

From: Mina Aiken <mina.aiken@secondmuse.com>
Subject: Survey results (two weeks in)
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To: Kevin Morooney <kmorooney@internet2.edu>, Ann West <awest@internet2.edu>, Romy Bolton <rbolton@internet2.edu>
Cc: Sam Letscher <sam.letscher@secondmuse.com>, Neisan Massarrat <neisan.massarrat@secondmuse.com>, Katey Metzroth <katey.metzroth@secondmuse.com>, Anne Dodge <anne.dodge@secondmuse.com>

Hello Kevin, Ann and Romy!

Hope everyone is doing well. Here is an update on survey results two weeks in that can be passed along to the Steering Committee, as requested.

TL;DR – We are ~70% of the way through Phase 2 and halfway through the entire project.

Phase 2 (Consultation & Research) officially wraps up November 6. Here's the progress so far:

- 1-2 weeks remaining for survey responses (distribution has been waterfall style)
- 7 of 10 interviews completed (3 remaining)
- The roundtable has yet to be scheduled. This is the last consultation activity.
- Ongoing desk research

The project is on track according to the agreed upon work plan, with no outstanding risks.

Here is a summary of the survey results so far:

Responses by group

Survey Group	COUNTA of Survey Group
Group 1 (Users)	69
Group 2 (Partners)	14
Group 3 (I2 Staff)	7
Grand Total	91

- Users = large research universities; med-sized university or college; small college; community college; K-12; research; Federal agency; Standards body; cultural org
- Partners = Industry/service provider; InCommon Catalyst; US R&E Regional Network Provider; international partner
- Note: Internet 2 Staff have yet to receive the survey

Responses broken down by audience

Which best describes your organization?	Grand Total
Cultural organization (library, museum)	1
InCommon Catalyst	5
Industry/Service provider	6
Internet2 Staff	7
Large research university	44
Medium-sized university or college	16
Research	1
Small college	7
U.S. R&E Regional Network Provider	3
Grand Total	90

Trending challenges: IAM Architects and CIOs across a variety of organization types are still facing the most challenges. Modernizing IAM at large research universities is a headline challenge.

More below:

- IAM Architects at cultural organizations (libraries, museums) face the challenge of standardizing and moving to cloud-based solutions.
- CIOs:
 - At large research universities feel a pressing need to modernize IAM in general.
 - At medium-sized universities/colleges are challenged around provisioning and de-provisioning across multiple systems.
 - At small colleges face the challenge of accurately maintaining person data.
- Professionals in research computing are having difficulty integrating researchers from outside institutions.

When asked “**where have you noticed a lack of support, solutions, or available resources?**”, here are the top 3 gaps/needs:

- System standardization
- Process for provisioning and de-provisioning across multiple systems
- General feeling that existing tools and resources (including technical documentation) within InCommon aren't fully addressing the scope of needs

To address these gaps, organizations are turning to third-party vendors and consulting firms to form technical bridges and seek implementation, risk and maintenance guidance.

Standout quotes:

- "I would like to see more communities of practice. While there are IAM webinars and conferences like TechEx, there is not a robust electronic community where IAM folks can ask questions and
- "A high-quality way to facilitate 'low' cost vendor agnostic federated IdP"
- "A community of engaged, engaging and enthusiastic professionals and technologies – rallying around you to help you solve/build/think about identity paradigms and solutions for your specific

On service offerings:

- On a scale of 1 to 10, folks are very likely to recommend InCommon to another institution. Average rating so far is 8.29 (up from 8.12 one week ago: score increasing while responses increase)
- Eduroam, Grouper, midPoint and COmanage are the most utilized services
- The most utilized vendor service across all respondents is Microsoft Active Directory

InCommon's role in the future of IAM should involve InCommon adapting to and evolving in response to the changing IAM landscape. This should focus equally on updating and modernizing service offerings to address:

- Interoperability
- Standardizing and automating federated authentication, ensuring metadata can be shared seamlessly across systems; solves both complexity and resourcing problems
- Self sovereign identities

On a community level, this should involve:

- Cultivation of TAP
- Investing in tools and creating systems that drive collaboration among InCommon participants, with certificates cited as an area of opportunity

Hypotheses and questions: Half of these respondents are from large universities, and there is not much feedback from smaller institutions. Why might that be? We are beginning to wonder if the greatest need is for a strong strategy to service smaller institutions and those who can't afford to pay for vendor services. How can InCommon continue to add value by facilitating interoperability for R1s, while also offering a "bundles" of products and services that make IAM easy and cost effective for small schools?

We're really enjoying the work. Please be in touch with any questions, and we'd love to hear reactions. Speak to you all soon!

Mina