

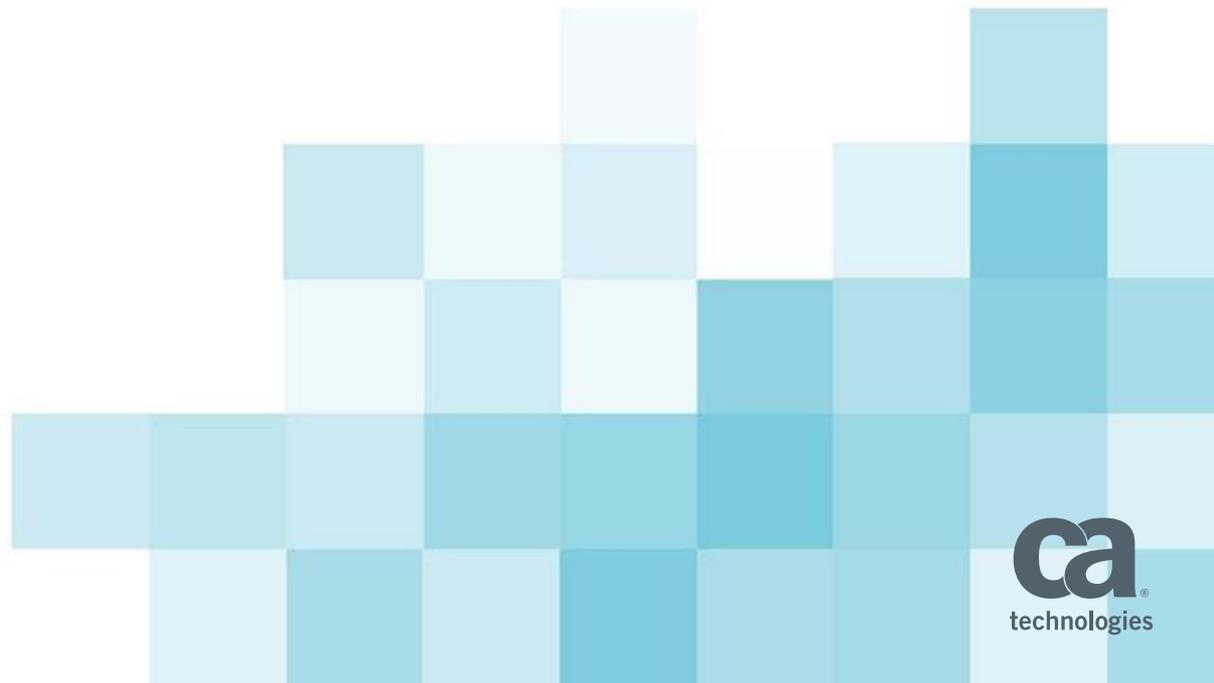
Top Reasons Why Identity Management Projects Fail and How to Avoid Them

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Agenda

1 Introduction

2 Overview

3 Key Reasons for IDM Project Failure

4 Q & A

WHAT MAKES IDENTITY MANAGEMENT PROJECTS COMPLEX?

- Underlying business process
- Types of user population
- Defining entitlements to match job function
- Business rules for provisioning



Key Reasons for IDM Project Failure

REASON 5
Not enough
testing

REASON 3
Lack of role
definition

REASON 1
Scope creep-
Moving target

REASON 4
Trying to do more
in less time

REASON 2
80/20 Rules
not followed

Key Reasons for IDM Project Failure

- 5 Not enough testing
- 4 Trying to do more in less time
- 3 Lack of role definition
- 2 80/20 rules not followed
- 1 Scope Creep / Moving Target

Reason 5- Not Enough Testing

5



TEST TEST AND TEST AGAIN.

Time allocated for testing is limited

Scope of testing is narrow

Real data is not used in testing

Too much focus on negative testing

Reason 4- Trying to do more with less

4



**DID YOU FORGET
SOMETHING???**

Overload Requirements

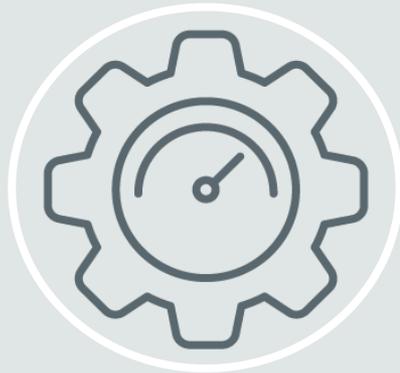
Project end date too aggressive

Underestimated functional
requirements

Lack of coexistence strategy

Reason 3- Half Hearted measures

3



Engage the business

Lack of automation

Lack of birthright role definition

Unwillingness to re-engineer business processes

Reason 2- 80/20 Rule not followed



CLASSIC PARETO PRINCIPLE

Don't try to fit a square peg in a round hole

Lack of business involvement

Treated as a technical challenge not a business solution

2

Reason 1- Scope creep, shooting a moving target



Level set expectations

New requirements added throughout project lifecycle

Accommodating organization changes

Accommodating UI/UX changes

1



Questions?