

## Enterprise Identity Management

Towards an Investment Decision Support Approach

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# Preface

*If we knew what it was we were doing, it would not be called research, would it?*

– Albert Einstein  
German-born Theoretical Physicist (★1879–†1955)

Increasingly more business processes are being facilitated by using a variety of (distributed) information systems in today's organisations. In many cases these information systems are operating in a distributed way, requiring suitable protective measures and technologies to manage access permissions and IT resources across infrastructures. In order to allow for automation and acceleration of the handling of access control related identity data, adequate systems need to be integrated into the existing business processes. To this end, Enterprise Identity Management and so-called Enterprise Identity Management Systems are solutions offering appropriate supportive and (pro-actively) preventive technical and organisational measures and functions.

However, the introduction of organisation-wide Enterprise Identity Management Systems is a costly and complex endeavour, which goes beyond a purely technological horizon. Indeed, the procedural and organisational questions found in an organisation play a more dominant role. It is necessary that these questions are captured and analysed during the preliminary stages of an Enterprise Identity Management introduction project. Moreover, the interdependencies of the technological, organisational, and procedural aspects of an Enterprise Identity Management introduction pose high demands towards the decision makers in an organisation – especially when investments are evaluated in an ex-ante manner.

Against this background, the contribution of this thesis lies in the exploration of the foundations and linkages necessary to adequately support decision making for Enterprise Identity Management introductions. This thesis was created during my time as a research associate and later on as an external Ph.D. student at the chair for *Mobile Business and Multilateral Security* at the faculty of Economics and Business Administration of Johann Wolfgang Goethe – Universität, Frankfurt (Main).

At this point I would like to express my appreciation to a few people, without whose support this project would never have been possible:

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