Measuring Privacy? 
The Enterprise’s and Customer’s Perspective

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How to measure?

The only valid measurement of code quality: WTFs/minute

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Stakeholder Model for EIdM

Executing Roles

- Users:
  - Operating Departments and
  - Application Administrators

- HR Department

Advisory Roles

- Data Protection and Security Officers
- Works Council
- Internal Revision and External Auditors

Project Requirements

Cross-Functional Team

Step 1

Step 2

Step 3

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EIdM Balanced Scorecard

Risk Management (Financial, IT)
Accounting, Controlling, ROSI

Performance Measurement Systems
(e.g. ROI)

Sector Specific Good Practice

IT Governance (e.g. CobIT)
ISO 27002, IT Baseline Protection Catalogues

ISO 9000 series (TQM, etc.)
Process Description and Modelling Frameworks

The 3P’s of EIdM introductions

- Technology is not the main problem for EIdM introductions, but the 3Ps:
  - **People**
    - Involved stakeholders in the introduction process
  - **Politics**
    - Effects resulting from choosing a supplier for an EIdM solution or the segregation of power when introducing EIdM (e.g. “shadow IT” being used or the refusal to use the EIdM in general)
  - **Processes**
    - Business and supporting processes being affected by EIdM introductions
Impact on users’ control

The Price of Convenience

Relevant Perspectives

- Market
- User / Customer
- Technology
- Environment (Society, Government, etc.)
- Product / Service and Strategies
- Law / Regulation

Identity Management...

...if it only was easy...
Thank you for your attention!
Any Questions?

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