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...”*
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 consequence 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]?"

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-ge.
We end up at places that are difficult to understand, difficult to change.
If we combine these two phenomena...
I know, right? Identity and access management blah blah **blah**.
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
- Reputation
  - 1 can represent ALL
- Disengagement
  - The power of 70%
The payoff of a good hire

#1 impact is your hire

CULTURE

MORALE

17% Increase

PRODUCTIVITY

24% Less Turnover

TURNOVER
Hiring - The million-dollar decision
The “How” 
What can you do?
Attributes for Success

Team Player
Innovation
Coaching
Proactive
Communication
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
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.
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?

<table>
<thead>
<tr>
<th>Specific IT position skills</th>
<th>General skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programmer</td>
<td>Ability to apply knowledge with critical thinking</td>
</tr>
<tr>
<td>DevOps</td>
<td>Troubleshooting</td>
</tr>
<tr>
<td>SysAdmin</td>
<td>Capability to learn new technology skills</td>
</tr>
<tr>
<td>Business Analyst</td>
<td>Interest in solving problems</td>
</tr>
</tbody>
</table>
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)
WHY?
EXPERIENCE

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

How long did it take you to feel proficient as an identity professional?
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
  o Higher Education
  o Commerce
  o Healthcare
  o Fintech
  o Government
  o Enterprise / Workforce
  o ...

Getting Started with InCommon Recommended Path

1. Base CAMP
   - Learn the basics of IAM, the Federation and related software.

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

3. CAMP & ACAMP
   - At the CAMP series, hosted at TechEx, find out how you can build on your work by sharing and comparing notes with others.
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/](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*
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