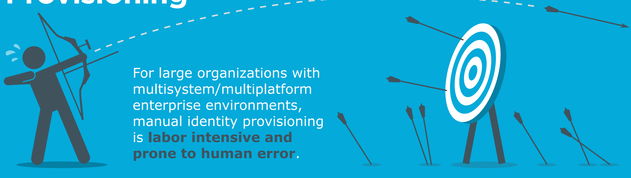
State of IGA | Global Survey Results

We commissioned Dimensional Research to do a security-focused global survey to capture hard data on experiences and approaches to Identity Governance and Administration (IGA). Data was collected from more than 1,000 IT professionals with security responsibilities. Here's a few key highlights from the survey about the six main services of IGA.

Provisioning



For large organizations with multisystem/multiplatform enterprise environments, manual identity provisioning is **labor intensive and prone to human error**.

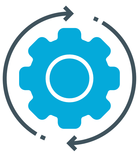
8% of respondents were **fully automated** across all systems.

Nearly **70%** still relied partially on manual processes to manage joiners/movers/leavers.

Slightly more than **20%** said they all their IGA tasks are **executed manually**.

Access Request

Access Request refers to the ability of existing users to ask to extend their access to additional resources.



9% of respondents' organization have **fully automated** access request processes for all their systems.

The other 90+ percent rely on manual processes – completely or partially – to submit, review and approve/deny access requests. Just less than half (47 percent) said they have combination of manual and automated processes, and 37 percent have no automated processes, while 7 percent somehow operate without any formal IGA process or system at all.

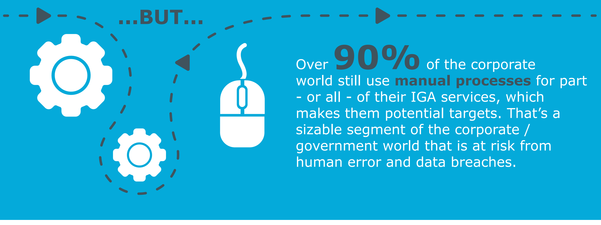
Access Certification

Certification – the ability to confirm access is appropriate for a user, which typically happens on an annual or semi-annual basis.

47% have **no automated way** of certifying user access, including those with no process at all.

IGA Workflows

60% of respondents do have a combination of **automated and manual workflows**.



Over **90%** of the corporate world still use **manual processes** for part - or all - of their IGA services, which makes them potential targets. That's a sizable segment of the corporate / government world that is at risk from human error and data breaches.

Role Management

12% of organizations have **implemented fully automated role management** across all their systems.

Another 12 percent have **no role management systems** or processes at all. And in between these two groups, the majority (76 percent) of organizations have some form of role management - but it is not integrated across all their systems, nor is it automated in many cases.

Identity Lifecycle Management

9% have **no identity lifecycle management** system at all

11% are **completely integrated** across all systems and users.

40% reported they have **inconsistent** processes across their enterprise.

Identity Investment is Increasing

The good news is that survey respondents said investment in the six identity management disciplines was increasing.

73% were investing in **multiple** identity disciplines

Another **10%** were investing in **one IGA discipline**.

In general, it looks like most organizations still rely on manual processes to execute all or part of their identity management tasks. A few organization are fully integrated and leverage automated workflows to provision and deprovision user access to resources. And fewer still have true governance with access certification (and attestation), access request capabilities and automated approval processes. But organization realize how critical IGA processes are to their security and are investing.

A Note About Our IGA Survey

The goal of this survey was to capture hard data on current experiences and approaches to Identity Governance and Administration (IGA).

An online survey was sent to global sources of IT security professionals. Questions were asked on a wide range of topics including IGA practices, IAM approaches, security issues, and third-party contractors.

A total of 1,005 qualified individuals completed the survey. All participants had direct responsibility for IT security and were very knowledgeable about the IAM and privileged access approach at their company. A wide range of industries, countries, and company sizes were represented.

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ONE IDENTITY