



Identity Matters

a Toolkit for doing it better

John Paschoud, London School of Economics
Luke Taylor, University of Bristol



Is IdM (still) a 'key issue'?

- Well...
- Is it?
- For you?

What are the business drivers?

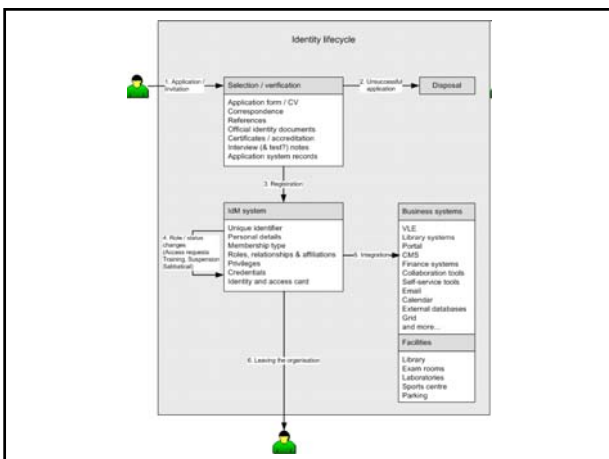
- Process efficiency
- Good information governance
- Joined-up learning environments
- National standards (UK Access Federation)
- International standards (parallel education federations now in most developed countries)

Why is it hard to make the IdM business case?

- “People are our core business asset” is usually easy enough..... But
- IdM is hard to explain; the language of ‘identity’ can get too philosophical!
- Solutions (costs) are largely middleware (not up-front applications)
 - the Middleware Engineer’s Dilemma

The Policy vacuum

- We found (in our own institutions) that policy about IdM was incomplete (and worse)
- Even clear definitions of how a person becomes (and/or ceases to be) recognised as a ‘member’ (@someuni.ac.uk) were not easy to find, or approved at the correct level of authority



The JISC IdM Toolkit

- ...was recommended by JISC's *Identity Project* led by Cardiff and LSE, Nov 2006 to Oct 2007
- ...but took a while to get started (Jan 2009)
- ...and will publish in Mar 2010 – at UCISA and JISC annual conferences
- Produced by a partnership of Bristol, Cardiff, Kidderminster and LSE - all with some practical experience of doing IdM
- Oversight involves UCISA, RUGIT, ISAF, JISC, RSCs and independent evaluator

What tools are in the Toolkit?

- Definitions of IdM terminology and concepts
- Service Usage Models (SUMs) relevant to IdM, and how these work with other e-Framework elements
- Governance and Policy guide
- Guidance and templates for an IdM Audit of current practice
- IdM Requirement Specification guide
- Gap Analysis guide
- Preparing an IdM Business Case
- IdM Roadmap for universities and colleges
- IdM Procurement guide to system solutions

Other useful things you'll find at the bottom of the box

- Example policies from institutions
- Network/wi-fi access for 'walk-in' users
- IdM-related job descriptions
- How to run the "Passwords for Chocolate" test on your campus



How we're developing the Toolkit

- A first stab - based on material from the *Identity Project* and past experience of partners and project team
- Road-testing the Draft Toolkit on IdM improvement projects at Kidderminster and Bristol
- Tidying-up the end result - with some further consultation
- Production in 'traditional' document and online interactive versions (different routes for different needs)
- Design and promotion working with JISC Communications



The Bristol road test
Road testing the Identity Management toolkit



Luke Taylor

🔥 Agenda

- Toolkit *road test*
- Bristol background and issues
- Building the business case

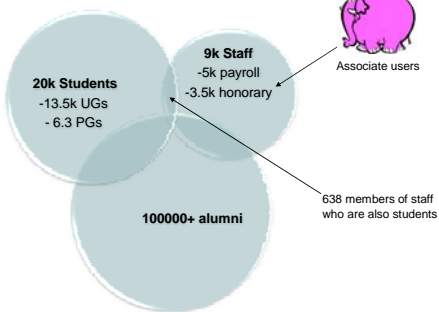


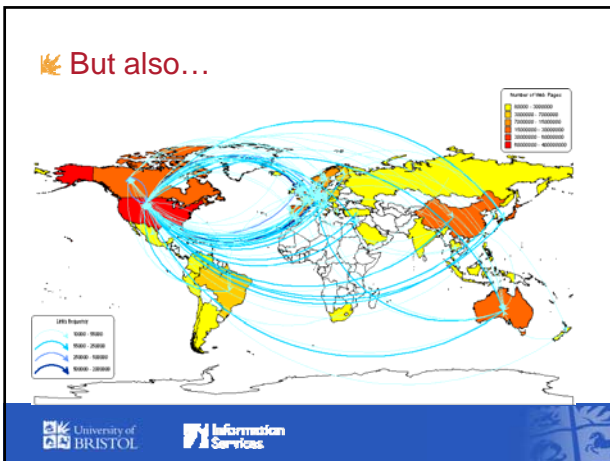
🔥 Road test IdM Toolkit sections

- Definition
- Governance and Policy
- Requirements
- Readiness audit
- Gap analysis
- Glossary



🔥 Scope



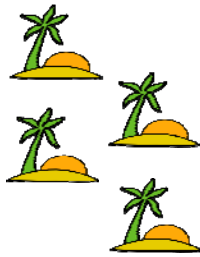


- ### ✦ Jumble of uncoordinated policies
- Staff terms and conditions
 - Information Access & Security Policy,
 - Regulations for the use of computing facilities
 - Data Protection
 - Guidelines for Recommended Minimum Period for Retention
 - etc.
-
- University of BRISTOL Information Services

- ### ✦ Our current IdM system
- No longer fit for purpose
 - Poor provision for associate users
 - Insufficient IdM infrastructure
-
- University of BRISTOL Information Services

🔥 Costs and risks

- High support costs
- Duplicate, missing and inaccurate data
- Inappropriate access
- Non-compliance



🔥 Building the business case

- Establish a clear governance structure
- Define and implement IdM policies
- Identify process owners and streamline processes associated with the IdM lifecycle e.g. registration, de-provisioning, etc.
- Choose appropriate technology (commercial, open source, combination)

🔥 Benefits

- Increased productivity
- Reduce costs
- Faster and more reliable processes
- Collaboration advantage
- Improved security and compliance

👏 Thanks

- Julia Lloyd (Business Analyst)
- Gary Brown (Senior Systems Developer)



Recap: IdM Toolkit components

- Definitions of IdM terminology and concepts
- Service Usage Models (SUMs) relevant to IdM, and how these work with other e-Framework elements
- Governance and Policy guide
- Guidance and templates for an IdM Audit of current practice
- IdM Requirement Specification guide
- Gap Analysis guide
- Preparing an IdM Business Case
- IdM Roadmap for universities and colleges
- IdM Procurement guide to system solutions
- *Anything else you think should be included*

What would you find useful?

Please complete our questionnaire

www.identity-project.org

identity-project-public@JISCmail.ac.uk
