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## **Managing Business Information Has Become Practice**

*Improving compliance and reducing risk seen as the main drivers*

**Identity and access management (IAM), the complex structure of information management, has now become an actual business practice, independent of sector or geography, according to a new KPMG survey. Most IAM projects aim at improving compliance and reducing risk, but seeing it primarily as a technological issue many projects fail to meet expectations in terms of greater business value.**

“Identity and access management, a term that appeared several years ago within the industry and in the media, comprises the policies, processes and systems to enable an organisation to manage access to their information. Despite the fact that some time ago identity and access management was seen as a fad, we now see that identity and access management is here to stay, independent of the sector or geography in which an organisation may be operating,” Sallai György, Senior Manager at KPMG Advisory Ltd. in Budapest said.

“IAM, as a change of paradigm, is expanding in Hungary as well, but this process is only making a significant showing in the financial sector as of yet. As the challenges and costs of operating distributed environments at large organisations grow, their control potentials decrease, and as the philosophy of SOA-based (Service Oriented Architecture) engineering has ultimately appeared, organisations are getting more and more open to the concept of IAM. Based on the number of projects initiated and their scope, it seems that Hungarian enterprises are getting ready for policy-controlled, service-based user management,” added Sallai.

KPMG’s IT Advisory practice has conducted an international survey regarding the current status and maturity of Identity and Access Management (IAM) projects in European organisations. The results reveal that IAM has evolved from a theoretical concept towards an actual business practice.

Respondents stated that their main drivers for IAM projects are: improving compliance, reducing risk, increasing business value, specifically process improvement. Improving compliance and reducing risk are the prime drivers behind IAM projects especially in the Financial Services sector and the Information, Communication & Entertainment sector. The drivers for IAM projects do not differ significantly by European region.

From a risk perspective the participants expect improvements in the alignment of who has access to what information. Improved user management reporting and reliance on user management controls are expected to contribute to greater regulatory compliance. Improvement is expected in various processes, especially the processes that apply when an employee changes function or leaves the organisation.

An analysis of the results of IAM projects reveals that in the majority of the projects there is a gap between the expected and the actual benefits. The majority of IAM projects failed to meet expectations in terms of greater business value. Respondents cited the most prominent reason for failure is that IAM projects primarily concentrate on technology and lack sufficient business focus and vision.

“In Central and Eastern Europe, and in particular Hungary, where classical IT advisory is not as recognized as in Western Europe, these problems arise more regularly,” explained Sallai. “since IAM is a service that is only provided by IT indirectly.”

“The goal of the service is to establish an organisation whose scope of activities and the associated roles fulfil business needs and optimise resource necessity. In order to achieve this, a technology independent job arrangement and BPR (Business Process Reengineering). Only through this can an off-the-shelf solution be used to implement the established procedures and roles, and provide access to resources as a service for the backoffice applications of the institution,” he said.

KPMG’s Sallai believes that it is also becoming increasingly accepted in Hungary to hire external, well-qualified professionals in order to achieve success even in an organisation’s internal projects which are based on IT but cross departmental borders.

## **Notes to editors:**

### **Key findings:**

- Many IAM projects focus primarily on introducing new technology, such as a central and integrated IAM system and automated facilities, while the IAM strategy and related processes are not always addressed.
- Strategy regarding IAM projects appears mostly to be the responsibility of IT professionals, such as the security officer or the IT department, while the attributed responsibility of business professionals is relatively low.

### **Survey participants:**

- 235 respondents from organisations located in 21 European countries
- Among the respondents were a wide range of organisational representatives, from CEOs and CIOs to security officers and heads of internal audit
- Participants from organisations of different sizes and different sectors

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