

Identity Management in Higher Education 2010 Survey Questionnaire March 2010

Thank you for participating in this ECAR survey. We define *identity management* as “the business processes and infrastructure required to support the use of digital identities.” Our survey focuses on the key functions of establishing identity, user authentication and authorization, privileges management, reduced/single sign-on, and federated identity. We also ask about supporting infrastructure, including enterprise directories, and identity management project activity. Though *identity management* is our chosen term here, the scope of our interests is consistent with a similar commonly-used term, *identity and access management*.

Many of the questions in this survey are taken from a previous ECAR survey conducted in 2005, in which your institution may have taken part.

This survey should be completed by the institutional CIO (or equivalent), or by appropriate management or staff under the direction of the CIO.

Our testing suggests that it will require approximately 30 minutes to complete the survey. If you wish to preview the survey before completing it, a PDF version is available from the [ECAR survey instruments website](#).

Your response is confidential. ECAR does not make your response information available to any other party and only publishes aggregate survey results. A list of participating institutions will be published in the resulting ECAR study.

We recommend that you use Internet Explorer to complete this survey. This survey software allows you to:

- > **Print blank and completed surveys.** To *print a blank copy of the survey*, select **PDF version of this survey** above. Once you complete the online survey, print your responses by clicking **Review** at the end of the survey. Select **Print**.
- > **Save partially completed surveys.** To save and return to a partially completed survey, set a favorite or bookmark the survey and then click **Save**. If cookies are enabled in your browser, you will be taken to the place you left off when you return to the survey.
- > **Revise, review, print, and save responses.** You may revise your answers until you click **Finish**. Use the **Back** button to navigate through the survey. You may review all your answers before submitting them. When you reach the end of the survey, choose **Review** to review, print, and save your responses. ***We strongly suggest that you print and save your responses before you submit them.***

Please complete this survey by Tuesday, April 13, 2010.

Key Findings will be available to all survey respondents once the study is complete. If you have any questions or concerns, please e-mail ecar@educause.edu. Click **Next** to begin the survey. And again, thank you for your time!

Section 1: Identification

1.1 Survey ID. *Required.* _____

1.2 Your name. *Required.* _____

Section 2: Institutional Perspectives on Identity Management

As used here, identity management refers to the business processes and infrastructure required to support the use of digital identities. This includes establishing identity, user authentication and authorization, enterprise directory services, reduced/single sign on, and federated identity.

2.1 What is your opinion about the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
a. My institution's senior management understands the benefits of investing in identity management.						
b. My institution's senior management understands the costs of identity management.						
c. My institution's senior management is willing to address the policy issues related to identity management.						
d. My institution is providing the resources needed for identity management.						
e. The central data, networks, and applications at my institution are secure.						
f. My institution has the <u>identity infrastructure</u> needed to effectively manage access to <u>internal</u> institutional resources.						
g. My institution has the <u>identity infrastructure</u> needed to effectively manage access to <u>extra-institutional</u> resources.						
h. My institution has the <u>identity policies</u> needed to effectively manage access to <u>internal</u> institutional resources.						
i. My institution has the <u>identity policies</u> needed to effectively manage access to <u>extra-institutional</u> resources.						
j. Deans and business unit managers at my institution see identity management as an enabler of good business practices.						

2.2 What is the status of the following activities?

	Completed	In progress	Planning to do	Not planning to do	Don't know
a. Documented business case for any area of identity management					
b. Documented plan for identity management					
c. Released an RFI or RFP for identity management					
d. Risk assessment of data access security and privacy practices					
e. Inventory of campus identifiers (e.g., used by library, e-mail, etc.)					
f. Documented campus data custodians/owners					
g. Documented continuity-of-operations plan that addresses the disaster recovery of identity services					

2.3 Have you implemented, or are you currently implementing, any of these online self-service functions? Check all that apply.

- a. Password resets
- b. Updating personal information
- c. Setting privacy preferences for release of identity information

2.4 Do you have documented policies for establishing identity (e.g., how user IDs are issued)? Required.

- No documented policies *Go to 2.6*
- Policies are in progress or partially completed *Go to 2.6*
- Policies are completed *Go to 2.5, then 2.6*
- Don't know *Go to 2.6*

2.5 Our documented policies for establishing identity are kept up-to-date.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

2.6 Do you have documented policies for user authentication (e.g., guidelines, responsibilities for passwords)? Required.

- No documented policies *Go to 2.8*
- Policies are in progress or partially completed *Go to 2.8*
- Policies are completed *Go to 2.7, then 2.8*
- Don't know *Go to 2.8*

2.7 Our documented policies for user authentication are kept up-to-date.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

2.8 Do you have documented policies for user authorization (e.g., what groups are allowed what access)? *Required.*

- No documented policies *Go to 2.10*
- Policies are in progress or partially completed *Go to 2.10*
- Policies are completed *Go to 2.9, then 2.10*
- Don't know *Go to 2.10*

2.9 Our documented policies for user authorization are kept up-to-date.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

2.10 Does your institution keep any of the following metrics related to identity management? *Check all that apply.*

- a. Number of user accounts added, changed or deleted
- b. Help desk statistics on user access problems (e.g., password reset)
- c. Average time to create a new user ID and enable authorized services
- d. Average time from user termination to disablement of all of a user's IDs
- e. Number of temporary affiliates with enabled accounts but expired contracts

2.11 Are you integrating identity management for computer and network access control with identity management for physical access control (e.g., with a single multi-function ID card)?

- Yes
- Planning to do
- Not planning to do
- Don't know

2.12 What are the primary motivators at your institution for pursuing identity management? *Select up to three.*

- a. Regulatory compliance (e.g., HIPAA, GLB Act, FERPA)
- b. Security/privacy best practices
- c. Enhanced user services and satisfaction
- d. Cost reduction/increased efficiencies
- e. Strategic value/opportunities
- f. Improvements in our technical environment
- g. Strategy of early adoption/experimentation
- h. Keep current with generally accepted IT directions
- i. Position the institution for implementation of federated identity
- j. Reduce vendor dependencies
- k. Other

2.13 What are the primary challenges to your institution in pursuing identity management? *Select up to three.*

- a. Lack of acceptable ROI
- b. Adequate funding is not available
- c. Higher IT priorities
- d. Lack of IT staff expertise
- e. Lack of institutional senior management's support
- f. Technical solutions are too immature
- g. Problems with vendor software and support

- h. Problems with our institution's technologies/infrastructure
- i. Data integrity problems (consistency, accuracy, etc.)
- j. Difficulty developing campus policies and procedures
- k. Difficulty implementing campus policies and procedures
- l. Lack of ownership of identity management by a central group
- m. Other

2.14 Which BEST describes your institution's current thinking about identity management solutions?

- We probably will not use vendor solutions, but will build solutions using in-house developed or open-source software.
- We will address our short term needs with best-of-breed vendor point solutions and integrate these various products in-house.
- We will first identify our long-term business and architecture strategy and then decide on a solution or set of solutions for the institution.
- We will probably buy the vendor suite solution that best aligns with our network, infrastructure, and hardware vendors.
- We will probably buy the vendor suite solution that best aligns with our administrative applications and ERP vendors.
- Other
- Don't know

2.15 Which of the following are involved in making identity management-related decisions at your institution? Check all that apply.

- a. Standing identity management governance committee
- b. Ad hoc identity management governance committee(s)
- c. IT governance steering committee
- d. Other IT governance committee(s)
- e. Other institutional governance committee(s)

2.16 Which BEST describes the status of your institution's abatement of Social Security Number (SSN) exposure risk?

- Not applicable
- Not planned
- Planned
- Ongoing
- Completed
- Don't know

Section 3: Identity Management Importance and Capability

This section presents 14 benefits related to identity management for your evaluation. Please rate each item's importance to your institution and your institution's current capability to deliver it.

3.1 Capability to immediately enable all authorized services for a new user

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.2 Capability to immediately change authorized services for a user who changes roles

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.3 Capability to immediately disable all services and user IDs when a user is no longer affiliated with the institution

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.4 Capability to give visitors/guests only the specific access they require and disable that access at the correct time

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.5 Prior to issuing credentials (e.g., user account, ID card, etc.), have the appropriate level of confidence (based on type of constituent) that a user is who he or she claims to be

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.6 Capability to directly track illegal or unauthorized network activity back to the person responsible

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.7 Reduced or single sign-on

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.8 Capability to provide self-service functions (e.g., password reset, profile management)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.9 Capability to decentralize user account management and authorization of services (e.g., to deans of schools, managers of business units)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.10 Capability of strong authentication (e.g., strong passwords, two-factor authentication)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.11 Have a single authoritative source of information for all persons affiliated with the institution (as an institutional asset)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.12 User authentication and authorization processes that are scalable (e.g., as enrollment grows)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.13 Capability to allow institutional users to access off-campus resources that require their own authentication and authorization (e.g., licensed library content, cloud services, etc.)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

3.14 Capability to allow non-institutional users access to our institutional resources for which we require authentication and authorization (e.g., sharing our course materials with other institutions)

	Very low	Low	Medium	High	Very high	Don't know
a. Rate the importance to your institution						
b. Rate your institution's current capability						

Section 4: Campus Identity Management Projects

4.1 Is your institution engaged in any efforts or projects related to identity management (e.g., enterprise directory, reduced/single sign-on, strong authentication, automated role- or privilege-based authorization, federated identity)? *Required.*

- No *Go to 5.1*
- Yes *Go to 4.2–4.8, then to 5.1*
- Don't know *Go to 5.1*

4.2 What is your institution's implementation strategy for identity management projects?

Check all that apply.

- a. Not yet determined
- b. Part of infrastructure build out
- c. Stand-alone project
- d. Bundled with an ERP implementation
- e. Bundled with IT security implementation
- f. Bundled with campus portal implementation
- g. Bundled with another project implementation
- h. Other

4.3 Who sponsors your campus identity management projects? *Check all that apply.*

- a. CIO (or equivalent)
- b. Administrative functional area executive
- c. Director of administrative computing
- d. Chief information security officer
- e. Director/manager of IT networking
- f. Other IT management
- g. Other administrative management
- h. Other academic management
- i. IT governance body

4.4 Approximately how much do you think central IT will spend on implementation of identity management projects over the next three years? (Include internal staff costs as well as hardware, software, and services costs.)

- \$50,000 or less
- \$50,001 to \$100,000
- \$100,001 to \$500,000
- \$500,001 to \$1 million
- Between \$1 million and \$2 million
- Between \$2 million and \$5 million
- More than \$5 million
- Don't know

4.5 How do you pay for your identity management projects? *Check all that apply.*

- a. Not yet determined
- b. Annual central IT budget
- c. Contributions from other central units
- d. One-time campus budget allocation
- e. Bundled in other campus projects (e.g., ERP)
- f. Partnerships or grants
- g. Other

4.6 Approximately how many central IT full time staff (FTE) are currently assigned to your identity management projects? *Drop down menu: 0 to 25, More than 25, and Don't know.*

4.7 My institution is getting the value we expected from the money spent on identity management projects.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know
- Not applicable

4.8 What best describes your expectations about cost savings from your identity management projects?

- We have not achieved identifiable cost savings and do not expect to.
- We have not achieved identifiable cost savings, but expect to in the future.
- We have achieved identifiable cost savings but do not expect to achieve more.
- We have achieved identifiable cost savings and expect to achieve more in the future.
- Don't know

Section 5: Establishing Identity and User Authentication

5.1 For identity proofing (i.e., ensuring a person is who they claim to be prior to issuing a user account) at your institution, do you:

	Yes	Planning to do	Not planning to do	Don't know
a. Require stronger identity proofing for faculty and staff in sensitive roles than for those not in sensitive roles?				
b. Use different methods of identity proofing for different groups of off-campus affiliates (e.g., parents, alumni)?				
c. Use different methods of identity proofing for different groups of on-campus visitors and guests?				

5.2 Which of the following user authentication methods does your institution use when providing access to network services?

	Using	Planning to use	Not planning to use	Don't know
a. Conventional password/PIN				
b. Strong password				
c. Kerberos				
d. PKI certificate (software)				
e. PKI hardware token				
f. Secure ID-style onetime password				
g. Other multi-factor authentication methods				
h. Biometric identification				

5.3 Is any part of your institution using, or planning to use, any of the following?

	Using	Planning to use	Not planning to use	Don't know
a. Encrypted e-mail				
b. Signed e-mail				
c. Biometrics for identity proofing (e.g., fingerprints, iris scan, etc.)				

5.4 To what extent have you implemented the following at your institution?

	Not at all	In some cases	In all cases	Don't know
a. Primary electronic identifiers assigned to individuals are "unique for all time" (i.e., never reassigned).				
b. Significant events related to identity management are logged and retained securely for six months (e.g., issuance or revocation of user IDs).				
c. Prohibit (by policy or technology) network transmission of unencrypted passwords for the primary electronic identifier.				
d. Individuals who are issued electronic identifiers must periodically confirm that they understand and will comply with security policy requirements.				

5.5 Do any institutional web resources at your institution support sign-in using web-based user-centric identifiers (e.g., OpenID, Facebook Connect, Windows Live ID)?

- () No
 () Yes
 () Don't know

Section 6: Reduced or Single Sign-On

6.1 To what extent is your institution considering or implementing reduced or single sign-on? *Required.*

- | | |
|---|-------------------------------|
| <input type="checkbox"/> Not considering | <i>Go to 6.3, then to 7.1</i> |
| <input type="checkbox"/> Currently evaluating | <i>Go to 6.2, then to 7.1</i> |
| <input type="checkbox"/> Planned, but won't start within the next 12 months | <i>Go to 6.2, then to 7.1</i> |
| <input type="checkbox"/> Will start within the next 12 months | <i>Go to 6.2, then to 7.1</i> |
| <input type="checkbox"/> Implementation is in progress | <i>Go to 6.2, then to 7.1</i> |
| <input type="checkbox"/> Partially operational | <i>Go to 6.2, then to 7.1</i> |
| <input type="checkbox"/> Fully operational | <i>Go to 6.2, then to 7.1</i> |

6.2 What is, or will be, your approach to implementing reduced/single sign-on? *Check all that apply.*

- a. Not yet determined
- b. Use open-source software (e.g., Kerberos, CAS, PubCookie)
- c. Use homegrown software developed at your institution or another institution
- d. Use commercial vendor software (e.g., RSA, Aladdin)
- e. Other

6.3 What are the primary reasons your institution is not considering reduced/single sign-on? *Check up to three.*

- a. Capabilities not required at this time
- b. We are not that far along in our identity management work
- c. Adequate funding is not available
- d. Technical solutions are too immature
- e. Problems with our institution's technologies/infrastructure
- f. Data integrity problems (consistency, accuracy, etc.)
- g. Difficulty developing campus policies and procedures
- h. Difficulty implementing campus policies and procedures
- i. Other

Section 7: The Enterprise Directory

7.1 To what extent is your institution considering or implementing an enterprise directory? By *enterprise directory*, we mean an institutional directory service that has the capability to include all persons affiliated with the institution and to be used by multiple applications.

Required.

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Not considering | <i>Go to 7.8, then to 8.1</i> |
| <input type="checkbox"/> Currently evaluating | <i>Go to 7.2–7.7, then to 8.1</i> |
| <input type="checkbox"/> Planned, but won't start within the next 12 months | <i>Go to 7.2–7.7, then to 8.1</i> |
| <input type="checkbox"/> Plan to start within the next 12 months | <i>Go to 7.2–7.7, then to 8.1</i> |
| <input type="checkbox"/> Implementation is in progress | <i>Go to 7.2–7.7, then to 8.1</i> |
| <input type="checkbox"/> Partially operational | <i>Go to 7.2–7.7, then to 8.1</i> |
| <input type="checkbox"/> Fully operational | <i>Go to 7.2–7.7, then to 8.1</i> |

7.2 What is, or will be, your approach to your enterprise directory? Check all that apply.

- a. Not yet determined
- b. Implemented as a stand-alone system using open-source software (e.g., OpenLDAP)
- c. Implemented as a stand-alone system using homegrown software developed at your institution or another institution
- d. Implemented as a stand-alone system using commercial vendor software (e.g., Sun Java Identity Management Suite, Novell eDirectory)
- e. Implemented as part of vendor-supplied application software (e.g., an ERP)
- f. Implemented as part of an institutional legacy application
- g. Implemented as part of a network operating system (e.g., NDS, Microsoft Active Directory)
- h. Integrate multiple directories to act as a single directory (e.g., virtual directory)
- i. Other

7.3 Do you plan to change your approach to an enterprise directory in any of the following ways in the future? Check all that apply.

- a. Migrate from an enterprise directory implemented as part of another application to a stand-alone enterprise directory system
- b. Use more commercial vendor software
- c. Use more standards-based software
- d. Use more open-source software
- e. Replace/reduce multiple subdirectories with a single directory
- f. Expand/upgrade existing directory to carry more identity data (e.g., additional systems of record, federation attributes)

7.4 Are you using your enterprise directory to facilitate the following functions?

	Using	Planning to use	Not planning to use	Don't know
a. User authentication				
b. User authorization				
c. Store affiliation and group information				
d. Store privileges and permissions for access to systems and resources				
e. Track, log, and report on user activities				
f. Produce campus reports (e.g., whitepages)				
g. Workflow (updating user data based on defined business triggers)				

7.5 Does your enterprise directory make use of the eduPerson or eduOrg object classes?

- No
- Yes
- Don't know

7.6 Which of the following campus applications use the enterprise directory? Check all that apply.

- a. Campus telephone directory
- b. Campus e-mail directory
- c. Human resources systems
- d. Student information systems
- e. Library systems
- f. Course management systems
- g. ID card system
- h. Physical access control system
- i. Any departmentally controlled systems

7.7 Our goal is to have all or most of our central IT applications use the enterprise directory.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

7.8 What are the primary reasons your institution is not considering an enterprise directory at this time? Check up to three.

- a. Capabilities not required at this time
- b. We are not that far along in our identity management work
- c. Adequate funding is not available
- d. Technical solutions are too immature
- e. Problems with our institution's technologies/infrastructure
- f. Data integrity problems (consistency, accuracy, etc.)
- g. Difficulty developing campus policies and procedures
- h. Difficulty implementing campus policies and procedures
- i. Other

Section 8: Automated Role- and Privilege-Based Authorization

8.1 To what extent is your institution considering or implementing automated role- and privilege-based authorization (e.g., giving access to electronic resources using privileges or permissions derived automatically from affiliations and groups). Required.

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Not considering | <i>Go to 8.7, then to 9.1</i> |
| <input type="checkbox"/> Currently evaluating | <i>Go to 8.3–8.6, then to 9.1</i> |
| <input type="checkbox"/> Planned, but won't start within the next 12 months | <i>Go to 8.3–8.6, then to 9.1</i> |
| <input type="checkbox"/> Plan to start within the next 12 months | <i>Go to 8.3–8.6, then to 9.1</i> |
| <input type="checkbox"/> Implementation is in progress | <i>Go to 8.2–8.6, then to 9.1</i> |
| <input type="checkbox"/> Partially operational | <i>Go to 8.2–8.6, then to 9.1</i> |
| <input type="checkbox"/> Fully operational | <i>Go to 8.2–8.6, then to 9.1</i> |

8.2 The automated role- and privilege-based authorization environment at my institution has the ability to...

	Not at all	In some cases	In all cases	Don't know
a. Make privileging decisions based on broad classes of affiliation (employee, student, faculty, etc.)				
b. Make privileging decisions based on fine-grained roles or affiliations ("computer science undergraduate," "HR manager," "medical school faculty")				
c. Make privileging decisions based on membership in derived or ad hoc groups (e.g., "Prof. Smith's graduate students," "Project X team members")				
d. Automatically change privilege assignments based on changes in the privilege holder's attributes (affiliation, roles, job classifications), without any routine human intervention				
e. Provide automated workflow features such as automatic electronic notification of privilege status changes and/or privilege assignment approval				
f. Support temporary privilege transferral (e.g., a dean transferring privileges to an assistant dean while the dean is on vacation)				

8.3 What is, or will be, your approach to automated role- and privilege-based authorization? Check all that apply.

- a. Not yet determined
- b. Stand-alone system using open-source software (e.g., Grouper)
- c. Stand-alone system using homegrown software developed at your institution or another institution
- d. Stand-alone solution using commercial vendor software
- e. Implemented as part of vendor-supplied application(s) software (e.g., ERP)
- f. Implemented as part of one or more institutional legacy applications
- g. Other

8.4 Do you plan to use more commercial vendor software for automated role- and privilege-based authorization in the future?

- No
- Yes
- Don't know

8.5 Our institution is committed to revising current business policies before they are entered into an automated role- or privilege-based authorization system.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

8.6 Our goal is to have all or most of our central IT applications use the automated role- and privilege-based authorization system.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

8.7 What are the primary reasons your institution is not considering automated role- or privileged-based authorization at this time? Check up to three.

- a. Capabilities not required at this time
- b. We are not that far along in our identity management work
- c. Adequate funding is not available
- d. Technical solutions are too immature
- e. Problems with our institution's technologies/infrastructure
- f. Data integrity problems (consistency, accuracy, etc.)
- g. Difficulty developing campus policies and procedures
- h. Difficulty implementing campus policies and procedures
- i. Other

Section 9: Federated Identity

Definition: Federated identity permits automated management of identity information between your campus and other institutions and organizations, or internally, to facilitate collaborative or business initiatives.

9.1 Over the next 12 months, demand for cloud computing resources will increase my institution's need for federated identity services.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

9.2 To what extent is your institution considering or implementing a federated identity solution? Required.

- Not considering *Go to 9.11, 9.12, then 10.1*
- Currently evaluating *Go to 9.8–9.10, then 10.1*
- Planned, but won't start within the next 12 months *Go to 9.8–9.10, then 10.1*
- Plan to start within the next 12 months *Go to 9.8–9.10, then 10.1*
- Implementation is in progress *Go to 9.3–9.10, then 10.1*
- Partially operational *Go to 9.3–9.10, then 10.1*
- Fully operational *Go to 9.3–9.10, then 10.1*

9.3 How many external service providers does your institution exchange identity attributes with via a federated identity solution? Drop down: 0, 1 to 50 by 1, More than 50, Don't know

9.4 Twelve months from now, how many external service providers do you expect your institution to be exchanging identity attributes with via a federated identity solution? Drop down: 0, 1 to 50 by 1, More than 50, Don't know

9.5 How many internal resources/applications are currently enabled for sign-on via a federated identity solution at your institution? Drop down: 0, 1 to 50 by 1, More than 50, Don't know

9.6 Twelve months from now, how many internal resources/applications do you expect will be enabled for sign-on via a federated identity solution at your institution? Drop down: 0, 1 to 50 by 1, More than 50, Don't know

9.7 Overall, which best describes your institution's experience with implementing federated identity?

- Policy/process issues are more challenging than technical issues.
- Policy/process issues are about equally as challenging as technical issues.
- Technical issues are more challenging than policy/process issues.

9.8 Has your institution implemented, or is it planning to implement, any of the following?

	Already implemented	Currently implementing	Planning to implement	Not planning to implement	Don't know
a. Shibboleth					
b. IBM Tivoli Federated Identity Manager					
c. Microsoft Active Directory Federation Services					
d. Oracle Identity Federation					
e. Sun OpenSSO					
f. Other federated identity solution					

9.9 What are the primary motivators for your institution to evaluate or implement federated identity solutions? Check up to three.

- a. Reduced/single sign-on within the institution
- b. Provide access to resources within college or university system/consortium
- c. Provide access to extra-institutional administrative applications (e.g., HR, benefits)
- d. Provide access to extra-institutional student service applications (e.g., travel, career)
- e. Provide access to extra-institutional library resources
- f. Provide access to extra-institutional research tools/data resources
- g. Provide for extra-institutional research collaboration
- h. Provide access to extra-institutional instructional resources
- i. Provide for extra-institutional collaborative teaching/learning
- j. Enable access by external users to institutional resources
- k. Meet mandated state/federal identity requirements

9.10 Is your institution a member of any of the following?

	Not a member and not planning to join	Planning to join	Member
a. InCommon higher education identity federation			
b. College or university system/consortium identity federation			
c. Statewide identity federation			
d. Commercial identity federation			
e. Other identity federation			

9.11 What are the primary reasons your institution is not considering a federated identity solution at this time? Check up to three.

- a. Capabilities not required at this time
- b. We are not that far along in our identity management work
- c. Adequate funding is not available
- d. Technical solutions are too immature
- e. Problems with our institution's technologies/infrastructure
- f. Data integrity problems (consistency, accuracy, etc.)
- g. Difficulty developing campus policies and procedures
- h. Difficulty implementing campus policies and procedures
- i. Other

9.12 Do you think your institution will consider implementing a federated identity solution at some point in the future?

- No
- In the next 12 months
- More than 12 months from now
- Don't know

Section 10: About You and Your Institution

10.1 What is your position?

- CIO (or equivalent)
- Vice president/vice provost or equivalent (non-CIO)
- Director of administrative computing
- Director of academic computing
- Chief information security officer
- Director/manager of IT networking
- Other IT management
- Other administrative management
- Other academic management

10.2 Is the CIO at your institution a member of the president/chancellor's cabinet?

- No
- Yes

10.3 At my institution, IT is:

- Highly centralized
- Centralized
- Balanced
- Decentralized
- Highly decentralized

10.4 Do you use, or are you currently implementing, vendor-supported ERP software for administrative applications?

- A complete vendor-supported ERP suite including HR, financial, and student applications
- Some vendor-supported ERP applications
- No vendor-supported ERP applications
- Don't know

10.5 How has your central IT organization's budget (from all sources) changed this fiscal year relative to the previous fiscal year?

- Decreased 10% or more
- Decreased at least 5% but less than 10%
- Flat or less than 5% change
- Increased at least 5% but less than 10%
- Increased 10% or more
- Don't know

10.6 What BEST characterizes your institution in terms of adopting new technologies?

- Early adopter
- Mainstream adopter
- Late adopter

10.7 I am personally very involved in identity management decisions at my institution.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Section 11: Conclusion

11.1 May we contact you to obtain further insights or clarifications on your responses?

Required.

No *Go to 11.3*

Yes *Go to 11.2, then to 11.3*

11.2 What is your e-mail address? _____

11.3 If you have any other comments or insights about identity management, please share them with us. _____

11.4 We are committed to continually improving our surveys. All comments are welcome and will be considered. _____

You are almost done!

We strongly suggest that you save and print your responses to this survey. You must do this before clicking "Finish."

- 1. To save and print, first click "Review" at the bottom of this page.*
- 2. Then click "Print" and "Save Summary" at the top of the next screen, where you may also review your responses.*
- 3. Then click "Return to Survey."*

Thank you. Click "Finish" to submit your survey.

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If you have any questions or concerns, please e-mail ecar@educause.edu

– END SURVEY –