**1. Who are the typical key stakeholders for an enterprise-wide IAM transformation program? Consider the key business and IT stakeholders.**

Typically stakeholders for an enterprise-wide IAM transformation would be C-level executives on the business and IT side. In this case the CIO Mark Renshaw and CISO Julia Bradford were the two main stakeholders. The CEO, CFO, COO may also be stakeholders in this project as well.

**2. What are the components of an IAM future state design?**

Some of the IAM components that intersure was looking to integrate was a centralized IAM tool; automated processes for access request, approval, and provisioning; Self service capabilities for users to manage access request; Role-based access control; and lifecycle management.

**3. What’s Renshaw’s IAM vision entail? What should he expect to see in an IAM roadmap aligned with his vision?**

Renshaws IAM roadmap would include a look into the current state of the system, figuring out what the system should look like in the future, understanding stakeholders needs, figuring out what softwares and products they would like to use, and developing a schedule for the project.

**4. Why is Renshaw focused on self-service and giving more control to business?**

Renshaw is looking to focus on self-service and giving more control to the business to take a load of the IT team. In addition to that this would increase operational efficiency, reduce errors, and allow users to request access based on RBAC (the role based access control system they are implementing)

**5. What are the common access request and approval steps? Who are the key access owners in the organization, or who *should* they be, to carry out these approvals?**

The common access request and approval steps are to have the user submit a ticket with what they need then someone with proper authorization would accept them. The person who would have this access is a manager or someone in a higher up and trusted position. Depending on the department they are in they should only be able to assign roles and permissions that pertain to that.

**6. What technology components are required to implement the desired capabilities in this case study? Why could Renshaw and Bradford be focusing on having an IAM product with the greatest amount of support out-of-the-box?**

Since the goal of Renshaw and Brad is to implement a new IAM as fast as possible so looking for products with the most support out-of-the-box is important. This means they would have to spend less time setting up the IAM solutions features such as automated provisioning, self-service portals, and RBAC.

**7. What could Renshaw have done differently prior to focusing on IAM product selection?**

When starting this project it was evident that there was majors issues in there IAM system. Instead of just creating a brand new system Renshaw could have looked more into the older system and see if they could have approved upon it. In addition to that he could have consulted with more of the business stakeholders to see what else the new IAM system could have used.

**8. Why is user experience important in access request, approval, and provisioning systems? What other business drivers beyond user experience should be considered?**

User experience is extremely important since if the users don’t use it as intended since it is too complicated it could introduce security issues. Creating the system as user friendly as possible allows employees to willingly comply with these security measures. Although, at the same time it is important to keep in mind all the sensitive data that is stored. So making it too simple could allow it to be hacked into. Finding a even divide is the best option to ensure a smooth user experience and a secure system.