Implementing an Effective Identity and Access Management (IAM) Program
An Update from the EDUCAUSE IAM Program Project Team

Wednesday, October 10, 2012 – 3 p.m. ET

David Sherry, Brown University
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Rodney Petersen, EDUCAUSE

Thank you to InCommon Affiliates for helping to make IAM Online possible.
IMPLEMENTING AN EFFECTIVE IDENTITY & ACCESS MANAGEMENT (IAM) PROGRAM:
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Today’s Agenda

• Introduction of topic and speakers – Rodney

• Charge, Charter and Status of the IAM Program Project Team – David

• Discussion of the Current IAM Program Outline – Miguel

• Opportunity for Feedback – David

• Next Steps – David

• Close – Rodney
Introductions

- David Sherry, CISO Brown University
- Miguel Soldi, Assistant CISO, The University of Texas System
About the IAM Program Project Team
IAM Program Project Team

Team members:
- Matthew Dalton, Ohio University
- Erik Decker, Columbia U. Medical Center
- Jacob Farmer, Indiana University
- Shirley Payne, Univ. of Virginia
- David Sherry, Brown University
- Miguel Soldi, Univ. of Texas System
- Stephen Vieira, Comm. College of RI
- Don Volz, Texas State University, San Marcos
IAM Program Project Team History

- Discussions on the need held in early 2012
- The group was assembled and started meeting in March 2012
- Charter was brainstormed and approved
- Program outline was drafted
- BOF held at Security Professionals Conference in May
- Monthly meetings, with a goal of completion and publication in December of 2012
IAM Program Project Team Charter

Mission/Purpose:
The Identity and Access Management (IAM) Program Project Team is focused on creating a roadmap for institutions to use in developing an IAM program (or to address gaps in their current offerings).

Goals:
- Provide structure or guidance for those starting IAM.
- Identify a policy framework that institutions may need to consider.
- Develop a policy template (or set of policy templates) that other campuses can use.
- Provide guidance or awareness about IAM governance.
- Identify existing IAM policies or programs and provide use cases.
- Otherwise strengthen the business side of the IAM program.
IAM Program Project Team Methodology

- Put together the project team, looking for breadth of missions and focus
- Perform an environmental scan of current resources
- Establish a direction of the final result
- Begin the framework
- Utilize feedback at every opportunity
- Finalize and publicize the result
IAM Program Project Team

Assumptions

- Organizations are complex to a point that simple traditional access and authorization to information assets is not scalable.
- A regulatory pressures are pressuring the organizations to better manage its access control and authorization.
- There must be policies and organizational structure in place to support any successful IAM Program.
- We also feel that a “potential assumption” is that the context of and IAM program may be useful for creating or validating context around other technologies, such as monitoring, DLP and SIEM.
Questions?
IAM: Keep in mind the Big Picture but...
The IAM Program – *The Big Picture*

Source: Lynn McRae of Stanford University and Internet2
The IAM Program – *The Reality...* SOMETIMES

How do I get from *HERE* to *THERE*?
The IAM Program – An Outline

So, where are we heading?

Destination: Understand where you are starting from, and what you are trying to accomplish.

Why are we heading there?

Business and Regulatory Drivers:
- Increase / improve security
- Compliance with Federal and State Rules
- Inter / Intra institutional collaboration
- Operational efficiencies and cost control

What is the landscape like?

- Single Campus or University System?
- Homogeneous or Diverse environments?
- Consistent governance policies?
- Significant differences in campus size and budgets?
- Significant differences in culture?
- Multiple constituency affiliations?
- Affiliation life-cycles?
- Expertise and skill sets availability?
- Information technology roadmap?

Stakeholders:
- IT Management
- Data Stewards
- Policy Stewards
- Application Sponsors
- Resource Users:
  - Staff
  - Faculty
  - Students
  - Residents
  - Applicants
  - Guests and Collaborators

How do we get there?

POLICY:
- Roles
- Standards
- Procedures
- Responsibilities

TECHNOLOGY:
- Registry
- Standards
- Provisioning
- Access Control

FOUNDATION:
- Scope, Budget, Governance, Staff

WHAT IS NEEDED MOST?
- ENABLERS?
- MONEY!!!
Questions?
The IAM Program Outline
The IAM Program - Outline

Part I: Introduction

- What comprises an IAM Program?

What resources are included in the Outline?

- Business case examples
- Case Studies
- ECAR Studies
- Policy templates

Terminology and Concepts
The IAM Program - Outline

Part II: Starting an IAM Program

Scope the Program

- Where are you starting from?
- What are you trying to accomplish?
- What key strategies / initiatives are you trying to support?

Key Questions to Ask (Some examples)

- At what stage of managing identity are we in (e.g., beginning, have something already in place, mature)?
- How important is flexibility, convenience and ease of use?
- How would the IAM Program align with the Institution’s Strategic Objectives?
- Policy work is very slow, but critical - how early should we start?
- How difficulty would be application integration with new or legacy infrastructure?
- How important is Federation? Build our Own or join InCommon?
The IAM Program - Outline

Part II: Starting an IAM Program

Organizational Landscape

- Single campus? University System? It’s a Jungle out there?
- Homogeneous or Diverse environments?
- Consistent governance policies?
- Significant differences in campus size and budgets?
- Significant differences in culture?
- Multiple constituency affiliations? (Some Examples)
  - Formal and Casual
  - Dependent and Exclusive
    - Administrators with Faculty appointments
    - Student Staff
- Affiliation Life-Cycles? (Some Examples)
  - Applicant → Employee/Staff/Faculty → [Departmental Affiliation Change] -> Former employee
  - Prospective/Expected User → Active User → Deactivated User → Deleted User
The IAM Program - Outline

Part II: Starting an IAM Program

- Identifying Stakeholders
  - IT Management,
  - Data and Policy Stewards
  - Subject (a/k/a user, principal, or customer)
  - Identity Provider (a/k/a credential service provider, CA)
  - Relying Party (a/k/a service provider, vendor)
  - Service Consumers:
    - Staff an retirees,
    - Faculty and researchers,
    - Students and alumni
    - Guests,
    - Applicants, and members of the community
  - Role Provider

Source: Thomas J. Smedinghoff, Chair of ABA Identity management Legal Task Force
The IAM Program - Outline

- Part II: Starting an IAM Program
  - Defining Program Ownership
  - Staff Roles and Responsibilities
    - Ramping Up
    - Ongoing
  - Strategies for Procuring Talent
    - Skill set inventory
    - What to grow, what to buy, and what to outsource?
    - Institutional Subject Matter Experts?
    - Job Descriptions
The IAM Program - **Outline**

- **Part III: Developing a Policy Framework**
  - What body of polices should be considered for an IAM Program?
    - Data Inventory and Classification Policy
    - Access Management Policy
      - Identity Lifecycle
      - Issuing and Revoking Credentials
      - Least Access / Business Need Based
      - Role-Based Access
      - Standard schema definitions (eduPerson?)
    - Federated Access Policy
      - Federation Operating Procedures
      - Attribute Release Policies
    - Acceptable Use Policy
    - Eligible Affiliations
    - Remote Access
  - Policy Templates / Outline of Model Policies
The IAM Program - Outline

Part IV: IAM Governance

- How distributed is institutional data and how pervasive is its access?
- Is a formal Data Governance structure needed? Is there one in place already?
- Roles and Responsibilities defined and communicated?
- Centralized or Decentralized Person Registry?
- Access Request Workflows
- Funding Models
- Tools and References
The IAM Program - Outline

- Part V: Use Cases

- Part VI: Strengthening the business side of an IAM program
  - Other Considerations
  - Emerging Topics
  - Online Courses, Local; and Overseas Collaborators, Affiliates, etc.
Questions?
Next Steps
IAM Program Project Team

Next Steps

- Take the feedback from today’s presentation, and address the gaps and needs that we’ve missed
- Review the state of the outline at our next call
- Reassign or re-evaluate the remaining tasks
- Complete the outline by mid-December
- Post to the EDUCAUSE website in early January
Final Questions and Feedback?
Thank you for participating!

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Evaluation
Please complete the evaluation of today’s IAM Online:

Next IAM Online – November 14, 2012 (3 pm ET)
CIFER (Community Identity Framework for Higher Education)
A community-developed agile, comprehensive, federation- and cloud-ready IAM solution suite. www.incommon.org/iamonline

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