

2010 TEC for Directory & Identity Attendee Survey Results

Highlights and Analysis

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Executive Summary

This document summarizes the findings of a survey conducted at The Experts Conference (TEC) 2010. This conference was held by Quest on April 25-28 in Los Angeles, California for the identity and access management (IAM), Exchange, and SharePoint communities. Our goal for this survey and document is to better understand the issues that our attendees' organizations face; how they prioritize those issues; their current and planned tool usage; and their common practices for Windows infrastructure management tasks. This information will help Quest build better products and provide organizations with knowledge and best practices for better productivity and efficiency.

Survey Key Points

Demographics

- TEC 2010 attracted 324 conference delegates from 205 companies in 23 countries.
- 146 attendees responded to the overall survey, and 96 attendees responded to the sections of the survey that were specific to directory and identity issues.
- Directory & Identity survey respondents are primarily technicians (86 percent) who work for large corporate and government IT organizations (65 percent) and who have more than 5 years of experience in their current roles (73 percent).

Findings

Technical Environment

- Forefront Identity Manager is the most widely used IAM framework. Used by 39 percent of respondents, it easily bests second-place Oracle Identity Manager, which is used by only 13 percent.

Economy and Jobs

- Despite the economy, the survey found that 77 percent of respondents are satisfied or very satisfied with their jobs, which is the highest level ever reached in this survey.
- Organizational politics, lack of people resources, and excessive workload are the three top job challenges.

IAM Effectiveness and Challenges

- Organizational effectiveness ratings have risen steadily from survey to survey, including in 2010, but 31 percent of IT respondents rate their organization's identity and access management proficiency as "less effective than we wish."
- Privileged account management is the top IAM challenge area for IT organizations. 37 percent of respondents rate this area as "problematic" or "out of control."
- Compliance reporting (33 percent) and user provisioning and de-provisioning (30 percent) are the second and third toughest challenges.

Password Management

- In most organizations, the average user has fewer than five passwords, but for 34 percent of IT organizations and 20 percent of vendor organizations, password issues still consume more than 10 percent of user support resources.

User Provisioning

- Organizations are less satisfied with the effort required for de-provisioning than provisioning, and they are less satisfied with provisioning and de-provisioning single users than single accounts.

Tools and Automation

- Only 30 percent of IT organizations consider their infrastructure management efforts to be well automated, which indicates little improvement in automation over the past two years.

About TEC

General Information

TEC is the premier annual conference for sophisticated users of Microsoft identity and access (IDA), Exchange, and SharePoint technologies. Delivering leading-edge technical education from the industry's top experts and Microsoft technology leadership, TEC emphasizes topics and best practices that help IT professionals better use and manage their critical Microsoft technologies on a daily basis.

TEC 2010 Overview

Sponsored by Quest in partnership with Microsoft, TEC 2010 was the ninth annual event in the series. Focused on enhancing the skills of the most experienced users of Microsoft's critical platform technologies, TEC 2010 offered: in-depth, highly technical content; one-on-one access to industry leaders and Microsoft program management; valuable networking and career advancement opportunities.

TEC 2010 contained three concurrent conferences dedicated to delivering advanced education and training on Microsoft's latest technology platform releases:

- **TEC for Directory & Identity**, which covered Active Directory, Forefront Identity Manager (FIM), and Active Directory Federation Services (ADFS)
- **TEC for Exchange**, which focused on Microsoft Exchange Server 2010
- **TEC for SharePoint**, which concentrated on SharePoint 2010

Participants enjoyed seven half-day pre-conference workshops and nine tracks of in-depth sessions with presentations, interactive discussions and thought-provoking commentary by top-rated experts from Microsoft and the field.

2010 TEC Directory & Identity Conference Highlights

With three pre-conference workshops, 52 sessions, and panel discussions across four tracks, the ninth TEC Directory & Identity conference delivered an exciting mix of in-depth educational opportunities. Pre-conference workshops included "Best Practices for Deploying Windows Server 2008 R2 PKI" and "Masters of Disaster" sessions on data recovery in Active Directory and service recovery in Active Directory. Popular conference sessions included:

- **Conrad Bayer**, Microsoft General Manager, Identity and Access, kicked off the conference with his keynote address looking at the future of Microsoft's key directory and identity technologies. Other Microsoft VIPs in attendance included Fred Delombaerde, Group Program Manager, Forefront Identity Manager; and Dean Wells, Senior Program Manager, Directory Services.
- TEC favorite **Guido Grillenmeier** shared experiences from a large-scale, global Hyper-V deployment to illustrate the impact of virtualization on AD infrastructure. His session provided attendees with background knowledge to make informed decisions on virtualization in their own AD environments.
- Judging by their high attendee ratings, **Jeremy Palenchar** and **Gil Kirkpatrick** succeeded in taking the topic of logging and auditing from boring to interesting by providing a practical methodology and source code for extracting FIM system information and storing it in a user-friendly data warehouse.

About the TEC Survey

Introduction

The 2010 TEC survey is the sixth in the series of annual conference surveys. Since TEC has evolved into three discrete but interrelated, technology conferences, Quest conducted separate surveys for each conference. Each survey focused on issues, practices and technologies specific to a particular conference, but all surveys also included a common set of questions on economic issues, job satisfaction, and technology trends. This approach enabled attendees to respond to questions targeted to their areas of expertise as well as express their opinions on trends that span the three conferences.

This document summarizes the information captured through the survey, provides data analysis and trend highlights, and explains our insights on the implications of the findings, first for the set of questions common to all three surveys and then for the questions specific to the TEC Directory & Identity conference. Where relevant, the analyses differentiate between IT (corporate and government) and vendor (consultant, service provider, and software vendor) respondents.

We believe the following survey results provide solid data for comparisons with peer organizations and identify issues and opportunities for organizations to consider as they evaluate their own infrastructure software management practices and investments.

We will continue to conduct these surveys at future TEC events, and we welcome suggestions for future questions and analysis areas.

Survey Demographics

Combined, the three TEC surveys attracted a strong response from attendees: 146 out of 324 conference delegates responded, for an overall response rate of 45 percent in 2010. The TEC Directory & Identity section of the survey was completed by 96 of 196 attendees, for a response rate of 49 percent. Given the breadth and depth of participation, we are confident that the survey results constitute a representative sample of attending roles and organizations.

The TEC Directory & Identity conference survey respondents have the following demographic characteristics.

- **Organization type** – Slightly more than 65 percent of respondents are from corporate or government IT organizations, 22 percent are from consulting firms, and the remaining 12.5 percent of respondents represent a mixture of service provider and software vendor companies.
- **Organization size** – 70 percent of corporate and government IT respondents are from organizations with more than 1,000 employees; 8 percent are from small organizations with fewer than 100 employees.
- **Technical expertise** – 86 percent of respondents have technical backgrounds. Architect, consultant, and systems engineer tied for the most common job title at 22 percent each.
- **Experience** – Respondents are highly experienced in their current roles: 41 percent have more than 10 years of experience, 32 percent have between 5 and 10 years, and 16 percent have 3 to 4 years of experience.
- **Responsibilities** – 58 percent of respondents have three or more organizational responsibilities. The top three responsibilities reported by IT respondents are administration (70 percent), security (62 percent) and operations (57 percent). The top three responsibilities reported by vendor respondents are consulting (76 percent), security (55 percent) and operations (33 percent).

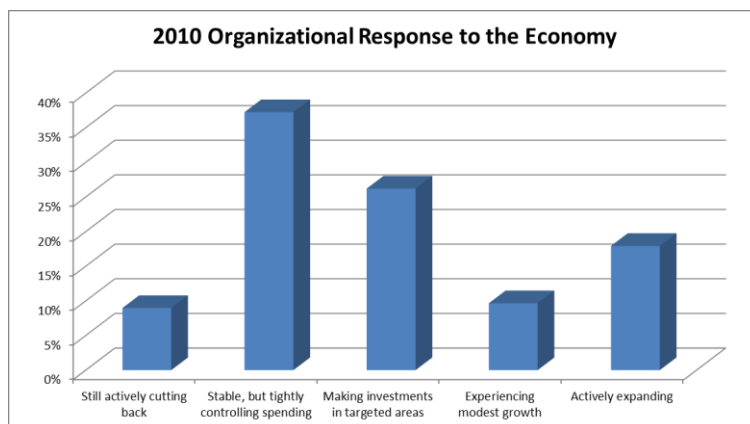
Overall TEC Survey Results

This section reports on data merged from the Directory & Identity, Exchange, and SharePoint surveys.

Economy and Jobs

The economy is showing signs of improvement.

TEC attendee survey responses show signs that the economy is beginning to recover. While “Stable, but tightly controlling spending” is the most common response in the economic category, twice as many companies are actively expanding (18 percent) as are continuing to cut back (9 percent). Even more encouraging, 54 percent of respondent companies are spending money on targeted investments or growth. Specific findings include the following:



- Consulting firms and software vendors show the greatest improvement, with 57 percent and 80 percent, respectively, reporting modest growth or active expansion.
- Cost controls remain greatest within government IT organizations, with 60 percent tightly controlling spending and 13 percent still actively cutting back.
- Corporate IT organizations remain economically conservative, but 31 percent are making targeted investments and 18 percent are experiencing growth.

Job satisfaction reached a high point among TEC attendees.

Despite the economy, 77 percent of TEC attendees report being “Satisfied” (42 percent) or “Very Satisfied” (35 percent) with their jobs, a marked improvement over 2009’s 70 percent satisfaction level. Weighing responses using a 5-point scale (from 1 for “Very Dissatisfied” to 5 for “Very Satisfied”), we found that:

- Overall job satisfaction averaged across all participants reached a new high of 4.05 in 2010, recovering from a recession-related dip in 2009 (3.82) and 2008 (3.88) and slightly exceeding 2007’s 4.03 average.
- Business systems analysts are the happiest employees by title, with an average score of 4.4, closely followed by administrators and the category of “IT Managers, Directors, and VPs,” whose roles tie with an average score of 4.3.
- Systems engineers are the least satisfied employees by job title, with an average score of 3.8.
- Not surprisingly, job satisfaction is correlated with a company’s response to the economy:

Response to the Economy	Average Job Satisfaction Score
Still actively cutting back	3.4
Stable, but tightly controlling spending	4.0
Making investments in targeted areas	4.1
Experiencing modest growth	4.2
Actively expanding	4.3

The big three job challenges are organizational politics, lack of people resources, and excessive workload.

Organizational politics and lack of people resources are issues for 48 percent of IT respondents, topping the list of IT job challenges. Excessive workload follows closely, cited as an issue by 43 percent. Vendors agree with IT that these are the three top challenges, but they rank excessive workload in first place; it was cited as an issue by 60 percent of vendor respondents.

Virtualization

Virtually everyone uses virtualization.

Virtualization is ubiquitous among overall TEC respondent organizations, with 91 percent using virtualization in production. Of the remaining organizations, 4 percent are currently evaluating virtualization technologies, 3 percent plan to deploy within 12 months, and only 2 percent have no plans to use virtualization.

Servers are by far the most popular target for virtualization.

About 24 percent of TEC survey respondents report using storage virtualization, and almost twice as many (46 percent) deploy desktop virtualization. But server virtualization is easily the most widely deployed version: 94 percent of respondents are using or evaluating it.

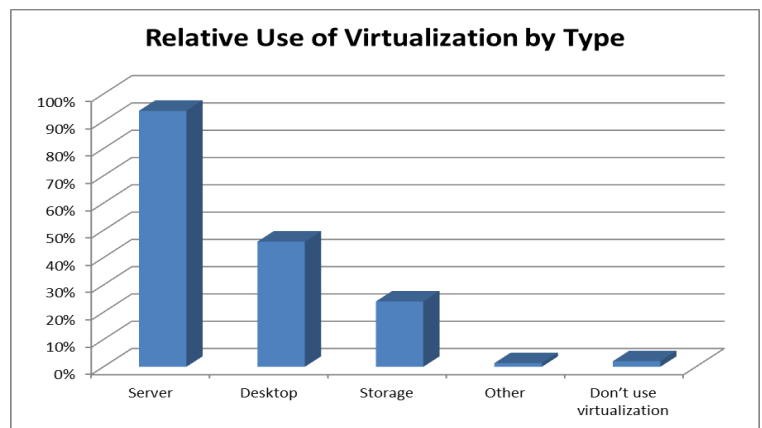
VMware is the dominant virtualization platform.

Used by 93 percent (IT) and 82 percent (vendor) of respondents, VMware is solidly the virtualization platform market leader. Microsoft Hyper-V has made significant inroads in the vendor community (70 percent) but is used by only 27 percent of IT organizations. Citrix XenServer is used by 21 percent of IT organizations and 24 percent of vendor organizations.

Most organizations will standardize on a single virtualization platform.

IT organizations prefer to support a single virtualization platform: 66 percent have already standardized on a chosen platform, and another 8 percent are evaluating multiple options but plan to standardize on one. While a slight majority of vendors (52 percent) have or will standardize on a single platform, 44 percent are planning to support multiple platforms compared to only 20 percent of IT organizations. The platforms of choice are the following:

- Of the IT organizations that have already standardized on a single platform, 95 percent have selected VMware, 3 percent have chosen Microsoft Hyper-V, and 2 percent have selected Citrix XenServer.
- All IT and vendor organizations planning to support multiple platforms use VMware. Citrix XenServer has a slight edge over Microsoft Hyper-V as an additional platform among IT respondents, but Microsoft Hyper-V dominates 6 to 1 among vendors.



Cloud Services and Other Outsourcing

Cloud services are still in the early adopter stage for IT.

Despite the considerable attention the technology receives, only 10 percent of IT respondent organizations are currently using cloud services in production. However, 39 percent are evaluating cloud services, 2 percent are planning to deploy within 12 months, and 15 percent are considering whether to move forward, which indicates potential for a surge in production use over the next year.

Production use of cloud services is much higher (29 percent) among vendor organizations, but the smaller percentage of evaluators (19 percent) suggests the first wave of vendor adoption has already peaked. Slightly less than 40 percent of both IT and vendor respondents are not interested in cloud services.

Cost reduction is the #1 driver for considering cloud services.

Cost and risk reduction trump factors related to business improvement as the top drivers for considering cloud services. Cost reduction is the first-place driver, cited by 34 percent of IT and vendor respondents. Business continuity and risk reduction, cited by 17 percent of IT and 30 percent of vendor respondents, take second place. Factors such as enhanced service levels, higher quality, and greater predictability of cost were cited by less than 10 percent of IT respondents. Only 3 percent of IT respondents and 12 percent of vendor respondents view cloud services as a source of superior business functionality.

E-mail is easily the most popular cloud service.

E-mail tops the list of cloud service applications considered by IT and vendor respondents with web conferencing taking second place. The second table below illustrates interesting differences between the choices of large IT organizations (>1,000 employees) and smaller IT organizations (<1,000 employees).

Has your enterprise considered cloud services for any of the following business processes?*	IT	Vendor	Has your enterprise considered cloud services for any of the following business processes?*	Large IT (>1,000)	Smaller IT (<1,000)
Email	26%	38%	Email	28%	23%
Web conferencing	19%	18%	Office applications	21%	13%
Office applications	18%	6%	Web conferencing	16%	23%
Systems management	16%	12%	Systems management	14%	18%
Email archiving	10%	18%	Customer relationship management	11%	8%
Customer relationship management	9%	12%	Email archiving	9%	13%
Ediscovery	7%	4%	Ediscovery	7%	8%
Desktop management	6%	12%	Desktop management	5%	8%
Customer support	4%	0%	Customer support	5%	3%
Elastic compute technologies	4%	2%	Elastic compute technologies	5%	3%
Email migration	3%	6%	Email migration	4%	3%

* Respondents can choose multiple options

Most organizations have yet to choose their primary cloud services platform.

Few companies have selected their primary cloud services platforms yet, highlighting the early stage of market adoption. The 3 percent of IT respondents who have selected a platform are evenly split between Microsoft Azure Services Platform, Google App Engine, and Amazon Web Services, while the Azure Services Platform leads among the 19 percent of vendor respondents who have selected a platform.

Using existing on-premise administrators is the most popular option for supporting cloud service processes.

By a three to one margin, IT and vendor respondents plan to use their existing organizations to support cloud applications rather than setting up cloud-specific support teams. This preference is correlated with experience with the technology: organizations already using cloud services in production are far more likely to use existing administrators than those evaluating or still considering cloud services.

25 percent of respondents use a managed services provider (MSP).

Outsourcing processes and/or services to a MSP has moved past the early adopters; it is an accepted practice at 25 percent of responding organizations. With a pipeline of 18 percent of IT and 24 percent of vendors either evaluating or still considering adoption, usage will continue to grow modestly over the next several years. To achieve faster growth, MSPs will have to convince the 54 percent of responding organizations that are currently not using or considering managed services to move off the sidelines.

Directory & Identity Survey Results

This section evaluates responses collected solely from TEC for Directory & Identity conference attendees.

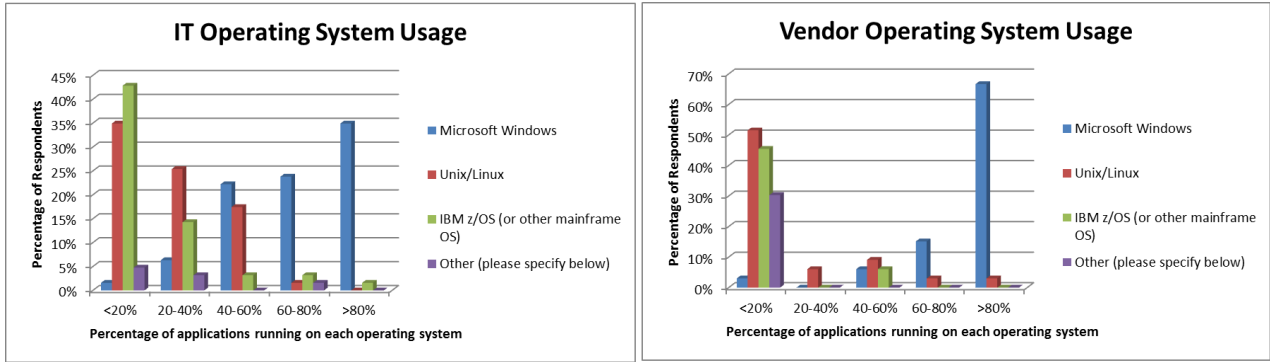
Technical Environment

AD is the primary enterprise directory for two-thirds of the survey respondents.

Active Directory is clearly a critical infrastructure component in Directory & Identity attendees' organizations, serving as the primary **enterprise** directory for 66 percent of IT and vendor respondents. Another 16 percent (IT) and 19 percent (vendor) use AD as their primary **Windows environment** directory. Only 18 percent of IT respondents and 3 percent of vendor respondents use AD as one of several enterprise directories.

Windows is by far the most popular platform for running enterprise applications.

Windows is by far the most popular platform for running enterprise applications: 59 percent of IT respondents and 82 percent of vendor respondents run more than 60 percent of their applications under Windows. IBM z/OS (and other mainframe operating systems) and Unix/Linux are more likely to serve niche roles in respondent organizations. Only 5 percent of IT respondents rely on IBM z/OS (or other mainframe operating systems) for more than 60 percent of their enterprise applications, and even fewer (2 percent) rely on Unix/Linux as a primary platform.



Microsoft Forefront Identity is the most popular IAM framework.

Microsoft Forefront Identity Manager (FIM) (and its predecessors) are the most commonly used IAM framework in IT and vendor organizations. FIM also tops the list of planned IAM framework implementations. 24 percent of IT respondents and 33 percent of vendor respondents are not currently using an integrated IAM framework in their organizations.

Identity Management Framework	IT		Vendor	
	Using	Planning	Using	Planning
Microsoft Forefront Identity Manager (FIM)/MIIS	40%	38%	36%	39%
Oracle Identity Manager	16%	11%	6%	0%
Sun Java Identity Manager (SunONE)	11%	0%	6%	0%
CA Identity Management	8%	2%	0%	0%
IBM Tivoli (iTAM/iTAM)	8%	2%	3%	0%
Novell eDirectory	5%	2%	3%	3%

Note: Total % may not equal 100% due to rounding

IAM groups support large numbers of users.

Among IT respondents, the distribution of number of users supported has been remarkably consistent year to year. This year, 56 percent of IT survey respondents support more than 20,000 users. Vendor respondents are split between personnel who serve large numbers of external customers (for example, service provider support teams) and those who are consulting or supporting their company's internal users.

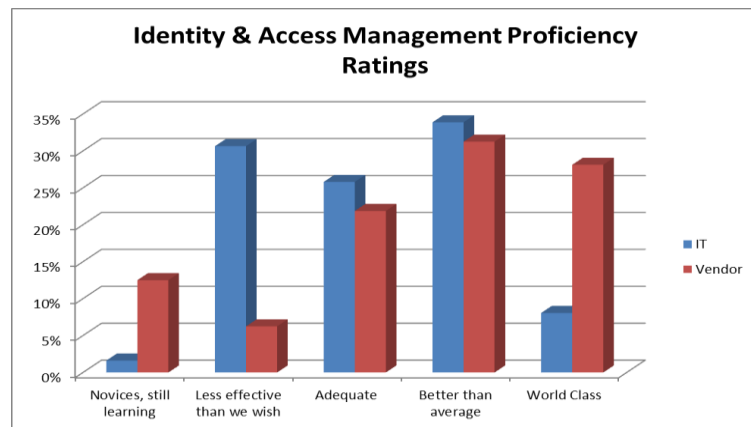
Users Supported	2010		2009		2008	
	IT	Vendor	IT	Vendor	IT	Vendor
More than 20,000 users	56%	31%	57%	53%	59%	55%
5,000 to 20,000 users	23%	19%	22%	10%	25%	9%
1,000 to 5,000 users	15%	16%	14%	8%	13%	11%
500 to 1,000 users	3%	0%	2%	1%	1%	5%
100 to 500 users	0%	3%	0%	6%	0%	7%
Fewer than 100 users	3%	31%	5%	21%	3%	13%

Note: Total % may not equal 100% due to rounding

IAM Effectiveness and Challenges

Identity and access management effectiveness ratings rise again.

Perhaps with the help of the TEC conference, organizational effectiveness ratings have risen steadily from survey to survey. This year the improvements were led by IT organizations: 34 percent consider themselves “better than average” (up 11 percent from 2009) and 8 percent view themselves as “world-class” (up 3 percent from 2009). However, a surprising 31 percent of IT respondents rated their organizations as “less effective than we wish.”



As in previous years, vendor respondents rate their effectiveness considerably higher than their IT counterparts: 28 percent of vendor respondents rated their organizations' effectiveness as “world class” and 31 percent selected “better than average.” (Note that novices account for 2 percent of IT respondents and 13 percent of vendor respondents.)

IT respondents rank privileged account management as their top IAM challenge.

Survey respondents were asked to rate seven key IAM task areas by the level of challenge they present to their organizations. The table below lists the task areas and shows the percentage of IT respondents rating each area negatively (“out of control” or “problematic”) or positively (“handling well” or “non-issue”). (The fifth rating option, “manageable,” was considered neither positive nor negative.) The percentage of negative ratings is striking, especially when contrasted with the percentage of positive ratings.

Based on the difference between the number of positive and negative votes, the top four IAM challenge areas for IT respondents are privileged account management; compliance audit and reporting; provisioning and de-provisioning; and making the IAM framework better/more affordable. Single sign-on presents interesting statistics: it has the third highest negative rating (32 percent) but also the highest positive rating (32 percent).

IT Organization Rankings				
Ranking	Task	Negative	Positive	Difference
1	Privileged account management	37%	19%	-17%
2	Compliance audit and reporting	33%	24%	-9%
3	Provisioning/de-provisioning	30%	22%	-8%
4	Making the IAM framework better/more affordable	29%	21%	-8%
5	Password management	25%	22%	-3%
6	Single Sign-On	32%	32%	0%
7	Strong authentication	21%	27%	6%

In contrast, vendor respondents are much more positive about their ability to handle these task areas, as shown by the low negative ratings in the table below. Their three top challenge areas are making the IAM framework better/more affordable, single sign-on, and privileged account management.

Vendor Organization Rankings				
Ranking	Task	Negative	Positive	Difference
1	Making the IAM framework better/more affordable	21%	45%	24%
2	Single Sign-On	21%	45%	24%
3	Privileged account management	15%	55%	40%
4	Compliance audit and reporting	9%	52%	43%
5	Password management	6%	48%	42%
6	Provisioning/de-provisioning	9%	58%	49%
7	Strong authentication	6%	61%	55%

Federation

Federation is gaining traction.

Federation is gaining traction within IT organizations:

- 22 percent are already federating with another company.
- 22 percent are planning to federate within 12 months
- 29 percent are still considering federation.

Growth in production deployment by IT organizations was slow, up only 1 percent over 2009. While this slow growth is perhaps partially attributable to the economy, the 2009 TEC survey predicted it based on the steep drop in the number of respondents with plans to federate within the next 12 months—a drop from 18 percent in 2008 to 9 percent in 2009. Reversing that decline, the pool of IT respondents grew to 14 percent in 2010, which should result in a slight increase in deployment rates this year. The percentage of IT organizations with no plans to implement federation decreased slightly to 36 percent in 2010.

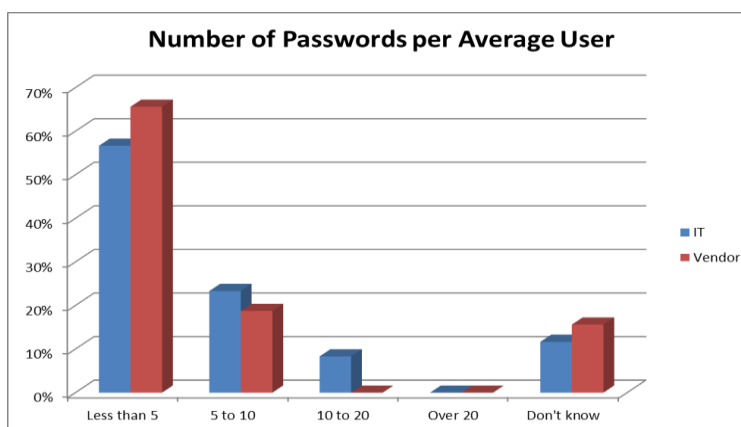
Within the vendor community, 28 percent of respondents are currently using federation, while 53 percent have no plans to federate.

Password Management

Most users have five or fewer passwords.

57 percent of IT respondents and 66 percent of vendor respondents reported that the average user at their organization has five or fewer passwords.

Having many passwords is more common at IT organizations than at vendors; 23 percent of IT respondents reported that an average user has between five and 10 passwords (compared to 19 percent of vendors), and 8 percent reported that an average user has 10 to 20 passwords (compared to 0 percent of vendors) No respondents reported an average of more than 20 passwords.



But password issues still draw significant resources.

Vendor respondents spend less of their user support resources resolving password issues than IT respondents. As shown in the table below, password management is surprisingly resource intensive for many IT organizations.

	Percentage of User Support Resources			
	Negligible (<5%)	5 to 10%	10% to 20%	20% to 30%
IT	27%	40%	27%	7%
Vendor	59%	21%	17%	3%

Note: Rows may not equal 100% due to rounding

The next table correlates the percentage of user support resources expended on password issues against the average number of user passwords across all respondents. Not surprisingly, resource requirements tend to increase with the average number of passwords. Still, password management

efficiency varies in each category, most likely due to the degree and effectiveness of password automation used.

Number of Passwords	Percentage of User Support Resources			
	Negligible (<5%)	5 to 10%	10% to 20%	20% to 30%
less than 5	53%	28%	15%	4%
5 to 10	10%	40%	40%	10%
10 to 20	0%	20%	60%	20%
Don't know	27%	55%	18%	0%

Note: Rows may not equal 100% due to rounding

User Provisioning

Only 5 percent of IT organizations have fully automated user provisioning and de-provisioning.

Provisioning and de-provisioning is a mixture of automation and manual effort for most organizations. Among IT organizations, 34 percent are automated on some systems and applications but still manual on others, and 32 percent use a mixture of manual and automated methods across their systems. Automation is more prevalent among vendor respondents, with 26 percent reporting their organizations as fully automated.

At the other end of the scale, 10 percent of IT and vendor organizations still rely entirely on manual methods. In addition, 7 percent of IT respondents and 6 percent of vendor respondents use automation but are dissatisfied with the results.

De-provisioning single users requires more effort than other provisioning tasks.

Survey respondents were asked to agree or disagree with a series of statements about their organizations' satisfaction with the time and effort it spends on account and user provisioning and de-provisioning using a five-point scale. The table below shows the responses by activity and type for IT and vendor respondents. The Negative column sums the percentage of respondents who "disagreed" or "strongly disagreed" with the statement, while the Positive column sums those who "agreed" or "strongly agreed."

IT	Type	Negative	Positive	Difference
Provisioning	Single Account	26%	41%	16%
	Single User	34%	31%	-3%
De-provisioning	Single Account	33%	37%	4%
	Single User	41%	26%	-16%
Vendor	Type	Negative	Positive	Difference
Provisioning	Single Account	0%	77%	77%
	Single User	11%	64%	54%
De-provisioning	Single Account	7%	71%	64%
	Single User	13%	60%	47%

The results indicate the following:

- Vendors are significantly more satisfied than IT organizations about their organizations' ability to provision and de-provision single accounts and single users.
- De-provisioning requires more effort than provisioning for all organizations.
- Single accounts require less effort than single users for all organizations.

Tools and Automation

IAM automation is at best partially automated for most respondents.

The availability of effective automation is a perennial issue at TEC events. Despite improvements in tool options and increasingly complex technical environments, the majority of responding organizations remain partially automated at best. The number of TEC Directory & Identity respondents who consider their infrastructure management efforts to be well automated with either third-party tools or native tools and scripts has remained essentially flat since 2007. The exception is a drop in the number of vendor respondents who consider themselves well automated with third-party tools and a corresponding increase in the number relying on primarily manual methods. This decrease is likely due to a higher proportion of small vendor organizations attending this year's conference.

Still, the vendor community remains more automated than their IT counterparts.

How would you describe your organization's use of automation for directory and identity management support?	IT				Vendors			
	2010	2009	2008	2007	2010	2009	2008	2007
Well automated using third-party tools	17%	17%	11%	12%	13%	24%	22%	14%
Well automated using native tools and scripts	13%	15%	20%	14%	23%	28%	29%	21%
Partially automated	50%	56%	50%	56%	33%	34%	33%	39%
Lacks necessary automation	11%	8%	12%	12%	7%	6%	3%	6%
Primarily manual	7%	3%	4%	5%	17%	9%	8%	13%
Other	2%	2%	2%	2%	7%	1%	5%	7%

Note: Total % may not equal 100% due to rounding

Quest ActiveRoles Server ranks high among valued directory and identity management tools.

When asked to name the top three directory and identity management tools that make their lives easier, survey respondents provided a large and diverse list of almost 120 products and tools. Five respondents included AD itself in their choices. As expected, Microsoft tools and products dominate the list, accounting for more than 40 percent of all mentions. Quest is soundly in second place, with 23 percent of tools mentioned. Quest ActiveRoles Server was the most mentioned individual product (10 percent), followed by Microsoft Forefront Identity Manager (9 percent). As a group, Microsoft Forefront Identity Manager and its predecessors, Microsoft Identity Lifecycle Manager (ILM) and Microsoft Identity Integration Server (MIIS), accounted for 18 percent of mentions. The other options frequently named are various native AD tools (13 percent), scripting (6 percent), and PowerShell (5 percent).

About Quest Software, Inc.

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BBW-TEC2010-Results-Lowe-US-MJ-20100817