



IDPro 2019 Skills and Program Survey Results

Executive Summary

Starting in 2018, IDPro executed two annual skills surveys in order to share with the digital identity management industry who its practitioners are and where their interest lay. Through these surveys, IDPro has determined that:

- A major of practitioners share five areas experience
- The feeling proficient as an identity practitioner is a long journey
- Enterprises' interests and individuals' skills sets are often well aligned
- Enterprise near-term priorities align with individual interests in some areas
- Misalignment between enterprise near-term priorities and individual interests present opportunities to both

Message from the President

I am thrilled to be able to formally share the results of our skills and program survey with you. To date, no organization has conducted such a study of our industry and our practitioners. When we founded IDPro in 2017, it was part of our vision to help digital identity practitioners learn from other practitioners and this survey is part of that vision.

The results of our survey are important for individuals and organizations alike. Individuals will find which technical and non-technical skills other practitioners found useful in their careers. Organizations will learn which of their priorities align with practitioner's experience and interests. Both will learn where the growth areas of our industry lie.

This report is our first pass through the survey data. There is more we can and will do over time – we have our own ideas, but we are also keen to understand from members and non-members alike how we can most usefully develop the survey (your comments are welcome via survey-feedback@idpro.org). That said, this is a meaningful start and I look forward to expanding the effort in future years.

-- Ian Glazer, Founder and President, IDPro, October 30, 2019



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Introducing the IDPro 2019 Skills and Program Survey

IDPro ran its first skills survey in 2018 with the hopes that we could shine a light onto an unexplored corner of our industry: the skills that practitioners rely on to be successful and the time it takes to develop those skills. Exploring this area is important both to our members in terms of their career development *and* for the industry as a whole because identity underpins so much of what public and private sector need to achieve in the coming years.

With that data in hand, IDPro saw an opportunity to run this survey yearly and so to provide longitudinal data which would allow us (IDPro members, practitioners, industry participants, and enterprises) to learn more about our industry and our goals. IDPro recognizes that some of the questions aren't fully optimized yet, and that some of the datasets aren't really big enough to draw statistically valid conclusions... but at least it's a start, and we can build on it over time. This write up will include conclusions from the 2018 and 2019 surveys, comparing their results as best we can. Using that data there are some things we can reasonably posit and those things are useful not only to Identity Professionals, but to the companies who employ them. In particular, it's evident that digital identity is still a growing and evolving space and practitioners are changing along with it.

Findings

Five Common Areas of Identity Experience

A majority of practitioners have experience in 5 areas of identity management:

- Multi-factor/Strong Authentication
- Web Access Management and/or Federation
- User Provisioning and Lifecycle Management
- Directory Services
- Role Management and/or role-based access control

More than 72% of respondents in 2019 identified that they had experience in these areas. Given historical enterprise priorities, this result should not come as a great surprise. But these results do imply a future outcome which requires attention.

Although not explicitly asked in the surveys, IDPro has anecdotal evidence that practitioners primarily learn about identity management by learning an identity management product. Having learned one, they learn another, and another. And through that process begin to abstract what they have learned into an awareness of the larger discipline of identity management.



Considering there are few, if any, institutions where college students can do coursework in identity management, the process of iteratively learning products and then abstracting to achieve mastery of the larger whole, should not be seen as unusual.

If this process of becoming an identity practitioner as widespread as anecdote suggests, then it implies that future identity management practitioners will have experience that aligns with current enterprise priorities. As those priorities slowly shift over time so too will experience areas of identity practitioners.

However, this also implies that the path to building identity practitioners in areas that do not align with current enterprise priorities is a long one. In fact, it might be longer than can be tolerated. Areas like citizen and refugee identity and CIAM are urgent topics that need to be addressed by public and private sectors alike. Here we find a potential rift between people with appropriate experience and enterprise priorities; a topic that will be discussed further below.

Feeling Proficient is a Journey

Being good at a job and feeling like you are good at a job are two very different things, and identity management practitioners are no exception. With over 50% of respondents indicating it took them anywhere from 2 to 10 years to feel proficient (35% said 5 to 10 years) the journey for practitioners is a long one. This should not be a surprise given the lack of vendor-neutral training materials; most practitioners start learning identity management by learning a single product and then another and then another until they can abstract what they have learned into the larger discipline of identity management.

Proficiency as a journey is also indicated by the 23% of respondents who stated, "I still don't feel proficient." There are at least two ways to interpret this. First, people are still on their journey and haven't had enough experience yet. Among the respondents who indicated that they have been in the industry fewer than 2 years, 75% of their responses stated that they still did not feel proficient. Similarly, of respondents who have been in the industry 2 to 5 years, 50% indicated they did not feel proficient.

Second, a growing and changing industry leads to growing and changing professionals. Of respondents who have been in the industry for more than 10 years, 15% indicate they still don't feel proficient. Those respondents reflect the behavior in which the more one learns about a subject, the less they feel they know. At some point in one's career, the notion of proficiency shifts from "being adequate at a job" to "being a master of the discipline."

Furthermore, the identity industry is very broad, and it is not static. As new areas of applicability and new technologies appear, being "proficient" means constantly learning and constantly changing. Although a seasoned practitioner may be an expert in user provisioning, they may not



be one in CIAM or decentralized identity. Proficiency reflects a growth mindset in which practitioners are constantly adding to their skills and knowledge base.

Alignment of Initiatives and Experience

Having asked respondents in the 2019 survey to indicate top priorities for themselves and their employers, IDPro was able to look for correlation, or otherwise, between those priorities and stated areas of practitioner experience.

In general, we found reasonable alignment which in turn made the gaps more evident. Cloud/IDaaS, Strong Authentication/MFA and User Provisioning are reported as high organizational priorities. These areas were also reported as common areas of expertise amongst practitioners. Although API protection was a less-well reported strength, but it did score highly as an area that individuals are interested in developing; therefore there is cause for optimism that skills development can occur in a timely manner.

One area that was not aligned between enterprise interest and practitioner experience was Privileged Access/User Management. It was not a highly reported existing skill set - nor did it appear to be high on the 'wish-list' for individuals. However it was reported at the 4th highest priority for enterprises. As such, it may present an area of focus for learning and training.

Alignment of Initiatives and Interests

Based on the same questions, IDPro was also able to examine the alignment between individual interests and employer priorities. CIAM garnered equal interest from enterprises and individuals alike. CIAM has been a growth opportunity for both groups over the last few years and all indications are this will only continue into the future. Where privacy-related applications of identity and identity proofing were of slightly higher interest to individuals than enterprises, they were well aligned with an approximate 4.5% difference between the interest levels. Both of these subject areas are crucial within the context of CIAM. One interpretation is that individuals' interests are 18 months ahead of where the enterprise priorities lay. Thus, where an enterprise is interested in CIAM today, identity practitioners have already realized that privacy and identity proofing will be components of the overall solution and are keen to learn more.

Two other areas of relative alignment are context/risk-based authentication and directory services including Active Directory. There was about a 1% variance between enterprise and individual responses with both of these topics being slightly more important/interesting to enterprises. An interpretation of these results is that these two areas of identity are stalwarts and represent stable employment opportunities which is attractive to practitioners, and from the enterprise perspective, these need for both isn't abating any time soon.



Misalignment of Initiatives and Interests

Of enterprise and individual interests, where there was alignment there was also misalignment. Individuals were considerably more interested in identity standards development and blockchain/self-sovereign identity than enterprises. An explanation for this is that as enterprises have mostly abdicated standards work to technology vendors, practitioners still remain personally interested in how standards are made and refined. Where practitioners can carve time out of their days to explore emergent areas like blockchain, it is harder to enterprises to shift priorities. As IDPro continued to conduct this study, it will be interesting to watch shifts in responses for both of these areas.

Meanwhile, enterprises were far more interested in multi/strong authentication and user provisioning/lifecycle management than individuals were. Those being two of the oldest areas of the identity industry, it should come as no surprise that practitioners are more interested in newer and emerging areas. For now, this shouldn't be too concerning; individual practitioners often have experience in one or both of these areas. However, long term, if bedrock disciplines such as strong authentication and user provisioning are not of interest to practitioners, the industry might find a lack of practitioners able to meet fundamental enterprise needs.



Methodology

The Skills Survey was an online survey. In 2018 the survey was primarily distributed to IDPro members only. In 2019, not only was the survey sent to IDPro members but more heavily promoted to non-members as well. The survey questions to both groups were identical, but responses were tagged to allow for comparison between these two groups.

Our objective in the first instance was to get a sense of the size, scale, and ‘training’ needs of the industry. This objective informed the question selection. The survey is designed to be quick and easy to answer in order to reduce as many barriers to responding as possible.

Tools

IDPro used SurveyMonkey to execute this anonymous survey and used a combination of SurveyMonkey and Microsoft Excel to analyze the data.

Response Rates

The 2018 and 2019 IDPro members’ surveys were advertised to membership via several member communication channels, including email distribution list and Slack messaging. The 2019 survey followed the same distribution method, and was additionally advertised to non-members via social media.

Year	IDPro Member Responses	Non-member Responses
2018	56 responses from approximately 200 members	0
2019	80 from ~400 members	109



Survey Questions and Results

The Survey has 4 sections:

- **Demographics** - This section gathers information about the respondent and their employer.
- **Experience** - This section explores the respondent's experiences in the digital identity world.
- **Skills** - This section explores the technical and non-technical skills that practitioners use to be successful.
- **Priorities** - The final section examines enterprise priorities for the coming 18 months as well as areas that individual respondents are interested in learning more about.

Demographics

The questions in this section examined the practitioner's years of experience, their location, and information about their employer.

Years in the Identity Industry

Survey Question

How many years have you worked in the identity industry or directly with identity technologies and systems?

Potential Responses (select one)

- More than 15 years
- 10 - 15 years
- 5 - 10 years
- 2 - 5 years
- 0 - 2 years

Question Commentary

This question provided a sense of the depth and experience of the respondents and allows for segmentation of some of the other responses. Duration brackets were consistent across the 2018 and 2019 surveys, allowing for comparison.

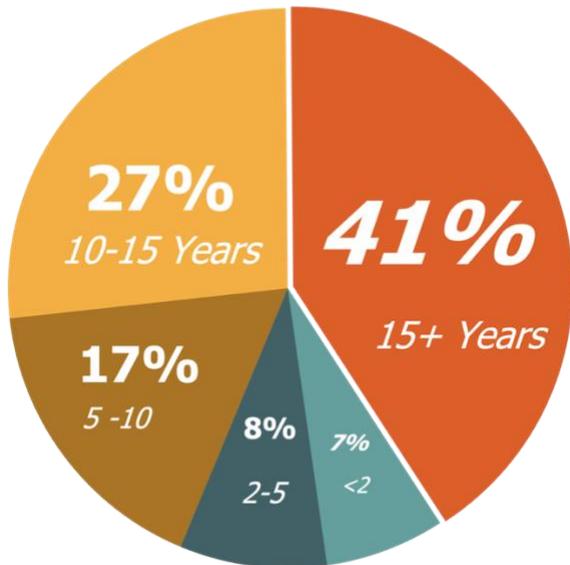


Figure 1 Years in the Identity Industry
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Observations

The majority of respondents have been in the industry for 5 years or more. This presents a wealth of potential experience to tap into - but it is also important to recognize that this group will need continued professional and skills development to make sure they stay current with new technology and business trends. There is a growing number of newcomers to the industry: these individuals need tools and programs to accelerate their development. Between 2018 and 2019 there wasn't a major change in responses. In 2018 nearly 50% of respondents had been in the industry for more than 15 years and over 20% had been in 10 to 15 years. In 2019, a little over 40% had been in over 15 years and 25% had been in 10 to 15 years.

Amongst the tenure cohorts, there were significant differences in [areas of individual interest](#). For practitioners with 0 to 5 years of experience, customer identity and access management was the highest ranked area of interest with 36% of respondents. Whereas, amongst respondents with 10 or more years experience, API protection was far and away the highest ranked choice with 41%.

Location

Survey Question

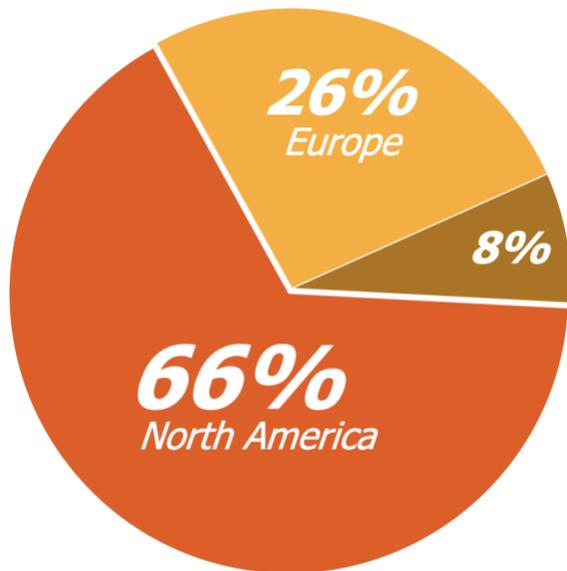
In which geographic region are you based?

Potential Response (select one)

- Africa
- Australia and New Zealand
- Central America
- Europe
- India
- Japan
- Middle East
- North America
- Other (please specify)
- Other Asia
- South America

Question Commentary

We provided a selection of high-level geographies for respondents to select from (e.g. North America, Europe, etc.) to help us form a better picture of how the responses might be skewed and to allow for segmentation of some of the other responses. Regions were consistent across the 2018 and 2019 surveys, allowing for comparison.



Observations

As expected, the bulk of respondents are based in North America. In 2018 this is particularly unsurprising given that the IDPro membership (and, therefore, the sample population) is predominantly drawn from this geography. However, it is heartening to see participation from Europe increasing in 2019. It is important to remember these demographics in drawing any conclusions from other questions in this survey. The industry as a whole must also continue to consider how to foster global participation and exchange of ideas.

Figure 2 Location - Copyright ©2019 IDPro, Inc

Industry

Survey Question

In what industry do you work?

Potential Response (select one)

- Aerospace and Defense
- Automotive
- Cloud Computing
- Consulting and Implementation Services (added for 2019)
- Consumer Packaged Goods
- Enterprise Software (added for 2019)
- Financial Services
- Healthcare and Life Sciences
- Higher Education and Research
- Insurance (added for 2019)

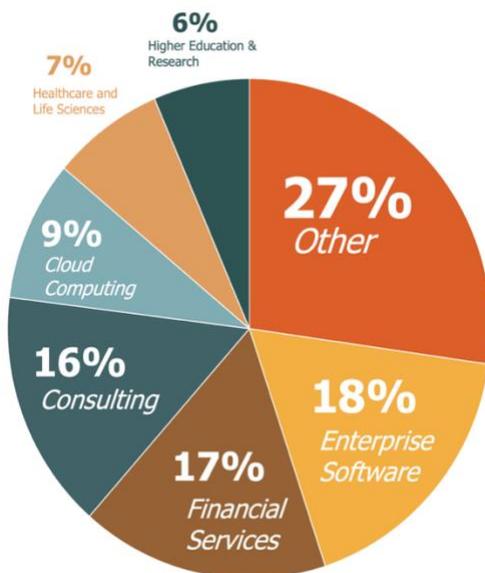


- K-12 Education
- Manufacturing
- Media and Publishing
- Other (please specify)
- Public Sector
- Retail
- Telecommunications

Question Commentary

A list of 13, plus an 'other' category, was given in 2018. The 2019 list was expanded by 3, as noted in the list above, in part due to some of the 'other' responses from 2018.

Observations



In 2018, nearly half of the responses were in the Other category. We added a 'consulting' option to the survey in 2019 - given the large size of that category in the 2019 survey, it is reasonable to assume that the majority of the 2018 'Other' responses were from practitioners in consulting and advisory services. The overall distribution is unsurprising; any oddities (for example - one might expect Automotive to have a higher response rate) are likely accounted for by the relatively small sample size. As a result, no significant conclusions can be drawn here - particularly about market penetration or coverage - but it will be interesting to track any trends over time.

Figure 3 Industry - Copyright ©2019 IDPro, Inc

Employer Size

Survey Question

How many employees does your employer have?

Potential Response (select one)

- 0 - 25 employees
- 1001 - 10,000 employees
- 101 - 500 employees
- 26 - 50 employees
- 501 - 1000 employees



- 51 - 100 employees
- More than 10,000 employees

Question Commentary

7 size brackets were given, and were kept consistent across the 2018 and 2019 surveys.

Observations

In 2018 over 25% of respondents say they worked in either organizations with fewer than 25 employees or more than 10,000 employees.

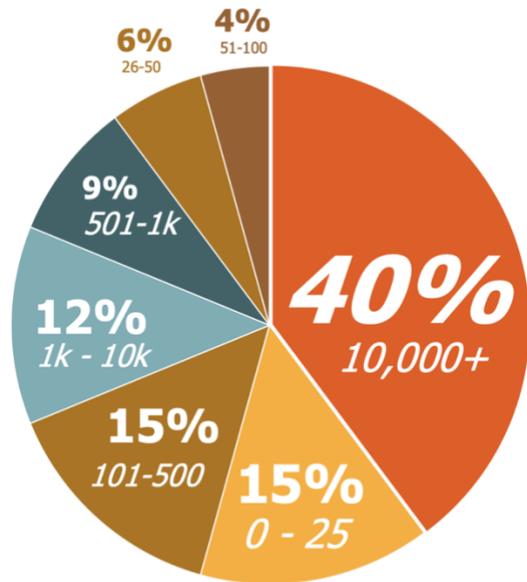


Figure 4 Employer Size - Copyright ©2019 IDPro, Inc

Given how close to the formation of IDPro the 2018 survey was run, this is not a surprise. The organization had a cadre of individuals who believed in its cause and a few large corporate members that helped get the organization off the ground.

The change from year to year is relatively insignificant - particularly given the change in sample composition. Of more interest, however, is the aggregate number of small organizations. In 2019, 40% of respondents work for an organization in the 0-500 employee size bracket - the same percentage as working in the 10,000+ size bracket. It is likely that the majority of these are small consulting firms. Small firms are faced with

very different challenges for recruitment, training, retention and career development than large organizations.

Experience

Areas of Experience

Survey Question

Areas of identity in which you have current or previous experience.

Potential Responses (Select all that apply)

2018	2019
Access Certification	Access Certification



API Protection Authorization Blockchain (or similar) Identity Custom Identity and Access Management Directory Services High-assurance Identity (Identity Proofing/Vetting etc.) IDaaS; Cloud Identity Management Identity for IoT Identity standards development Mobile Identity Management Multi-factor/Strong Authentication Privacy Privileged Access Self-sovereign or user-centric identity User lifecycle (provisioning/deprovisioning/entitlements management etc.) Web Access Management and Federation Other (please specify)	API Protection Blockchain (or similar) Identity Consortia-based Identity Contextual/Risk-based Authentication Customer/Citizen Identity and Access Management Directory Services including Active Directory Fine-grained Authorization and/or Attribute-based Access Control IDaaS; Cloud Identity Management Identity for IoT and Connected Devices Identity Proofing/Vetting Identity Standards Development Mobile Identity Management Multi-factor/Strong Authentication Privacy-related Applications of Identity Privileged Access Role Management and/or Role-based Access Control Security Applications of Identity Self-sovereign or user-centric identity User provisioning and Lifecycle Management Web Access Management and/or Federation Other (please specify)
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Question Commentary

In 2018 IDPro provided a list of 17 categories (e.g. Access Certification, Mobile Identity Management etc.), plus an 'other' option. The list was slightly adjusted and expanded to 21 choices (plus an 'other' category) in the 2019 survey.

Observations

Responses between 2018 and 2019 were broadly similar. IDPro refined the choices between the two surveys which can account for the changes between years. In 2019, the top 5 areas in which respondents had experience were:

- Multi-factor/Strong Authentication
- Web Access Management and/or Federation
- User Provisioning and Lifecycle Management
- Directory Services (including Active Directory)
- Role Management and/or role-based access control (This choice was not available in 2018.)
- Authorization
- Customer/Consumer identity and access management

It is likely that the spike in authorization responses in 2018 was due to the lack of any other appropriate admin-time access control choices.

Top 2019 Responses vs. 2018 Responses

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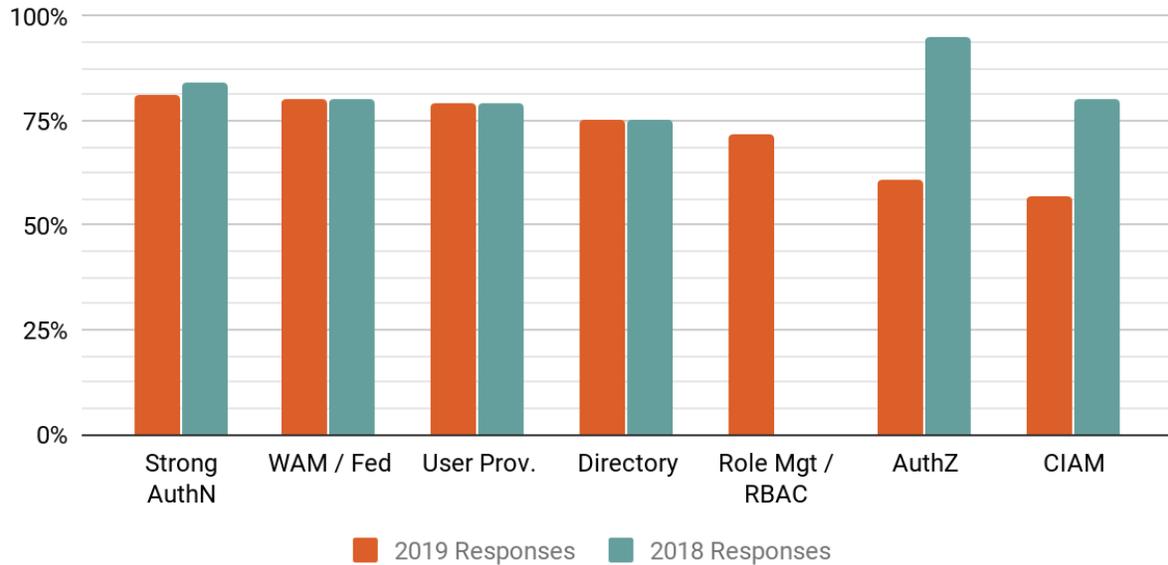


Figure 5 Top Areas of Experience - Copyright ©2019 IDPro, Inc

By way of contrast, the bottom 5 results were more closely aligned across years. In 2019, the 5 areas in which respondents had the least experience were:

- Mobile Identity Management
- Privacy-related applications of identity
- Identity for IoT and connected devices
- Self-sovereign or user-centric identity
- Blockchain (or similar) identity
- Consortia-related identity

Bottom 2019 Responses vs 2018 Responses

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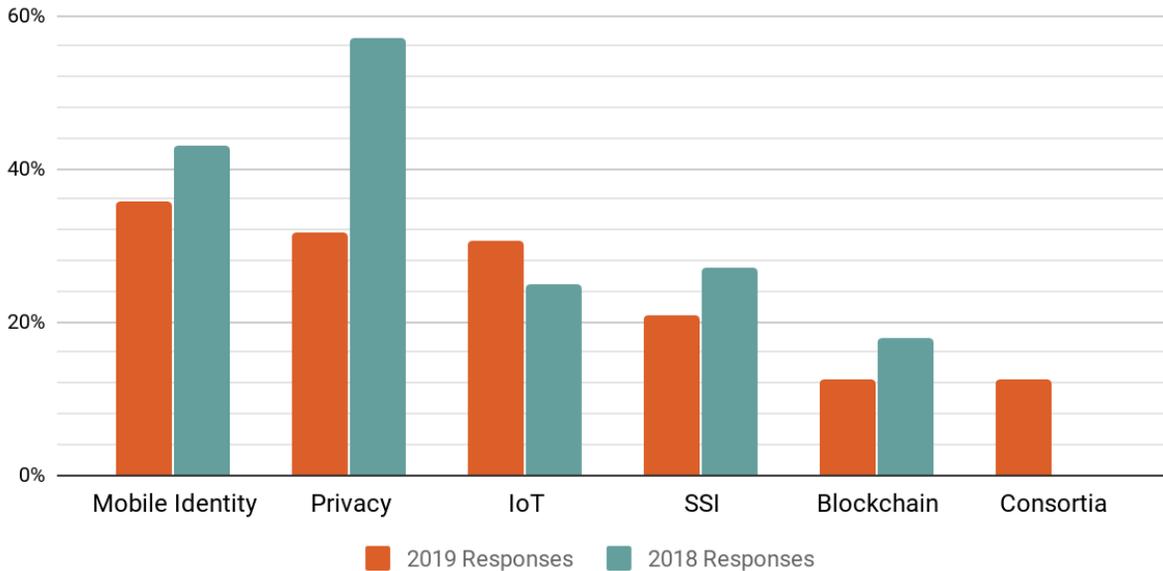


Figure 6 Areas of Least Experience - Copyright ©2019 IDPro, Inc

Overall, a broad spread of experience; and interesting to note the slow but steady rise of newer technologies such as Distributed Ledger (Blockchain). Is it also notable that a respectable number of practitioners report experience in Privacy. Given the impact of regulation (GDPR, CCPA and developments in other regions including China and Asia-Pacific in particular) on the Identity Industry, this is heartening, and a trend that we expect to continue. Some practitioners may come to view Privacy as a potential additional or alternative career path.

Years to Proficiency

Survey Question

How long did it take you to feel that you're a proficient identity professional?

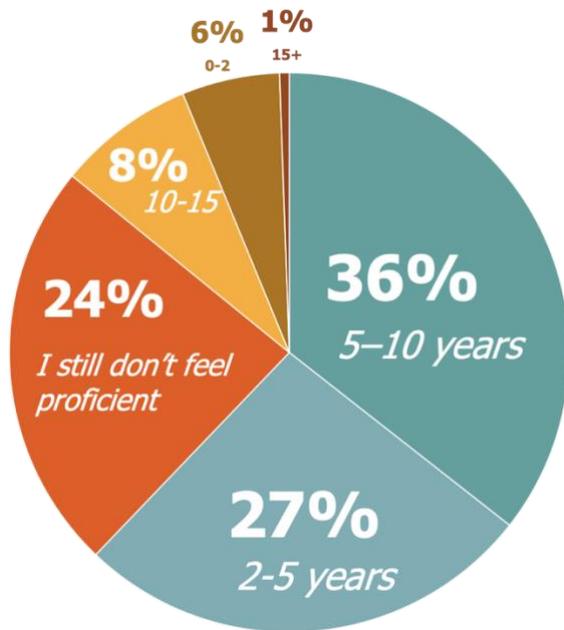
Potential Response

- 0 to 2 years
- 2 - 5 years
- 5 - 10 years
- 10 - 15 years
- More than 15 years
- I still don't feel proficient

Question Commentary:



Since there is currently no formal qualification or certification for the digital identity professional, this question is necessarily and deliberately subjective. In 2018 we provided 4 time brackets, going up to ‘more than 10 years’, and added a ‘Still do not feel proficient’ option. In 2019 (based in part on the number of ‘Still do not feel proficient’ responses in 2018!) we added an additional time bracket, and adjusted ‘more than 10 years’ to ‘more than 15 years’.



Observations

This is one of the most telling questions in the survey, especially in the light of the responses to the question related to length of time in the industry. In some regards this data is representative of an industry that is changing and evolving rapidly, and in which many specializations are available such that a practitioner can always have something new to learn. This is healthy; but also presents challenges. In particular, given the speed at which the industry is growing, we simply must be able to develop new practitioners more quickly; and we need to do more to support established professionals with the new skills development they require.

Figure 7 Time to Feeling Proficient
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Skills

Questions in this section explore which technical and non-technical skills practitioners rely upon to be effective as well as things they wish they had to make them even more successful.

Technical Skills

Survey Question

Which of the following would you consider to be the top 3 technical skills that have served you well in your career with identity? (Choose no more than 3 skills.)

Potential Responses



- Cloud Architecture (added for 2019)
- Cybersecurity including threat modeling and cloud security (added for 2019)
- Data Modelling
- Data Science
- Database Administration
- Finance and accounting
- Networking and/or Network Management
- Other (please specify)
- Programming
- Project and Program Management
- System Administration
- System Architecture
- Technical Writing

Question Commentary

10 options (e.g. programming, systems architecture) were provided in the 2018 survey, plus an 'other' option. We added 2 additional options in 2019, but made no other changes.

Technical Skills

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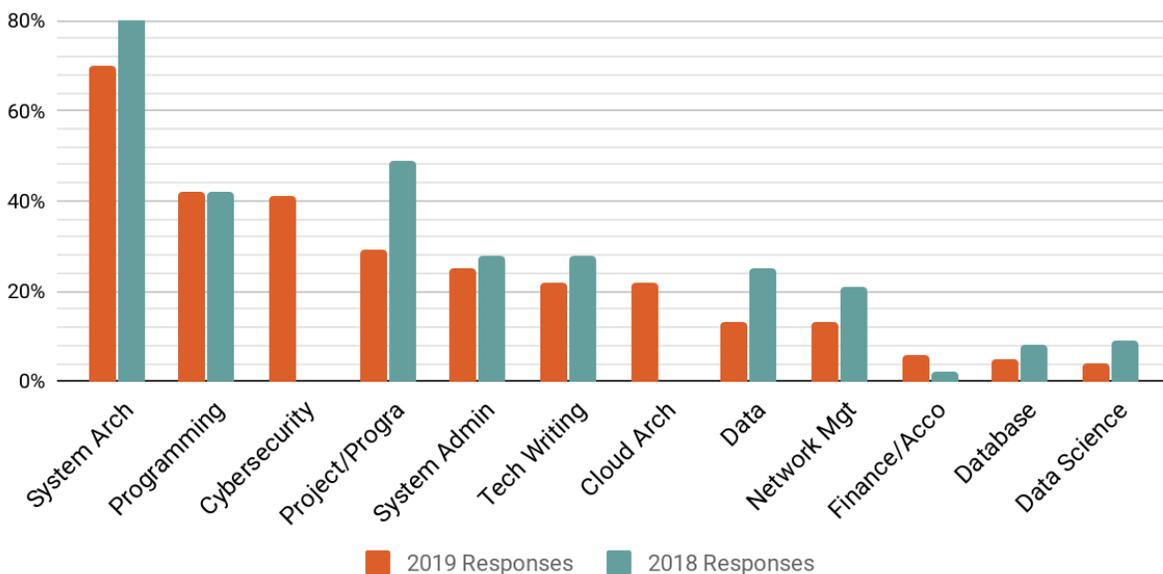


Figure 8 Technical Skills - Copyright ©2019 IDPro, Inc

Observations

Overall responses remained consistent between 2018 and 2019. System architecture continues to be the major technical skill identity practitioners employ to be successful. This is followed by programming and project/program management. It is likely that introduction of cybersecurity as



a response siphoned responses away from system architecture as well as project and program management.

Non-technical skills

Survey Question

Which of the following would you consider to be the top 3 non-technical skills that have served you well in your career? (Choose no more than 3 skills.)

Potential Responses

- Ability to work in a team
- Adaptability (added for 2019)
- Business Awareness
- Determination and grit
- Empathy
- Foreign language proficiency
- Humor
- Lateral thinking and problem solving
- Negotiating; pitching
- Oral communication and presentation
- Organization and management
- Other (please specify)
- Time Management
- Written communication

Question Commentary

12 skills (e.g. adaptability, negotiation) were offered in 2018; we added one additional skill in 2019 but made no other changes.

Non-technical Skills

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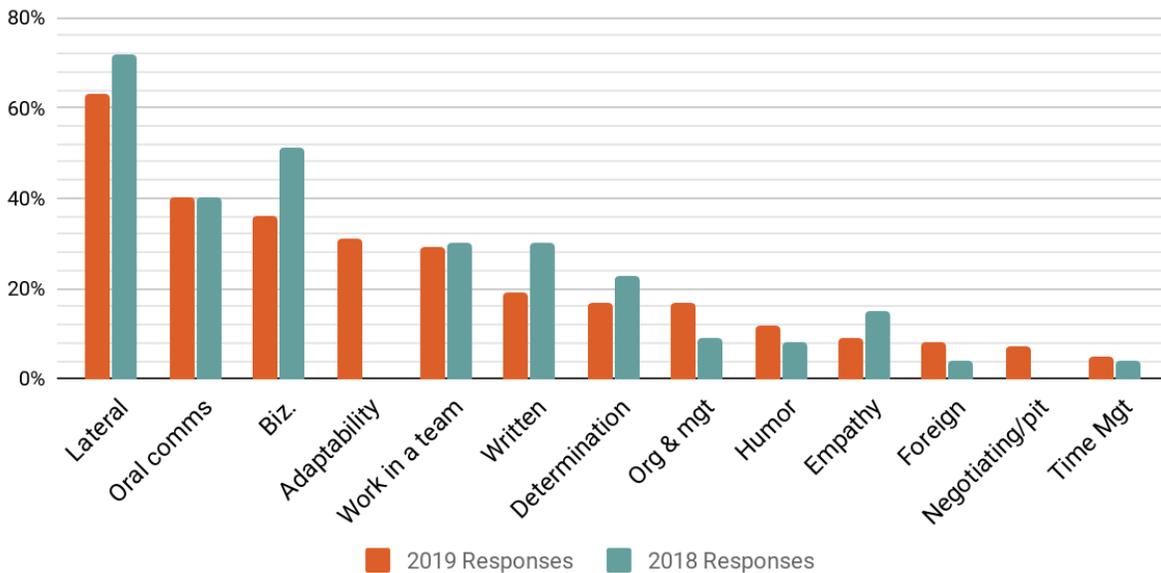


Figure 9 Non-technical Skills - Copyright ©2019 IDPro, Inc

Observations

The top 3 responses from 2018 remained atop the response leaderboard in 2019: lateral thinking, oral communications and presentations, and business awareness. In 2019, IDPro added adaptability to the set of potential responses which likely drained some responses from business awareness. The ‘Other’ choice had negligible responses and has been omitted from the chart above.

Often overlooked in development programs, ‘soft’ skills are in fact critical to the success both of the individual practitioner in their career and to the success of the identity programs in which they work. Talent development programs should remember to focus on these areas as much as on the technical skills areas identified previously - and individual professionals are well advised to consider where they might further embrace soft skills development.

If You Could Have One Thing...

Survey Question

If you could have had one of the following, which do you think would have been most useful to you to ensure your success.

Potential Response



- Certification in one or more areas of identity
- Opportunities to blog or otherwise contribute to an industry newsletter or publication
- Opportunities to present at an industry meet-up or conference
- Opportunities to teach other identity professionals
- Other (please specify)
- Peer to peer networking opportunities
- Providing mentorship
- Receiving mentorship
- Vendor-neutral technical training materials

Question Commentary

This question was added to help us better understand how practitioners would like to develop, demonstrate, practice and share their expertise today. 8 options were provided, plus an 'other' category, with respondents free to select as many as they felt appropriate. The options were kept consistent across the 2018 and 2019 surveys, to allow for comparison.

If you could have had one thing to ensure your success

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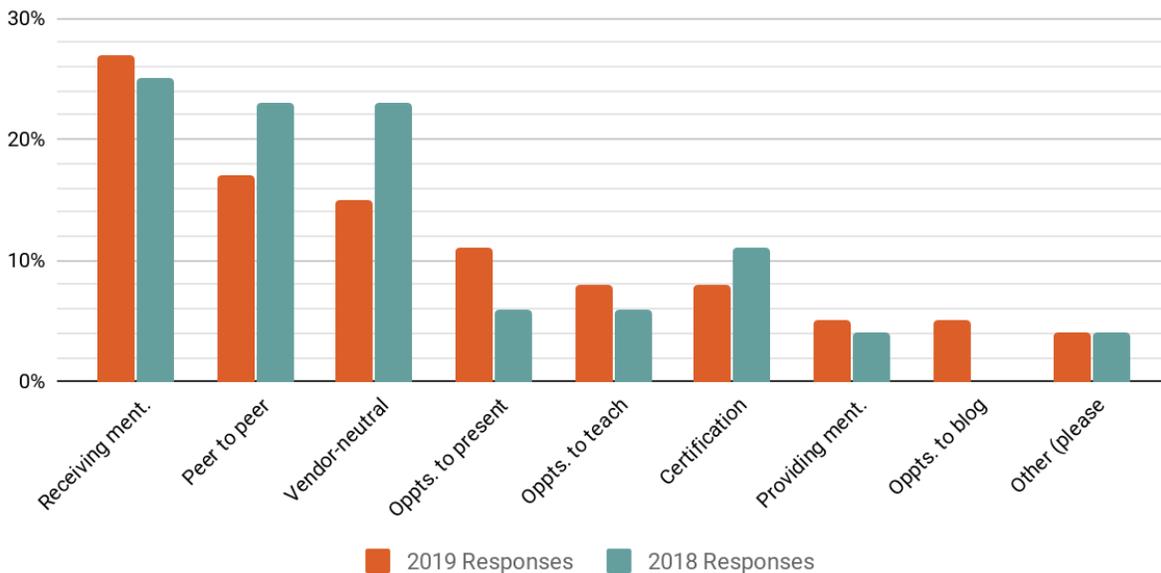


Figure 10 One Thing to Ensure Success - Copyright ©2019 IDPro, Inc

Learning from peers continues to be by far and away the most wanted - and therefore, perhaps, most lacking - support for professionals. Employers should consider how to facilitate this type of collaboration (both within and outside the organization) for their digital identity teams.



Priorities

In 2019, we added this section to the Survey, in order to explore what respondents thought were their employer's top identity-related priorities for the next 18th months, as well as their own individual areas of interest. Our intention here was to start to shine a light on the differences between personal and corporate priorities and to explore any potential gaps in skillsets, training, development and staffing, at the trend level.

Enterprise Priorities

Survey Question

What are the top identity-related priorities for your organization (or your customers' organizations) in the next 18 months? (Choose no more than 3)

Potential Responses

- Access Certification
- API Protection
- Blockchain (or similar) Identity
- Consortia-based Identity
- Contextual/Risk-based Authentication
- Customer/Citizen Identity and Access Management
- Directory Services including Active Directory
- Fine-grained Authorization and/or Attribute-based Access Control
- IDaaS; Cloud Identity Management
- Identity for IoT and Connected Devices
- Identity Proofing/Vetting
- Identity Standards Development
- Mobile Identity Management
- Multi-factor/Strong Authentication
- Other (please specify)
- Privacy-related Applications of Identity
- Privileged Access
- Role Management and/or Role-based Access Control
- Security Applications of Identity
- Self-sovereign or user-centric identity
- User provisioning and Lifecycle Management
- Web Access Management and/or Federation

Question Commentary

A list of 21 options was provided, plus an 'other' option. It's important to note that responses given here will necessarily be from the individual practitioners' perspective - and so may not directly align with the actual organization priorities.

Enterprise Priorities

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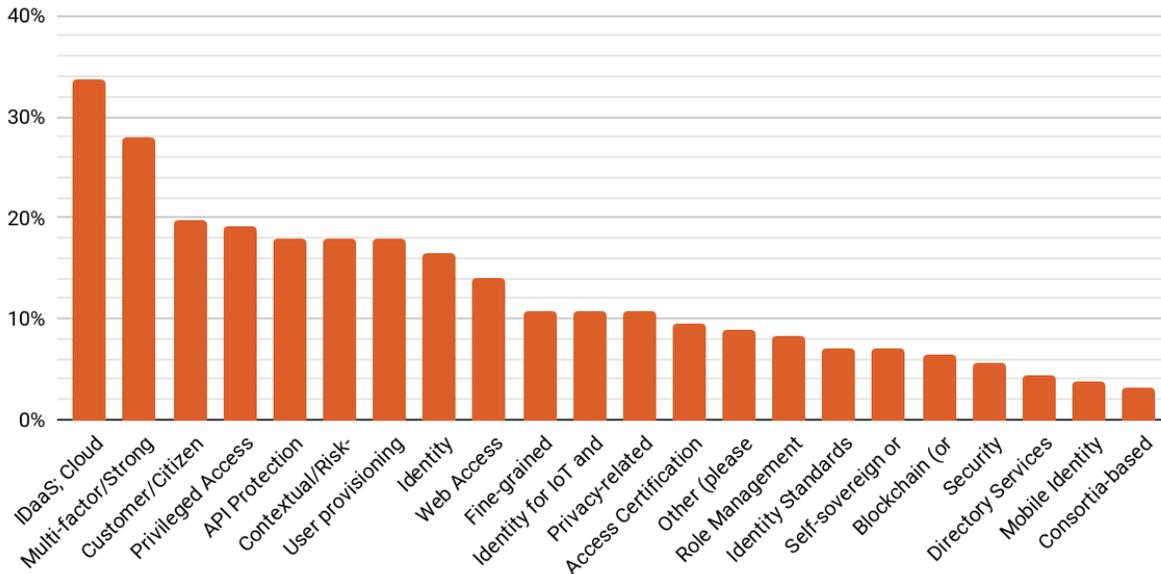


Figure 11 Enterprise Priorities - Copyright ©2019 IDPro, Inc

Individual Priorities

Survey Question

As an individual practitioner, what are the top identity-related areas that you are interested in learning about in the next 18th months? (Choose no more than 5)

Potential Responses

- Access Certification
- API Protection
- Becoming a mentor
- Blockchain (or similar) Identity
- Consortia-based Identity
- Contextual/Risk-based Authentication
- Customer/Citizen Identity and Access Management
- Directory Services including Active Directory
- Fine-grained Authorization and/or Attribute-based Access Control
- IDaaS; Cloud Identity Management
- Identity for IoT and Connected Devices
- Identity Proofing/Vetting
- Identity Standards Development
- Mobile Identity Management



- Multi-factor/Strong Authentication
- Privacy-related Applications of Identity
- Privileged Access
- Receiving mentorship
- Role Management and/or Role-based Access Control
- Security Applications of Identity
- Self-sovereign or user-centric identity
- User provisioning and Lifecycle Management
- Web Access Management and/or Federation

Question Commentary

The same 21 options were provided, plus 2 specific personal development options (which were therefore not relevant to the enterprise). Some comparison is possible between these two questions, although it will be imperfect due to the additional options, and to the fact that the respondent was permitted a wider choice in their response for the previous question.

Practitioner Priorities

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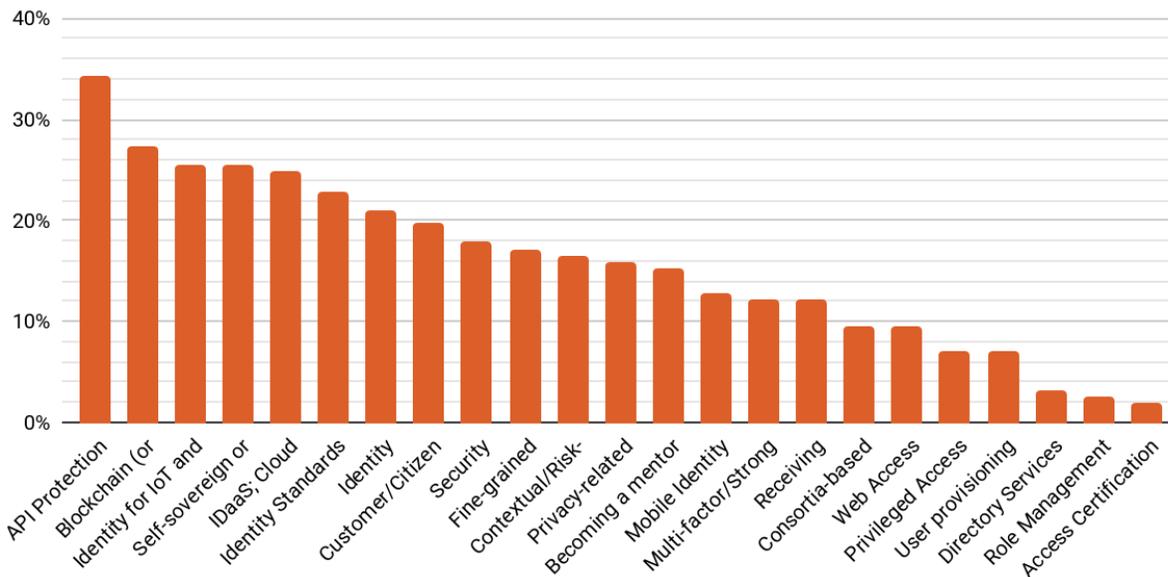


Figure 12 Practitioner Priorities - Copyright ©2019 IDPro, Inc

In future versions of the Survey, IDPro will ask individuals to choose no more than 3 items so that it can better align the responses to the enterprise priorities question with this one.

Observations



It's important to note that these two questions provide a view of the individual's perception of their employer's priorities, which is not necessarily the same thing as the *actual* priorities for the enterprise. As the reach of IDPro increases, it may in time be possible for us to research organization priorities as well, by sampling C-level executives.

With the data at hand, however, it's evident that individual and organization priorities differ. This is perhaps to be expected: individuals typically move more quickly than organizations, and so may well be ahead of the curve. It is also notable that there is a reasonably strong correlation between the top enterprise priorities and existing [individual areas of proficiency](#) (from the earlier question): strong/multi-factor authentication is a good example.

The most 5 most closely aligned priorities between individuals and enterprise are:

- Privacy-related applications of identity
- Identity proofing/vetting
- Customer/Citizen Identity and Access Management
- Contextual/Risk-Based Authentication
- Directory Services, including Active Directory

For many of these priorities, there is also a reasonably match with existing skills. Organisations with a privileged access/user priority, however, should be aware that this is one of the 5 technical areas in which individual identify themselves as 'least proficient'. This suggests a potential training gap that will need to be addressed - and may also signal an opportunity for those Identity professionals who do have existing skills in this realm.

Survey Data

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