Activities** – Perform inventory analysis of Identity data sources, map Virtual Directory to backend end profiles, execute “diff report” and deactivation scripts against mapped Virtual Directory

2) **Deliverable** – Comprehensive Account Revocation

- a. **Difficulty** - 5
- b. **Goal** – Insure a revoked account is disabled in real time within all back-end systems to protect valuable enterprise resources (i.e. pay role)
- c. **Action** – Integrate mapped Virtual Directory established in step 1 with existing account management software via LDAP

3) **Deliverable** – Self Service Password Reset

- a. **Difficulty** - 5
- b. **Goal** – Reduce help desk cost by 70% (by some estimates)

Action – Extend virtual directory user profile established in step 1 to include secret questions and answers, install LDAP enabled off the shelf Password Management

- c. product, instruct call center to begin directing users to web to reset their own passwords

4) **Deliverable** – Extended Sign-On : allows web authentication by any of a user’s many sets of credentials

- a. **Difficulty** - 4
- b. **Goal** – A quick win for user convenience prior to a full scale SSO implementation
- c. **Action** – Enable LDAP based web server authentication through Virtual Directory established in step 1 to enable referral based authentication for all of a user’s valid accounts

Spring Board Affect

In less than four months, you can succeed with a subset of IDM features that instill feelings of confidence, tolerance, and participation from IDM business units. These human factors are essential for the success of the remaining twenty plus deliverables that make up IDM. The enterprise is now prepared to spring board to the highest branches and reach for the more lofty fruit of provisioning, access management, and SSO because a few simple wins up front can create a synergetic team that is not confined by the organizational barriers found in many enterprises today.



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