

IDPro Body of Knowledge & Certification Survey

Spring 2018 Summary and Analysis v2

| | |
|---|----------|
| BACKGROUND | 1 |
| RESULTS | 2 |
| AMONG PROFESSIONALS, WHICH IS THE MOST IMPORTANT AUDIENCE?..... | 2 |
| IDPRO BODY OF KNOWLEDGE & CERTIFICATION SURVEY | 3 |
| IN THE BROADER CONTEXT OF OUR MISSION TO FACILITATE COMMUNICATION WITH OTHER STAKEHOLDERS, WHICH IS THE MOST IMPORTANT AUDIENCE? | 5 |
| FOR THAT AUDIENCE, WHICH STYLE WILL BE MOST EFFECTIVE?..... | 6 |
| IF THE CONTENT WERE AVAILABLE, HOW WOULD YOU OR YOUR COMPANY LIKELY USE IT? | 7 |
| HOW IMPORTANT IS IN-PERSON INSTRUCTOR-LED TRAINING TO YOU OR YOUR COMPANY? | 8 |
| HOW IMPORTANT IS INSTRUCTOR LED, WEB-BASED INTERACTIVE TRAINING TO YOU OR YOUR COMPANY? | 9 |
| HOW IMPORTANT IS SELF-PACED ONLINE E-LEARNING TRAINING TO YOU OR YOUR COMPANY? | 10 |
| WHICH OF THE FOLLOWING WOULD YOU CONSIDER TO BE TOP LEVEL TOPICS? | 12 |
| WHAT OTHER TOP LEVEL TOPICS WOULD YOU SUGGEST? | 13 |
| IN ORDER TO PRODUCE USEFUL CONTENT, IT MAY BE NECESSARY TO DELIVER IN PHASES. WHICH APPROACH WOULD YOU TAKE TO MAKE INCREMENTAL DELIVERY? | 14 |
| IN ORDER TO DELIVER MORE QUICKLY, SHOULD WE ATTEMPT TO ENTER INTO AGREEMENTS WITH OTHER GROUPS OR FIRMS THAT MAY HAVE ALREADY BUILT SOME CONTENT? | 15 |
| WHAT MINIMUM RESOURCES WOULD YOU EXPECT TO BE NEEDED TO DEVELOP AN INITIAL VERSION? | 16 |
| DO YOU THINK PROFESSIONAL WRITERS AND EDITORS WILL BE NEEDED TO DELIVER A QUALITY PRODUCT? | 17 |
| WOULD YOU OR YOUR FIRM BE LIKELY TO ALLOCATE TIME TO ASSIST IN THE DEVELOPMENT OF THE BODY OF KNOWLEDGE? | 18 |
| DO YOU HAVE ANY OTHER THOUGHTS OR SUGGESTIONS? | 19 |

Background

The purpose of this survey was to gather additional points of view to facilitate the development of a body of knowledge program.

Twenty-seven IDPro members took an 18-question survey from June 1st to July 8th, 2018. Responses were voluntary and self-selecting. Thus, they represent interested parties. The questionnaire was designed for ease of use and thus all questions were optional. Most of the questions were single answer multiple choice questions. One question asked for the rankings of putative high-level topics. Some questions allowed for free form text.

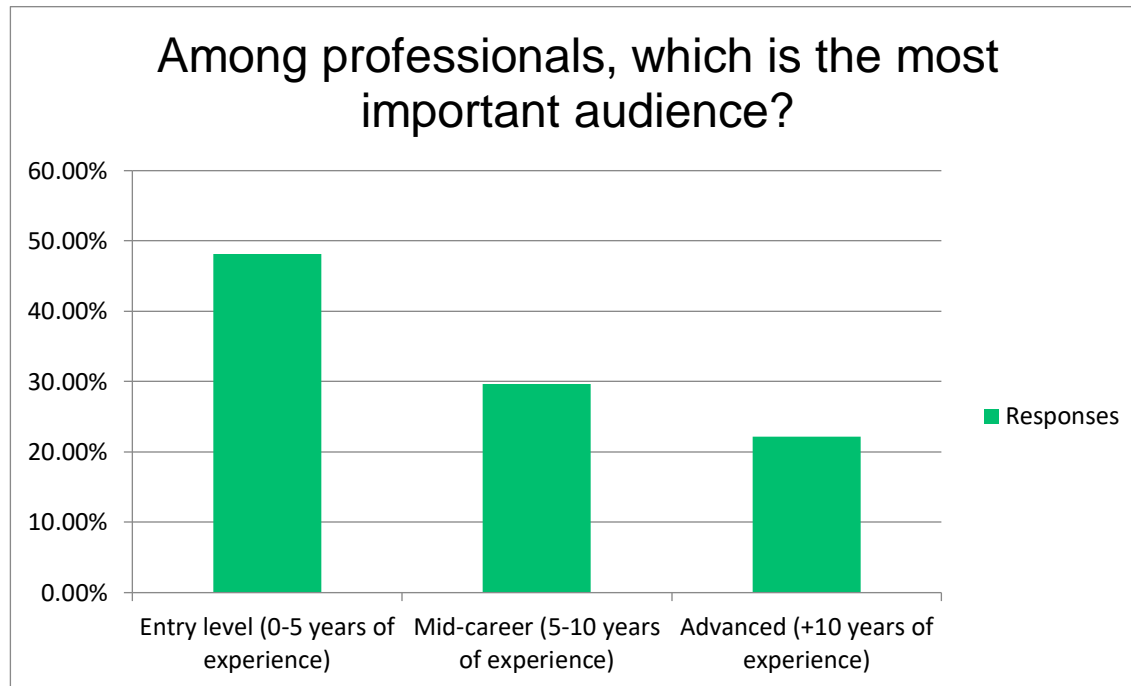
Respondents who indicated they would like to continue the dialog indicated their country. Respondents are from USA, Canada, Germany, and the United Kingdom.

Results

A small bit of analysis is provided on most questions.

Among professionals, which is the most important audience?

| Answer Choices | Responses |
|---------------------------------------|-----------|
| Entry level (0-5 years of experience) | 48.15% 13 |
| Mid-career (5-10 years of experience) | 29.63% 8 |
| Advanced (+10 years of experience) | 22.22% 6 |
| Answered | 27 |



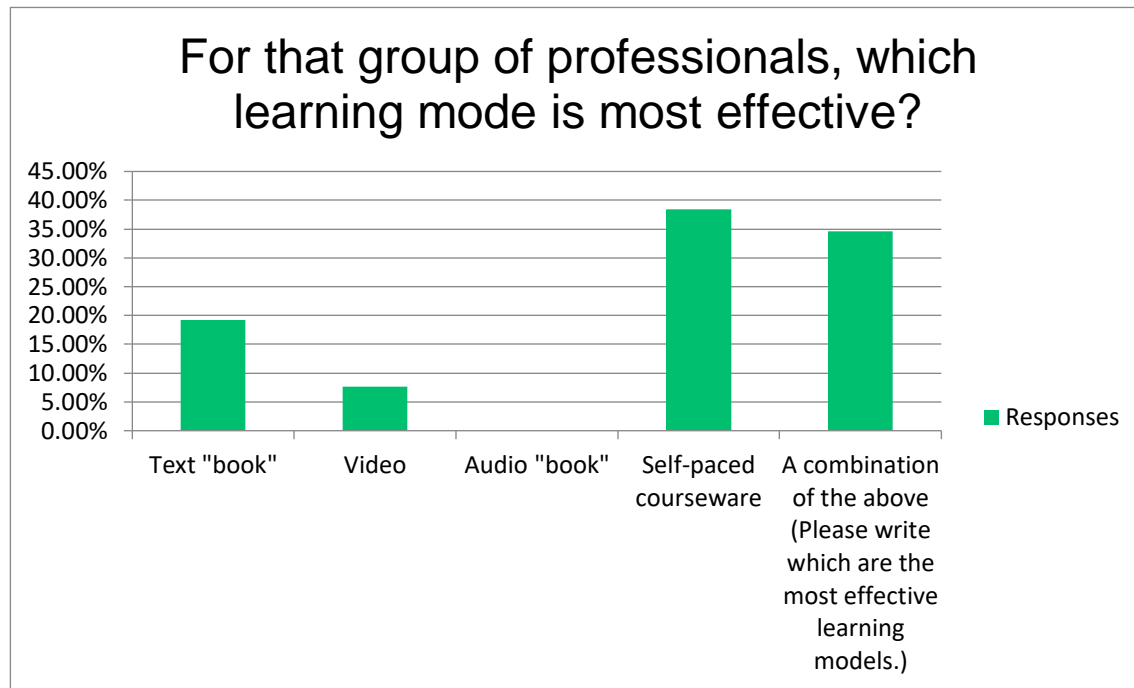
Analysis

Interest is evenly split between catering to entry level and experienced professionals.

For that group of professionals, which learning mode is most effective?

| Answer Choices | Responses | |
|---|-----------|-----------|
| Text "book" | 19.23% | 5 |
| Video | 7.69% | 2 |
| Audio "book" | 0.00% | 0 |
| Self-paced courseware | 38.46% | 10 |
| A combination of the above (Please write which are the most effective learning models.) | 34.62% | 9 |
| Answered | | 26 |

Skipped 1



A combination of the above (Please write which are the most effective learning models.)

combination of online text and video, text more so than video but feel both are important.

self-paced & Audio

Self-paced plus mentorship/guided work

Online

Self-paced courseware with e-book or textbook

Online learning

Video (Boot camp style), Courseware, Text "Book"

Video + course ware + hands on examples (VM based)

Depends on the learner. Personal experience would rank Self-paced courseware and text above audio only.

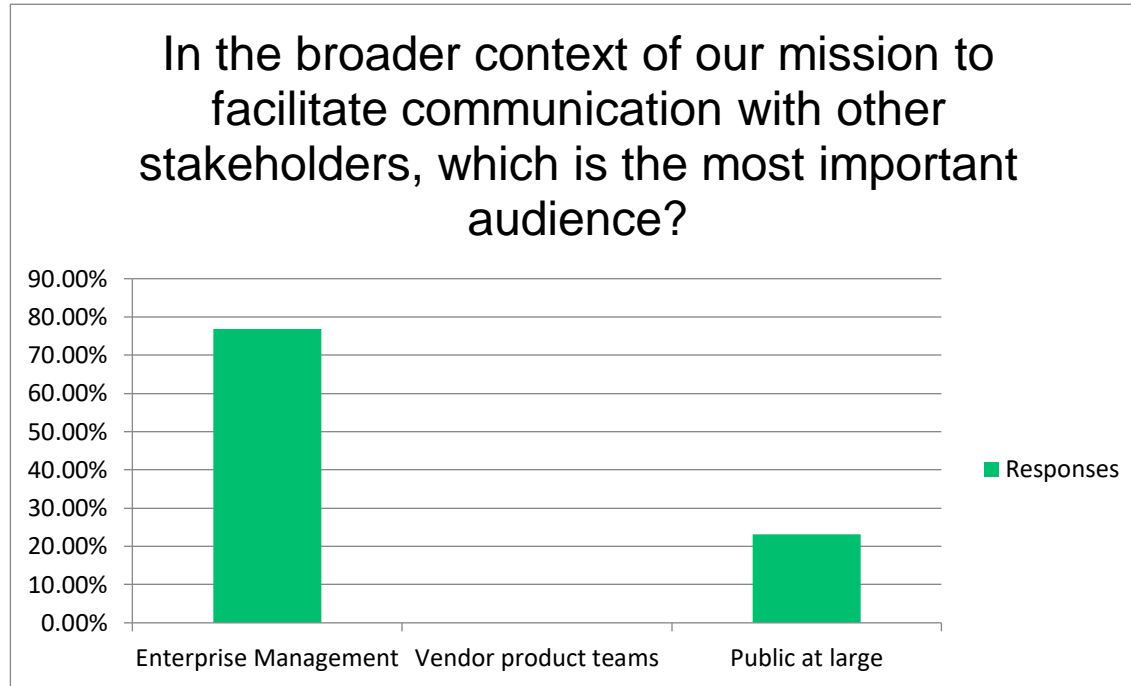
Analysis

Self-paced course ware seems to be popular. Several comments indicate that text + courseware would be good. Developing text as the reference mode should be done with courseware in mind.

In the broader context of our mission to facilitate communication with other stakeholders, which is the most important audience?

| Answer Choices | Responses | |
|-----------------------|-----------|-----------|
| Enterprise Management | 76.92% | 20 |
| Vendor product teams | 0.00% | 0 |
| Public at large | 23.08% | 6 |
| Answered | | 26 |

1

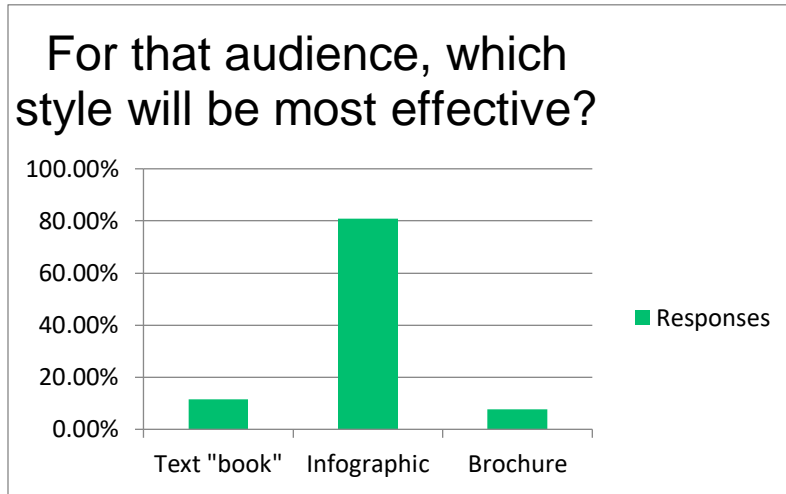


Analysis

The most important other audience is clearly Enterprise Management. A substantial number of people, however, see the public as an important target.

For that audience, which style will be most effective?

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Text "book" | 11.54% | 3 |
| Infographic | 80.77% | 21 |
| Brochure | 7.69% | 2 |
| Answered | | 26 |
| Skipped | | 1 |



Analysis

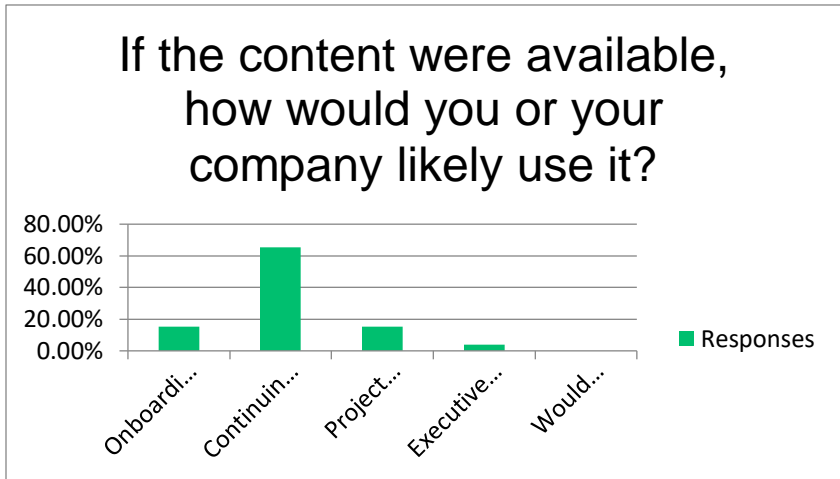
Combining this with the previous question we see

| Row Labels | Brochure | Infographic | Text "book" | (blank) | Grand Total |
|-----------------------|----------|-------------|-------------|---------|-------------|
| Enterprise Management | 2 | 15 | 3 | | 20 |
| Public at large | | 6 | | | 6 |
| (blank) | | | | | |
| Grand Total | 2 | 21 | 3 | | 26 |

Infographics style should be used for both audiences – probably with different content.

If the content were available, how would you or your company likely use it?

| Answer Choices | Responses | |
|----------------------------|-----------|-----------|
| Onboarding new staff | 15.38% | 4 |
| Continuing education | 65.38% | 17 |
| Project team level setting | 15.38% | 4 |
| Executive awareness | 3.85% | 1 |
| Would not likely use | 0.00% | 0 |
| Answered | | 26 |
| Skipped | | 1 |



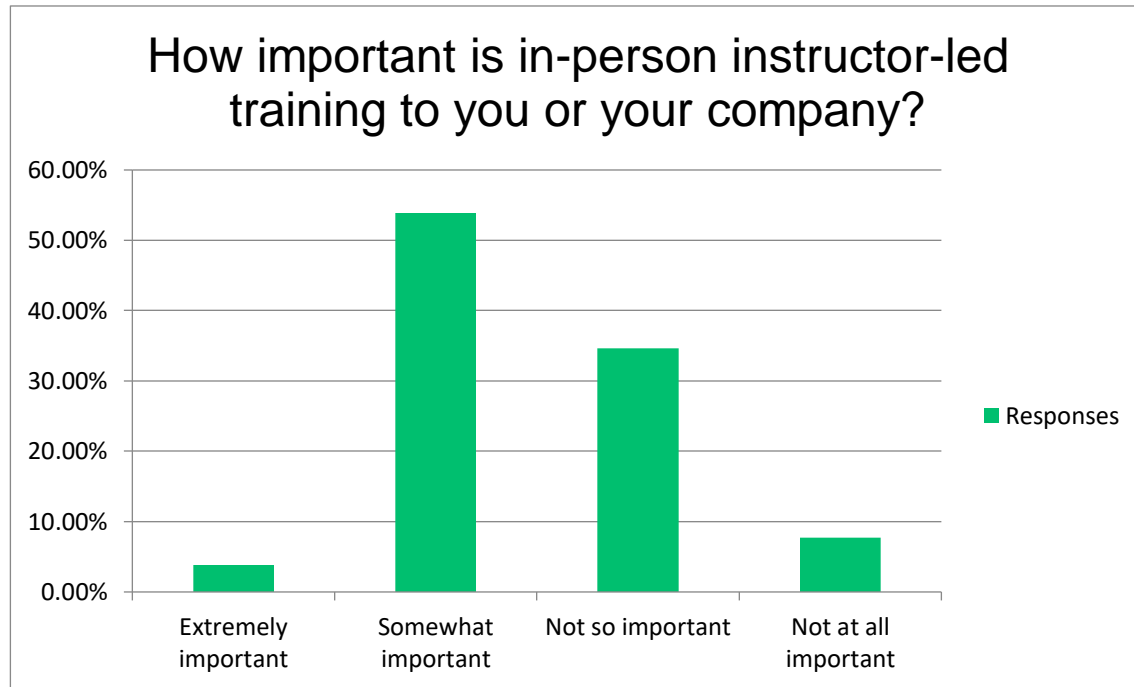
Analysis

Strong interest in continuing ed. Comparing these results to the 1st question: continuing education and onboarding both serve the entry-level.

| Count of If the content were available, how would you or your company likely use it? | Column Labels | | | | |
|--|----------------------|---------------------|----------------------|----------------------------|-------------|
| Row Labels | Continuing education | Executive awareness | Onboarding new staff | Project team level setting | Grand Total |
| Advanced (+10 years of experience) | 4 | | | 1 | 5 |
| Entry level (0-5 years of experience) | 7 | 1 | 4 | 1 | 13 |
| Mid-career (5-10 years of experience) | 6 | | | 2 | 8 |
| Grand Total | 17 | 1 | 4 | 4 | 26 |

How important is in-person instructor-led training to you or your company?

| Answer Choices | Responses | |
|----------------------|-----------|-----------|
| Extremely important | 3.85% | 1 |
| Somewhat important | 53.85% | 14 |
| Not so important | 34.62% | 9 |
| Not at all important | 7.69% | 2 |
| Answered | | 26 |



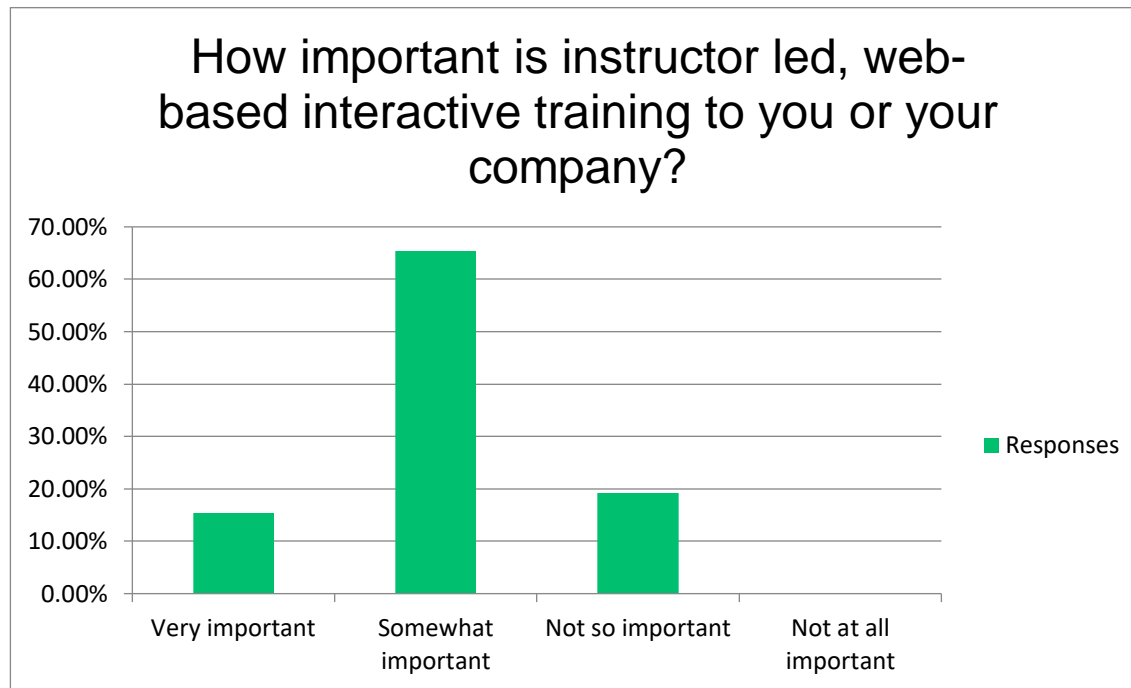
Analysis

There is an opportunity to enable in-person training.

How important is instructor led, web-based interactive training to you or your company?

| Answer Choices | Responses | |
|----------------------|-----------|-----------|
| Very important | 15.38% | 4 |
| Somewhat important | 65.38% | 17 |
| Not so important | 19.23% | 5 |
| Not at all important | 0.00% | 0 |
| Answered | | 26 |

1



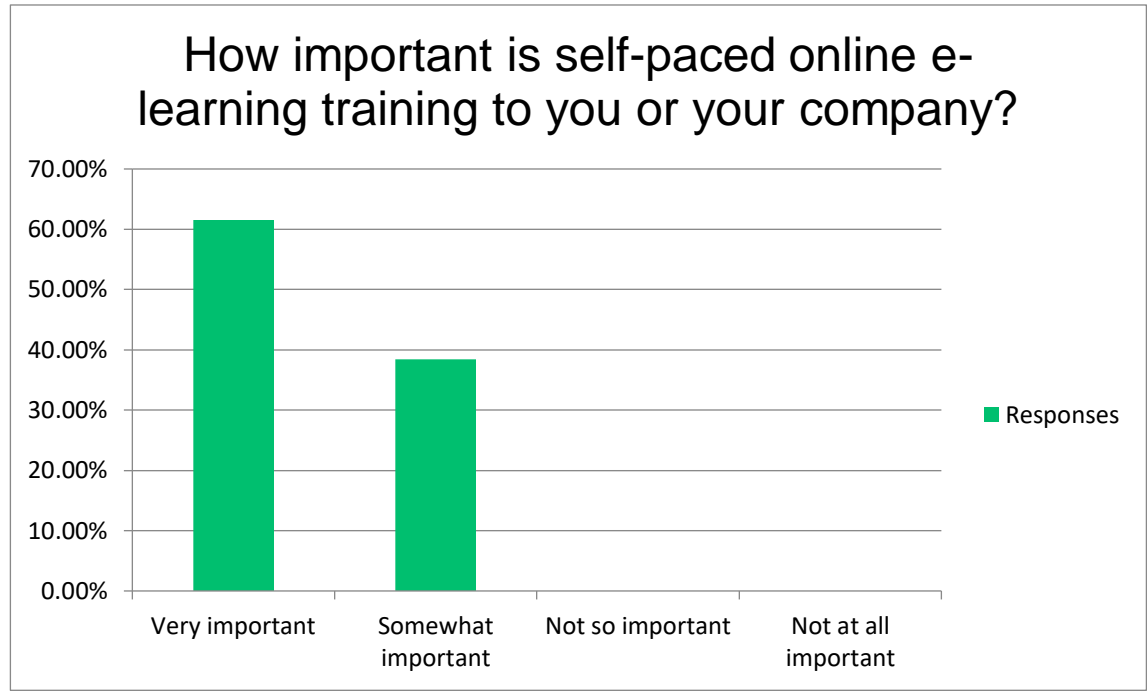
Analysis

Web based instructor led training is more important than in person

How important is self-paced online e-learning training to you or your company?

| Answer Choices | Responses | |
|----------------------|-----------|-----------|
| Very important | 61.54% | 16 |
| Somewhat important | 38.46% | 10 |
| Not so important | 0.00% | 0 |
| Not at all important | 0.00% | 0 |
| Answered | | 26 |

1



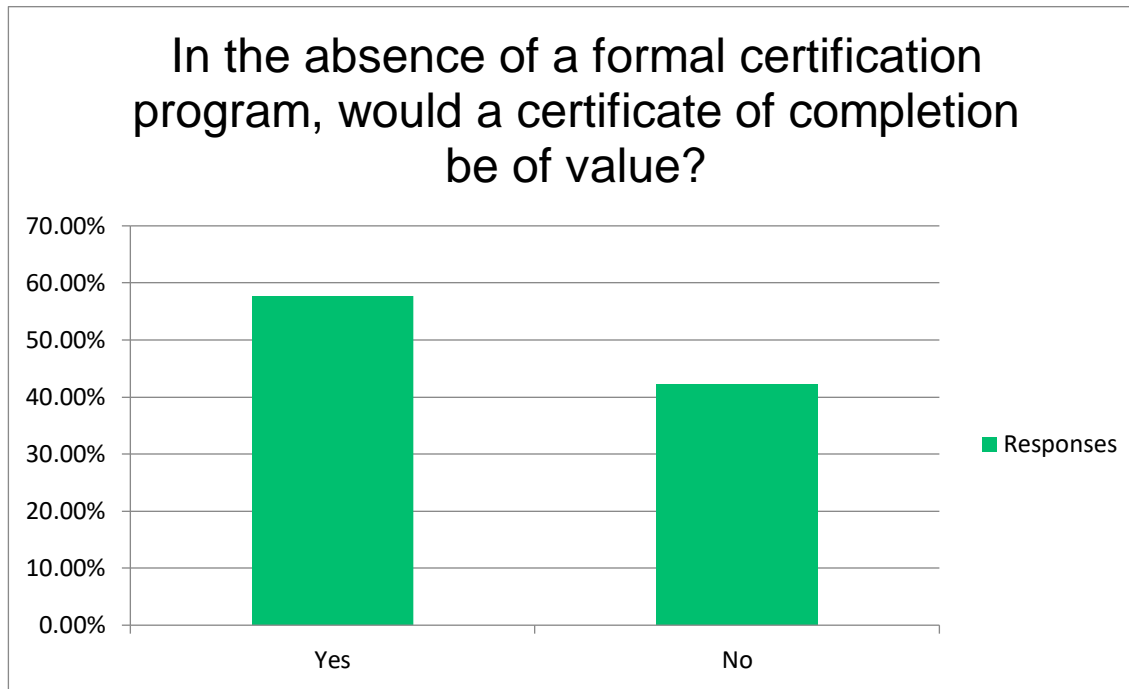
Analysis

Self-paced online training is the preferred method of training.

In the absence of a formal certification program, would a certificate of completion be of value?

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 57.69% | 15 |
| No | 42.31% | 11 |
| Answered | | 26 |

1



Analysis

A majority of the respondents think certificate of completion would be valuable. But a significant portion does not see the value. It could be a stepping stone to a formal certification.

Which of the following would you consider to be top level topics?

Please rank in order of importance and select N/A if you do not believe it to be top-level. Note: The questions will re-order in ranking if you select N/A. Please select any you believe are not applicable first before ranking the topics.

| Rank | Topic | Score | Std Devs |
|------|--|-------|----------|
| 1 | User Authentication | 3.29 | -1.7 |
| 2 | Single Sign-On & Federation | 4.25 | -1.2 |
| 3 | Access Management | 4.68 | -1.0 |
| 4 | Identity Governance and Administration | 5.28 | -0.6 |
| 5 | Customer Identity Services | 5.80 | -0.3 |
| 6 | Identity Proofing | 6.00 | -0.2 |
| 7 | Privileged Access Management | 6.35 | 0.0 |
| 8 | Privacy | 7.00 | 0.4 |
| 9 | Best Practices | 7.88 | 0.8 |
| 10 | Laws & Regulations Identity Analytics and | 8.21 | 1.0 |
| 11 | Intelligence | 8.32 | 1.1 |
| 12 | Identity Hygiene | 9.45 | 1.7 |

Methodology

This table was derived from the raw data by averaging the responses. Some items were “N/A” these were skipped in the averaging. The results are in the score column. The data were then sorted by score lowest to highest. Both the high and low priority exhibited a items that pulled away from the center, so a measure is provided in the Std Devs column, which is the number of standard deviations from the mean.

Analysis

The top ten at least are good candidates for the high-level topics. It is possible that Identity Hygiene is not well understood and thus scored poorly. Additional topics suggested on the next page should also be considered either as new top-level topics or secondary topics under these headings.

What other top-level topics would you suggest?

Answered

14

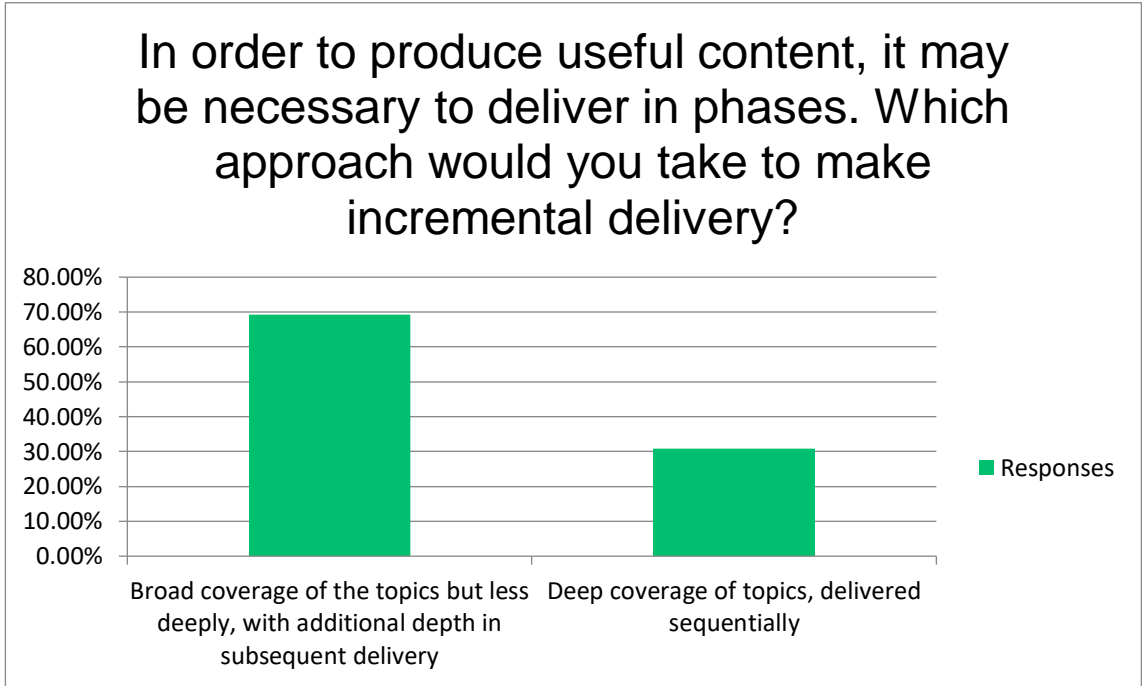
Skipped

13

| Respondents | Responses |
|-------------|---|
| 1 | 1) Credential Management, 2) Directory Services and Identity Data Management, 3) IAM Program[me] Governance |
| 2 | Cyber Security patterns for all of the above |
| 3 | plenty there... though consent specifically apart from privacy might be useful |
| 4 | Tools to assess identity systems such as score card assessments. Tools or best community practices on items in question 10 |
| 5 | Intersecting identity and security |
| 6 | Global and Unified B2E, B2B, B2C IAM strategies for large enterprises |
| 7 | cybersecurity as applied to identity |
| 8 | Layered security with regards to authentication Omni channel identification/ authentication New trends and technologies |
| 9 | Standards |
| 10 | It's a good start. Having a technical stream vs management stream might be a good way to go. Often you won't have the same practitioners. |
| 11 | 1- Access Control (different from Access Management) with Service-to-Service flavor, User Context propagation 2- SSDLC, 3- IRM |
| 12 | none |
| 13 | API management, IoT device management |
| 14 | - |

In order to produce useful content, it may be necessary to deliver in phases. Which approach would you take to make incremental delivery?

| Answer Choices | Responses | |
|--|-----------------|-----------|
| Broad coverage of the topics but less deeply, with additional depth in subsequent delivery | 69.23% | 18 |
| Deep coverage of topics, delivered sequentially | 30.77% | 8 |
| | Answered | 26 |
| | Skipped | 1 |

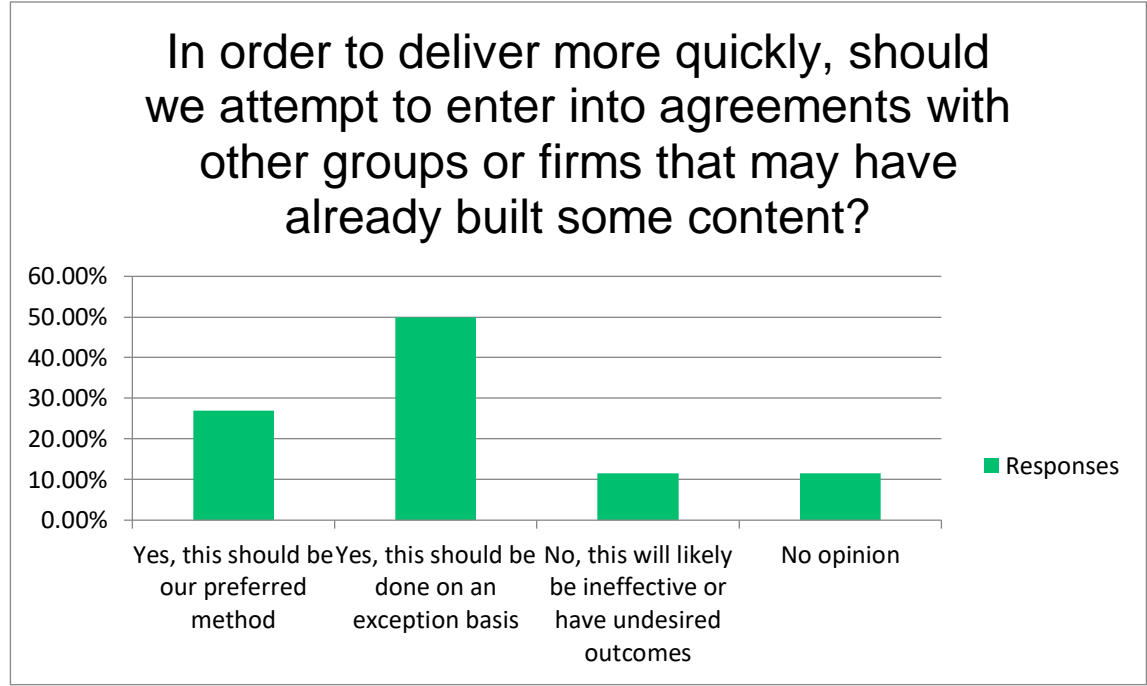


Analysis

This split indicates that a hybrid approach may be advisable if it can be managed.

In order to deliver more quickly, should we attempt to enter into agreements with other groups or firms that may have already built some content?

| Answer Choices | Responses | |
|--|-----------------|-----------|
| Yes, this should be our preferred method | 26.92% | 7 |
| Yes, this should be done on an exception basis | 50.00% | 13 |
| No, this will likely be ineffective or have undesired outcomes | 11.54% | 3 |
| No opinion | 11.54% | 3 |
| | Answered | 26 |
| | Skipped | 1 |

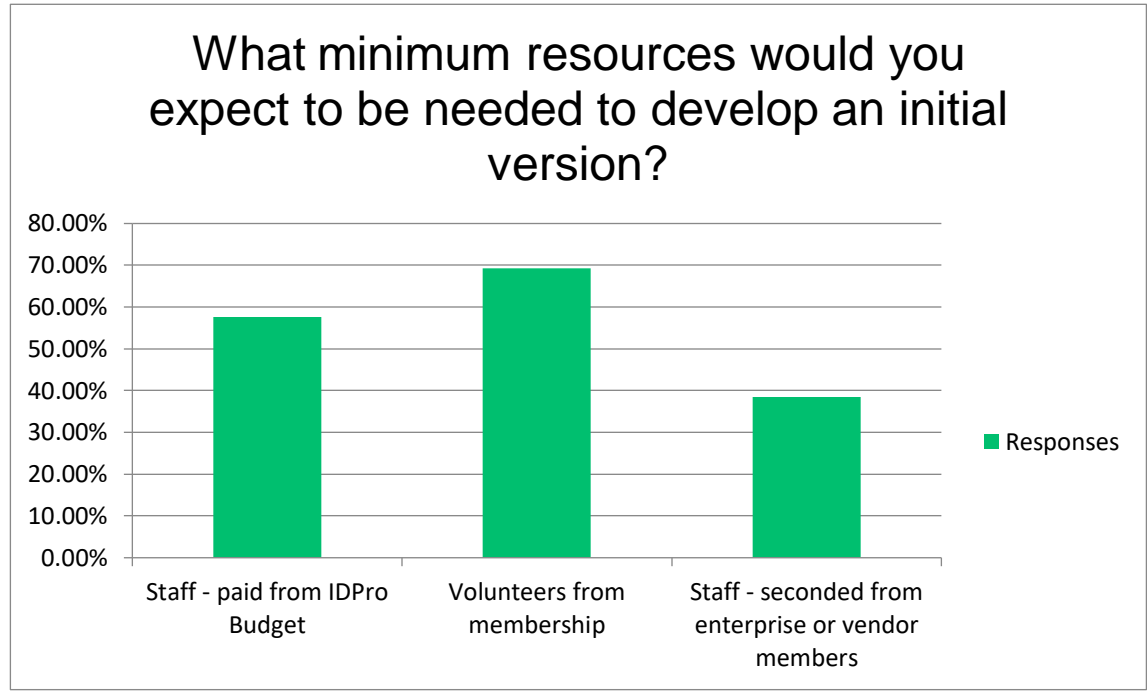


Analysis

The use of existing materials should be undertaken judiciously.

What minimum resources would you expect to be needed to develop an initial version?

| Answer Choices | Responses |
|--|--------------------|
| Staff - paid from IDPro Budget | 57.69% 15 |
| Volunteers from membership | 69.23% 18 |
| Staff - seconded from enterprise or vendor members | 38.46% 10 |
| | Answered 26 |



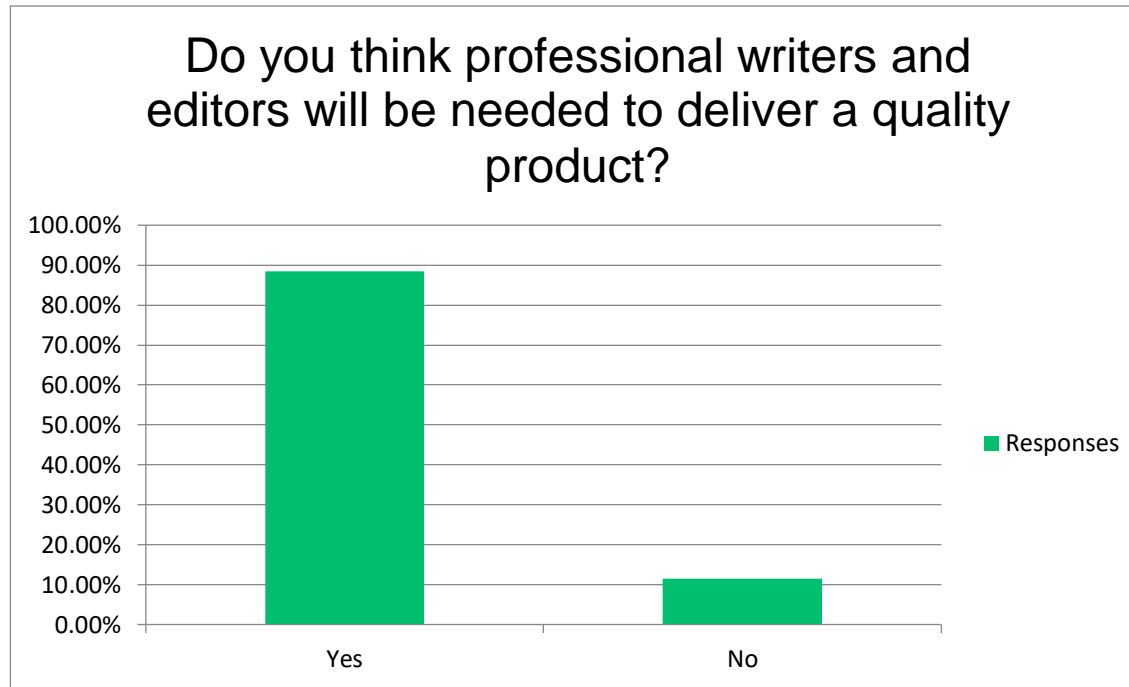
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Analysis
 Reasonably this will need paid staff. High expectation of volunteers (perhaps due to self-selection?). Strong believe that resources can be acquired from corporate and enterprise members.

Do you think professional writers and editors will be needed to deliver a quality product?

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 88.46% | 23 |
| No | 11.54% | 3 |
| Answered | | 26 |

1



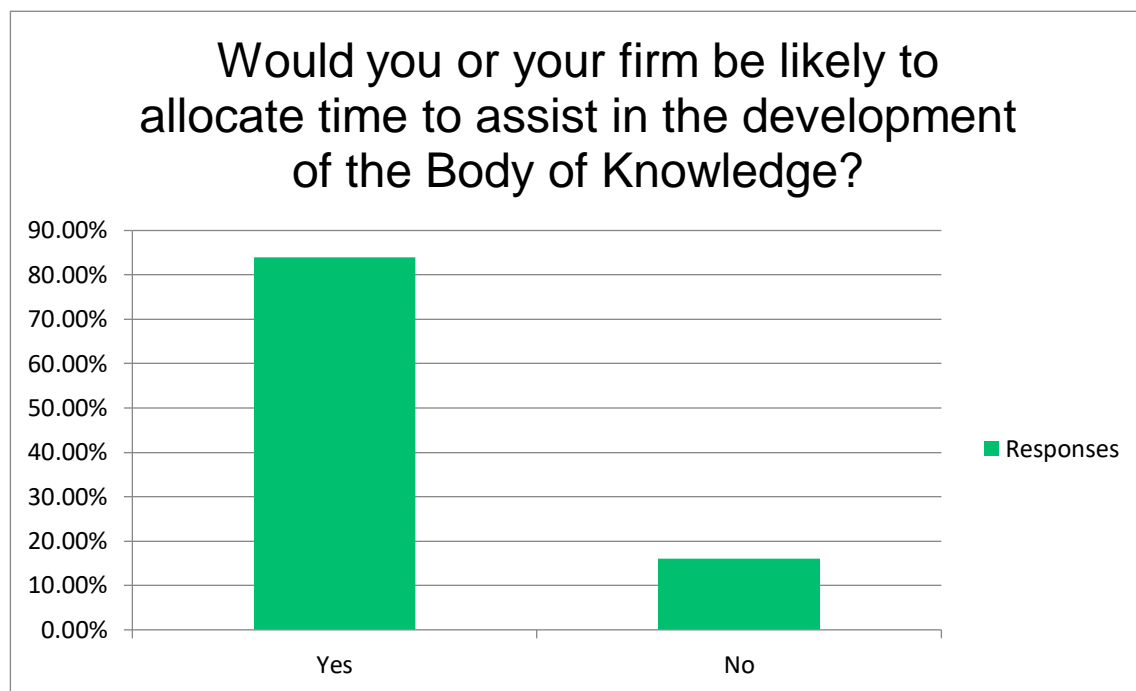
Analysis

Strong belief that professional writers and editors are needed at least as part of the mix.

Would you or your firm be likely to allocate time to assist in the development of the Body of Knowledge?

| Answer Choices | Responses | |
|-----------------|-----------|-----------|
| Yes | 84.00% | 21 |
| No | 16.00% | 4 |
| Answered | | 25 |

2



Analysis

The self-selected group is very sanguine about their firms' interest in assisting.

Do you have any other thoughts or suggestions?

Answered

12

Skipped

15

| Respondents | Responses |
|-------------|--|
| 1 | no |
| 2 | I highly recommend to engage with knowledge management professionals (so not only IDPro Members) |
| 3 | Yes. Many. We should connect to see how we can move things forward. |
| 4 | Training needs to be done layered based on the level of maturity of the consumer. you must find a way to deliver content on a maturity model |
| 5 | I can't wait for IDPro to grow and offer curriculum and certification!!! |
| 6 | Perhaps an outreach program (eventually) to engage schools and colleges (could be online) |
| 7 | Leverage the way other BOKs have been created. What worked well, what didn't? Be mindful from the start with a change management plan of how the manage changes to previously propagated content. |
| 8 | Incorporating conference talks posted online (Cloud ID Summit, etc.) into self-guided learning would be a good way to bootstrap content. |
| 9 | There are lots of writers within the members (RFC, Posts, Presentations, Kantara's statements, etc.) you will be fine by your own. Do not reinvent the wheel if good pieces exist out there, let's ensure the pointers are there and that we give exposure to them. Happy to see this going on! |
| 10 | We'd be very interested in helping with this and have multiple junior staff members that we can make guinea pigs. We are also about to have a large conference / training room in the DC area that we'd be more than happy to provide for people to get together and jam on this in person or give the training classes at in person. We have a rate with a local hotel that could make it economical next to Dulles airport where our offices are and they're more than happy to run their shuttle down to our offices daily. |
| 11 | - |

12

At this early stage, I would recommend building a broad-based body of knowledge that highlights key topics as a "primer" of sorts. Detailed content for specific topics can be added based on need. As the BoK grows to a point that would allow for certification, the key will be selecting the elements that are most relevant for testing against.

Analysis

Many good points to consider.