

Product Evaluation TEMPLATE

Please preserve this copy of the template and its links to individual evaluations. See [Getting Started](#).

Intro and Instructions

Thanks for your interest in helping the Provisioning and De-provisioning Best Practices Working Group evaluate provisioning engines. Your assistance is greatly appreciated and will help to make our end product even better. We'll be combining these product evaluations and last summer's surveys of current practices to make three things: a document of best practices and recommendations, a list of functionality that's needed but not available today to add to the TIER roadmap, and a high-level product comparison chart.

A Couple Things to Keep in Mind

As you fill out the questionnaire, you'll be ranking each product's maturity in several areas. In that process, consider how well-developed the product is in each area: A ranking of low means it performs poorly in that area; medium means it does alright but needs customization; high means it works perfectly in that area out of the box aside from standard configuration. If the product is completely lacking of that functional area, you can select not applicable.

You'll also be asked to describe how the product performs in these areas as well as what functionality it's lacking. If you need a little extra inspiration to answer these questions, you can view our original (very long) product evaluation questionnaire that this shorter one is based on: <https://spaces.internet2.edu/x/IYFyBw>. We're not asking you to fill out the longer questionnaire.

We're also not asking you to pour over product documentation and write pages of evaluation. Be concise, and tell us about your own experience with the product. We want to know what it does well and how it does it, and we want to know what you wish it did or did better.

Getting Started

Below is the list of products currently being evaluated. If yours is one of those, follow the link to that evaluation, and contact the individuals listed at the top of the evaluation page to join the collaboration. Don't forget to add your name to that page. Obviously, collaborating on an evaluation means more evaluators to divide the work between.

If your product isn't listed:

1. Copy this page to a new Google Doc.
2. Remove this intro section from your copy.
3. Come back to this Google Doc and add a link to your new evaluation page.
4. Evaluate.
5. Email Keith Wessel when the evaluation is done so we know it's complete.

Current evaluations:

[midPoint Product Evaluation](#)

[IBM Security Directory Integrator Evaluation](#)

[COmanage Product Evaluation](#)

[SailPoint Product Evaluation](#)

[Oracle Identity Manager](#)

[NetIQ Identity Manager / Identity Governance](#)

[Internet2 Grouper](#)

[Microsoft Identity Manager \(MIM\)](#)

Evaluations Needed

Oracle Identity Manager (Wisconsin?, Minnesota (Matt Nuttall)? Brown?)

NetIQ Identity Manager and Identity Governance (Michigan? Ohio State?)

Microsoft FIM?

Remove up to this point from your copy.

Evaluation of [product name here]

Evaluators

- *Name, Email, Institution*

Evaluation Questions

1. Identity provisioning

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to username assignment and generation, username changes, and support for linking to social IDs.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are username generation logic and persistent identifiers.

2. Identity matching

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to matching on a variety of attributes and matching after initial creation (such as when an SSN is later corrected, resulting in a duplicate).

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are support for levels of assurance when matching.

3. Identity lifecycle

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to state changes and deactivation.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are complex state changes for users with multiple affiliations (such as staff and student).

4. Credential provisioning

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to password policies (content, expiration, reuse), initial password assignment, password recovery, and support for credentials other than passwords (certificates, tokens).

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are synchronization among multiple password stores and support for different password policies for different populations.

5. Target directory provisioning

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-Level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to linking identities between the central person registry and the target, communicating changes to targets, reconciling targets, and support for a variety of provisioning protocols (LDAP, SOAP, SCIM, etc.).

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are the level of effort required to add a new target or modify what it receives.

6. Service provisioning

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-Level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to available connectors for common services, support for different provisioning models

(just-in-time, just-in-case, on-demand), account reconciliation, and support for approval-based provisioning workflows.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are communicating state changes and fine-grained authorization data to services and support for repatriation of a user's service account on separation.

7. Groups and roles

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-Level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to roles based on affiliation and function, dynamic groups, composite groups, and ad hoc groups.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are group member attestation and automatic group clean-up.

8. Auditing and reporting

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-Level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to flexible reporting, proactive auditing, and flexible deprovisioning workflows.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are identity attestation and automation as well as workflow oriented account deactivation.

9. API functionality

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to API performance, support for accessing all product features through API calls, and API ease of use.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are speed and multi-threading to execute large numbers of provisioning updates (such as at the beginning or end of the semester).

10. Customization and extensibility

a. Completeness/Maturity

How would you rate the completeness/maturity of the product in this area: low, medium, high, not applicable

b. High-level Capabilities

Describe the high-level capabilities of the product in this area, with special attention to customizable user interfaces, custom attributes, custom workflows, and provisioning to new services.

c. Failures

Describe any ways in which this product fails to meet your needs out of the box and what customizations, workarounds or add-on products are required to meet those needs. Of special interest are localized branding.

11. Licensing and support

a. Pricing

If this is a commercial product or commercial support has been purchased, how does the vendor price licensing? In particular, what are the units for licensing such as per-user, per-FTE, or per-processor? Is specific licensing available to the educational sector?

b. Support Channels

What support channels, free and paid, are available for this product? What are the response times expected for these channels? What channel is most commonly used?

c. Market

How long has this product been in the market?

d. Updates/Maintenance

Are there regular updates and maintenance for this product?

12. Other Comments

Is there anything else you'd like to share about this product? Items might include additional product functionality, noteworthy product shortcomings, or challenges you have had with the product.

--