

- Skills/Workforce
  - Skills development
  - Retention
- IAM as a campus priority
  - Strong need for value proposition
  - IAM is rarely a priority, almost always an afterthought
  - Desire to get service provider requirements into procurement processes
- Commercial Service Provider dynamics
  - Onboarding
  - Requirements enforcement
  - Desire to get service provider requirements into procurement processes
- Commercial competition
  - Seen as a method of dealing with complexity of OSS solutions and the difficulty in developing a skilled workforce
  - “New” commercial offerings are starting to become “good enough”
- Research vs. IT
  - IT is fighting to make IAM a campus priority and doesn't differentiate between research needs and commercial needs
  - Research can't get what it needs because IT is fighting for sustenance
  - Tie to IAM as campus priority and the need for a value proposition **that research needs to be a part of**
  - Research loses out in the “needs of the many outweigh the needs of the few” dynamic
- Ease of use of tools, techniques
  - Tools and solutions need to be made simpler, easier to configure, install, maintain, adapt
  - Related to scarcity of skills, length of time to develop skills