Hiring for Identity and Access Management

IAM Online
Wednesday, June 10, 2020

Presenters:

Jessica Fink, Internet2
Heather Flanagan, IDPro
Kirk Kelly, Portland State University
Erica Lomax, Oregon State University

Moderator:

Kevin Morooney, Internet2

"If we talk about society and politics long enough…"*

*Campaign finance reform, term limits.

WIKIPEDIA
The Free Encyclopedia

Wikipedia:Getting to Philosophy

From Wikipedia, the free encyclopedia

Clicking on the first link in the main text of a Wikipedia article, and then repeating the process for subsequent articles, usually leads to the Philosophy article. In February 2016, this was true for 97% of all articles in Wikipedia, an increase from 94.52% in 2011. The remaining articles lead to an article without any outgoing wikilinks, to pages that do not exist, or get stuck in loops.[1]

There have been some theories on this phenomenon, with the most prevalent being the tendency for Wikipedia pages to move up a "classification chain". According to this theory, the Wikipedia Manual of Style guidelines on how to write the lead section of an article recommend that articles begin by defining the topic of the article. A consequences of this style is that the first sentence of an article is almost always a definitional statement, a direct answer to the question "what is [the subject]?"

Shortcut

WP:GTP

Contents [hide]

1 Method summarized
2 Origins
3 See also
4 References
5 External links


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Hull (watercraft)
Waterproofing
Underwater
water
Chemical compound
Chemical substance
Chemistry
Outline of physical science
Physics
Natural philosophy
```
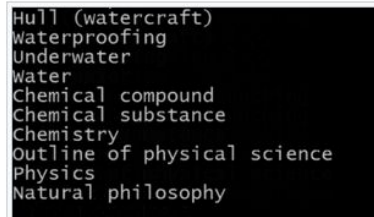
Crawl on Wikipedia from random article to Philosophy.

Method summarized [edit]
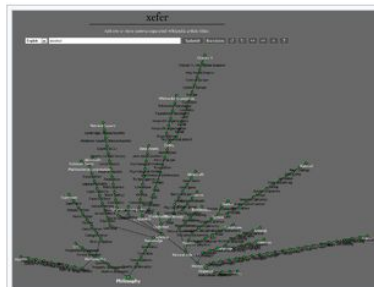
Following the chain consists of:

1. Clicking on the first non-parenthesized, non-italicized link
2. Ignoring external links, links to the current page, or red links (links to non-existent pages)
3. Stopping when reaching "Philosophy", a page with no links or a page that does not exist, or when a loop occurs

Mathematician Hannah Fry demonstrated the method in the 'Marmalade', 'socks' and 'One Direction' section of the 2016 BBC Documentary The Joy of Data.

Origins

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We end up at places that are difficult to understand, difficult to change.

If we combine these two phenomena…

If you think about identity and access management long enough...and if you talk to others about identity and access management long enough...you end up at workforce and skills development, professionalization of a skillset..using words like mentor, apprentice, training, knowledge, guild, certification.

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Why is Hiring Important?

Kirk Kelly

VP & CIO

Portland State University

The Importance of Hiring

"The secret of my success is that we have gone to exceptional lengths to hire the best people in the world."

Steve Jobs

Hiring is a bigger decision than you might imagine

1 Why does hiring matter?

2 What can you do?

The "real" cost of a bad hiring decision

Productivity linked to Engagement

Decreased Productivity

Cultural Imbalance

1 Negative to 11 Positive

1 can represent ALL

Reputation

Disengagement

The power of 70%
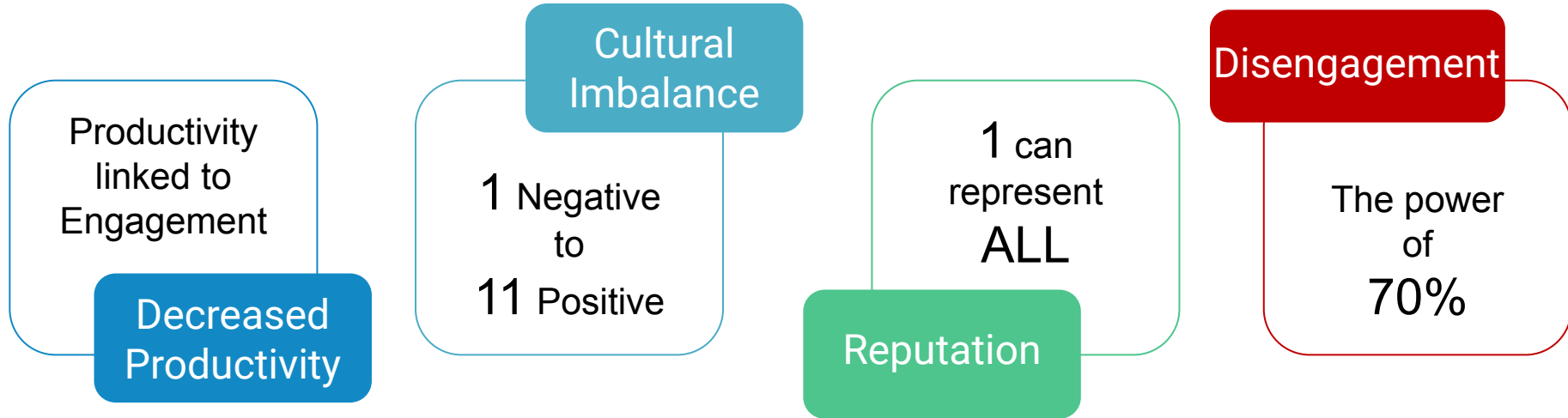
The payoff of a good hire

CULTURE

#1 impact is your hire

MORALE

PRODUCTIVITY

17% Increase

TURNOVER

24% Less Turnover

Hiring - The million-dollar decision

The "How"
What can you do?

Do Not Settle

Failed Search

Be willing to go back out if you don't have the right potential hire.

100%

Have 100% confidence in your hire.

Hints

Stay clued into hints.

References

References have immense value - know what they can do for you.

Where does hiring fall
on your priority list?

Why is IAM hiring hard?

Erica Lomax
Director, Identity & ITSM

Oregon State University
Information and Technology

Industry IAM

Employees

Customers

Higher ed IAM

Employees

Customers
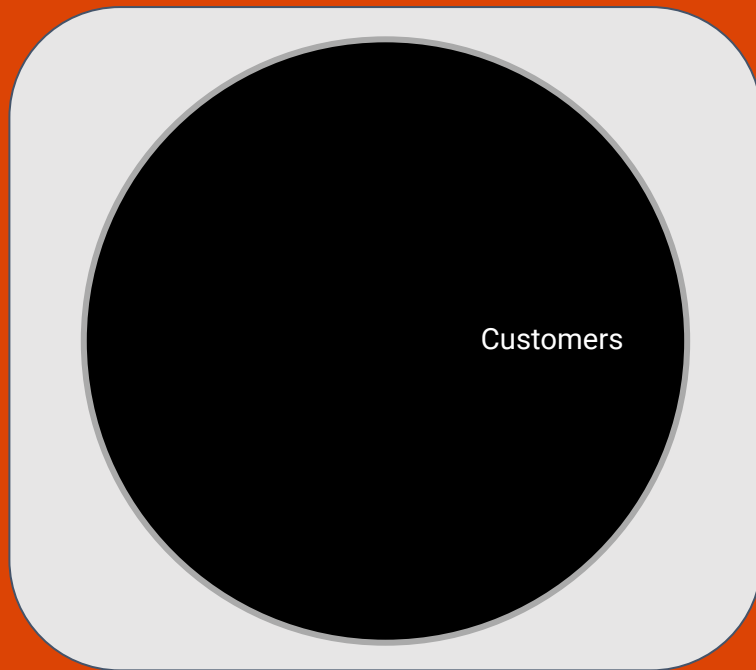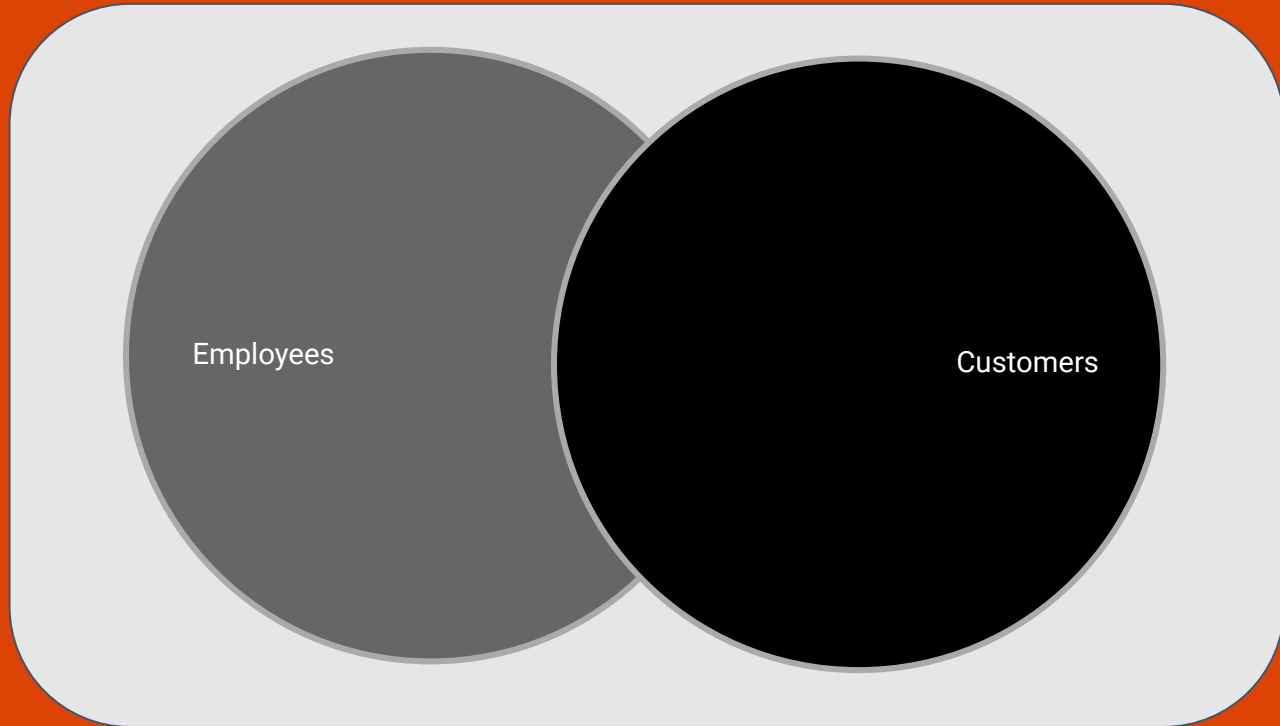
Is IAM part of security?

Industry

Almost exclusively reports to Security

Higher Ed

My research shows about 50% security, 50% other

How do people learn about IAM?

Do your university technology courses teach IAM concepts?

Are your recent graduates qualified for IAM jobs in your organization?

IAM is so much more than just the tech

THE BUSINESS CONTEXT FOR THE TRUSTED ACCESS PLATFORM
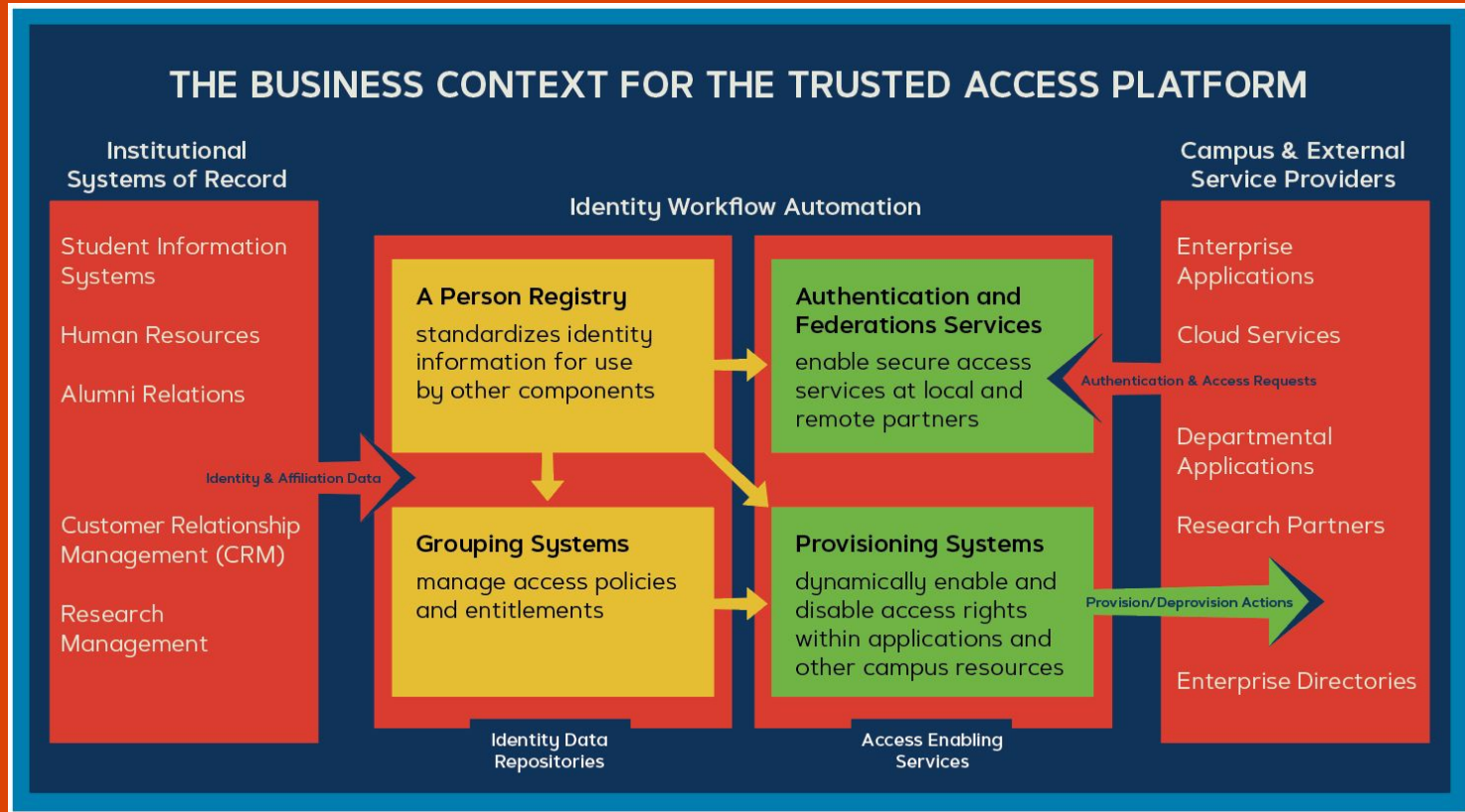
Institutional Systems of Record

Student Information Systems

Human Resources

Alumni Relations

Customer Relationship Management (CRM)

Research Management

Identity Workflow Automation

Identity & Affiliation Data

A Person Registry
standardizes identity information for use by other components

Grouping Systems
manage access policies and entitlements

Identity Data Repositories

Authentication and Federations Services
enable secure access services at local and remote partners

Provisioning Systems
dynamically enable and disable access rights within applications and other campus resources

Access Enabling Services

Authentication & Access Requests

Provision/Deprovision Actions

Campus & External Service Providers

Enterprise Applications

Cloud Services

Departmental Applications

Research Partners

Enterprise Directories

But don't discount the tech

There's a lot to run, but how much is higher ed specific?

- Trusted Access Platform
    - Person Registry -- COmanage, midPoint
    - WebSSO/SAML Identity Provider -- Shibboleth Identity Provider
    - Relying Party Information -- InCommon Metadata
    - Consent Service -- Scalable Consent
    - Groups Service -- Grouper
    - Provisioning Service -- COmanage, midPoint
- MFA
- Other tools

Does your team also run non-IAM services?

How big is your team?

My team is small (3 FTE; ~33,000 enrolled students)

More tech and few staff results in needing "experts", not entry or mid-level positions

Hiring challenges

1. Higher ed IAM doesn't look like industry IAM
2. IAM doesn't look the same across higher ed
3. There is no real pipeline
4. High levels of institutional knowledge helpful - it's more than just the tech
5. There's a lot of tech, much is higher ed specific
6. Small(er) teams = individuals with advanced/specialized skills

What skills do I look for?

Specific IT position skills

Programmer

DevOps
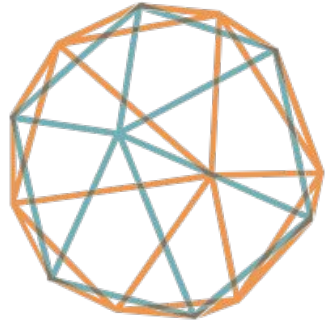
SysAdmin

Business Analyst

General skills

Ability to apply knowledge with critical thinking

Troubleshooting

Capability to learn new technology skills

Interest in solving problems

HEATHER FLANAGAN
Principal Editor
editor@idpro.org

ABOUT IDPRO
AND THE BOK

The IDPro Vision

- *Digital identities are created, managed, and used professionally and ethically, through secure, privacy-protecting, and reliable practices that produce high value digital services.*
- *The disciplines of digital identity and access management are globally seen as vital and vibrant counterparts to privacy and information security*
- *Practitioners in all phases of their careers have access to continuing education and development materials that help them achieve their goals.*
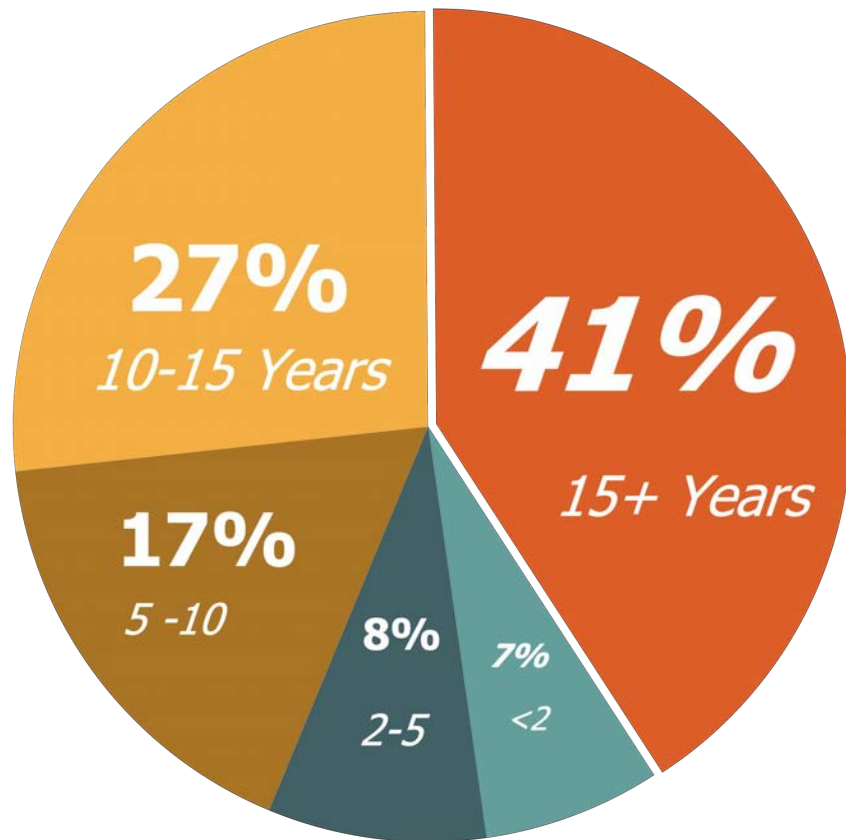
Getting there from here:

- *Body of Knowledge - https://www.idpro.org/body-of-knowledge*
- *Certification (eventually)*

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WHY?

IDPRO
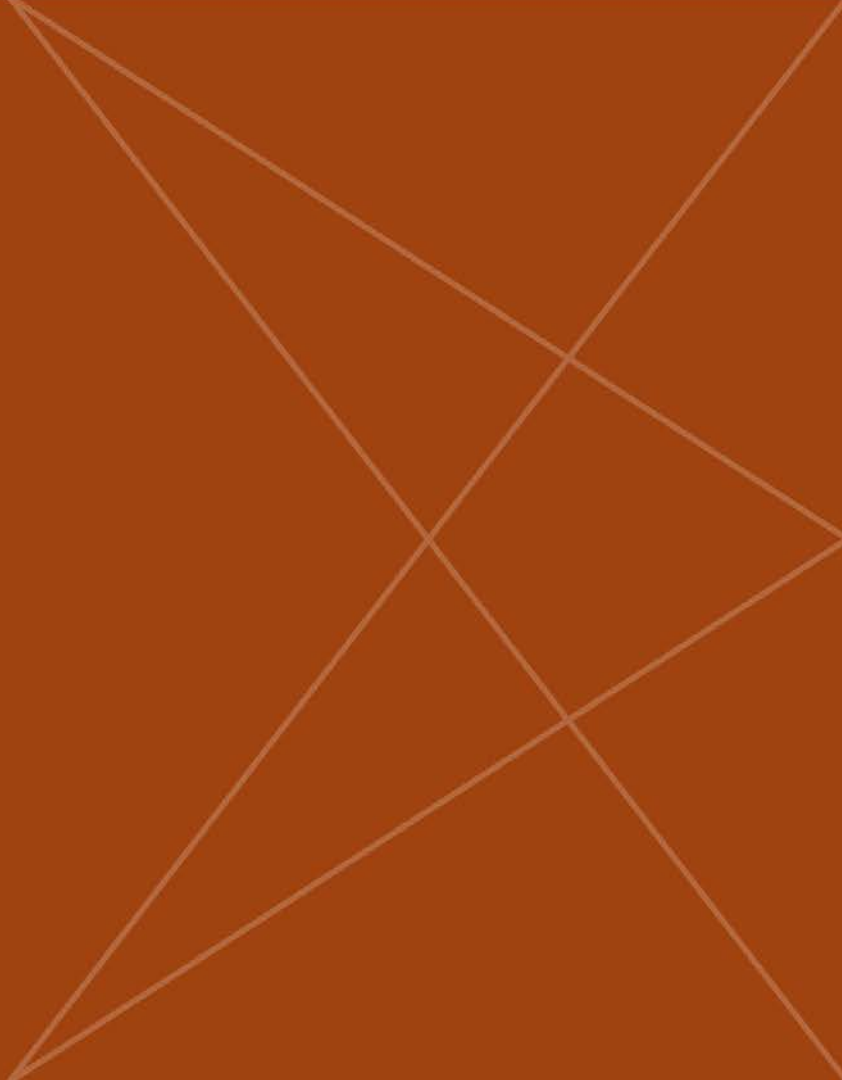
EXPERIENCE

How many years have you worked in the identity industry or directly with identity tech systems?

27%
10-15 Years

41%
15+ Years

17%
5 -10

8%
2-5

7%
<2

IDPRO

PROFICIENCY

How long did it take you to feel proficient as an identity professional?

6% 0-2
1% 15+
8% 10-15
24% I still don't feel proficient
36% 5–10 years
27% 2-5 years
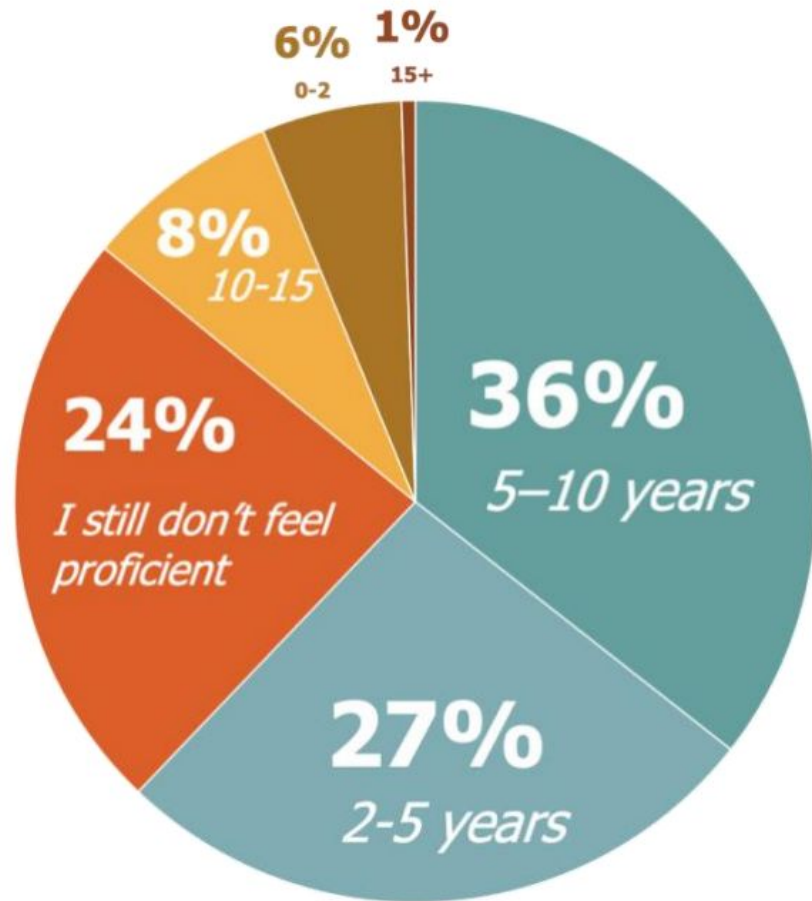
BODY OF KNOWLEDGE

WHERE DOES CONTENT COME FROM?

Volunteers!

- Current topics:
  - Introductions to:
    - Admin-time
    - Access Control
    - IAM Architecture
    - IAM Project Management
  - Standard reviews
    - ISO 24760, parts 1-3
  - Laws and Regulations
    - GDPR
    - Laws Governing Identity Systems

PUBLICATION PROCESS AND TIMING

Process

1. Submission via Janeway
2. Initial Review by Principal Editor
3. BoK Committee Review
4. Full Edit by Principal Editor
5. Board Comment Period
6. Final edit, sign off, publication
7. Community Comment via GitHub
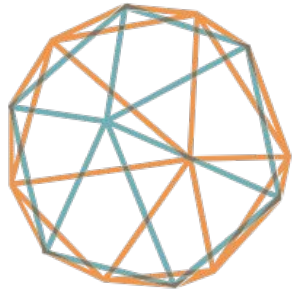
Timing

- Aiming for quarterly releases, with an annual compendium starting June 2021
  - 31 March 2020 – Issue 1
  - ~18 June 2020 – Issue 2

CERTIFICATION AND PROFILES

Planning stages

- IAM has some common, basic considerations
- IAM also has some context-driven details unique to different sectors
  - Higher Education
  - Commerce
  - Healthcare
  - Fintech
  - Government
  - Enterprise / Workforce
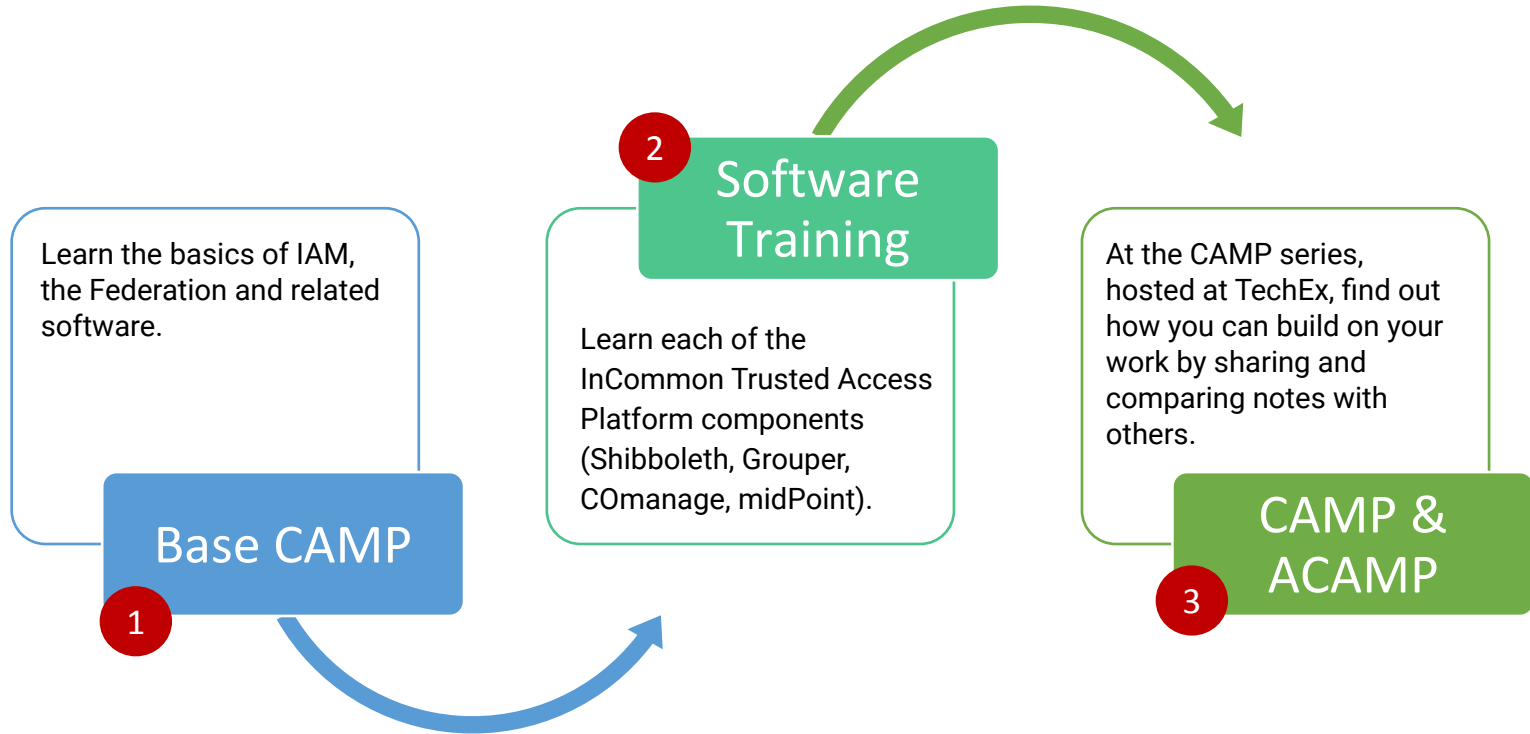 - …

FOR MORE INFO

- @idpro_org
- www.idpro.org
- info@idpro.org

https://www.idpro.org/body-of-knowledge/

Getting Started with InCommon Recommended Path

Learn the basics of IAM, the Federation and related software.

Base CAMP

1

2

Software Training

Learn each of the InCommon Trusted Access Platform components (Shibboleth, Grouper, COmanage, midPoint).

At the CAMP series, hosted at TechEx, find out how you can build on your work by sharing and comparing notes with others.

CAMP & ACAMP

3

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InCommon Virtual BaseCAMP

July 20-24, 2020 (Noon - 4 pm ET each day)

Workshop providing:

- An introduction to identity and access management basics

- An introduction to the InCommon Federation

- An overview of the community-built InCommon Trusted Access Platform services and software

- Flexibility, sessions will be recorded and available

Program and registration information: https://meetings.internet2.edu/2020-basecamp/

InCommon Academy Training Portfolio

Shibboleth

Get single sign-on (SSO) to services hosted locally or globally using the InCommon Federation.

Grouper

Leverage Grouper to solve common access management woes through a mix of lectures, hands-on and discussion.

COmanage

Be the hostess with the mostess. Invite collaborators, enable account linking and leverage your organization's provisioning tools.

midPoint

Learn how to make your lifecycle management a lean, mean machine and keep your identity data up to date.

Details and registration information at https://incommon.org/academy/software-training/

InCommon CAMP and ACAMP

Opportunities to network and present and collaborate with other IAM professionals

CAMP:

- Planned, conference-style sessions that reflect what the community is working on

ACAMP:

- Unconference format, we fill the slots with speakers each day

- Reflects ideation within the community, what's next, what's baking, what's interesting

Note: In-person conference in October cancelled, we're exploring online options for 2020

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Interested in continuing the discussion?

CACTI is spinning up a

Recruiting & Developing IAM Resources Working Group

Indicate you interest at: https://tinyurl.com/resources-wg

IAM Online Evaluation

https://www.surveymonkey.com/r/IAMOnline-June-2020