

Part I Awareness and Suggestion

1 Introduction	3
1.1 Motivation	3
1.2 Problem Description	4
1.3 Objective of This Thesis	8
1.4 Structure of This Thesis	8
1.5 Conventions of This Thesis	10
2 Scientific Positioning and Research Approach	13
2.1 Scientific Positioning	13
2.2 Applied Design-Science Framework	15
2.2.1 Design-Science Principles and Guidelines	17
2.2.2 Design-Science Framework	19
2.3 Mapping of Articles	24

Part II Development of the Artefact

3 EIdM: Concepts, Technologies, and Application Fields	27
3.1 What Is Identity?	28
3.1.1 Identity Concepts	29
3.1.2 Digital Identity and Partial Identities	32
3.1.3 The Identity Life Cycle	33
3.2 Identity Management and Identity Management Systems	35
3.2.1 Categorisation Approaches for Identity Management Systems	36
3.2.2 Relevant Technologies	39
3.2.3 Enterprise Identity Management	41
3.2.4 Market Developments for EIdM Solutions and Services	44

3.3	EIdM in Organisations: Questions and Answers.....	46
3.3.1	Why Do Organisations Introduce EIdM?	46
3.3.2	How Do Organisations Introduce EIdM?	47
3.3.3	What Are the Problems of EIdM Introductions?	48
3.3.4	Who Are the Relevant Stakeholders?	54
3.4	Summary and Conclusion	56
4	Evaluation of EIdM Investments	57
4.1	Ex-ante Evaluation Methods for IT (Security) Investments	58
4.2	Categorisation Approach	58
4.2.1	Primary Effects	62
4.2.2	Secondary Effects	63
4.3	Application of the Categorisation Framework	65
4.4	Evaluation Methods Used in the Practical Field	65
4.5	Summary and Implications.....	67
5	A Decision Support Model for the Introduction of EIdM Systems	69
5.1	Creation of the EIdM Decision Support Model	69
5.2	Expert Interviews	72
5.2.1	Interviewed Subjects/Subject Demographics	74
5.2.2	Interview Guideline	75
5.2.3	Data and Analysis	78
5.3	Description of the Derived Explanation Model	81
5.3.1	Derived Theory Constructs and Specific Topical Areas.....	81
5.3.2	Linking the Constructs: Derivation of the Model.....	87
5.4	Review of the Model: Survey-Based Expert Review	92
5.4.1	Design of the Review Questionnaire	93
5.4.2	Participants	94
5.4.3	Analysis of Material	94
5.4.4	Results and Implications from the Analysis	96
5.5	Limitations of the Model Derivation	99
5.6	Summary	99

Part III Evaluation of the Artefact

6	Prototype Implementation of an EIdM Decision Support System	103
6.1	Decision Support Systems	104
6.1.1	Foundations of Decision Support Systems.....	105
6.1.2	Defining Decision Support Systems.....	106
6.1.3	Generic Structure of Decision Support Systems	111
6.1.4	Intermediate Result: Characteristics of DSS and Implications.....	112

- 6.2 Derivation of the EIdM Decision Matrix 115
 - 6.2.1 Setting the Frame: The Balanced Scorecard Approach 116
 - 6.2.2 Proposal for an EIdM Decision Matrix 118
 - 6.2.3 Perspectives of the EIdM Decision Matrix 118
 - 6.2.4 Outputs and Implications of the *EIdM Decision Matrix*: Possible Application Scenarios 126
 - 6.2.5 *Excursus*: Complementary Evaluation Processes 128
- 6.3 Implementation of the DSS Prototype 134
 - 6.3.1 Targeted Usage Cases 134
 - 6.3.2 Requirements and Functionality 135
 - 6.3.3 Setup and Implementation Process 136
 - 6.3.4 Derived KPIs of the DSS Prototype 137
 - 6.3.5 Overview Prototype 141
- 6.4 Limitations of the Prototype 151
- 6.5 Summary 151
- 7 Empirical Evaluation of the Theoretical Model 153
 - 7.1 Description of the Empirical Artefact Evaluation 153
 - 7.2 Research Question of the Evaluation and Hypotheses Development 154
 - 7.3 Evaluation Methodology and Process 155
 - 7.3.1 Interviewed Subjects 156
 - 7.3.2 Data and Analysis 157
 - 7.4 Results of the Artefact Evaluation 159
 - 7.4.1 Enhancement of the Decision-Making Process for EIdM 159
 - 7.4.2 Feasibility and Completeness of the EDSM 161
 - 7.4.3 Other Application Fields of the EDSM 162
 - 7.4.4 Implications 163
 - 7.5 Limitations of the Evaluation 164
 - 7.6 Summary 165

Part IV Conclusion

- 8 Conclusion and Outlook 169
 - 8.1 Summary 169
 - 8.2 Application of the Design-Science Guidelines 173
 - 8.2.1 Guideline 1: Design as an Artefact 173
 - 8.2.2 Guideline 2: Problem Relevance 173
 - 8.2.3 Guideline 3: Design Evaluation 174
 - 8.2.4 Guideline 4: Research Contribution 174
 - 8.2.5 Guideline 5: Research Rigour 175
 - 8.2.6 Guideline 6: Design as a Search Process 175
 - 8.2.7 Guideline 7: Communication of the Research 175
 - 8.3 Practical Implications 176
 - 8.4 Outlook: Further Research Opportunities 176

Appendices 179

A Papers in the Thesis 181

B Expert Interview Introductory Slides 183

C Details on the Expert Interviews 187

 C.1 Interview Subjects 187

 C.2 Interview Guideline 187

D Prototype: Derived Key Performance Indicators and Selected Examples 191

 D.1 KPI Overview 191

 D.2 Account Density Indicator 197

 D.3 Business Process Maturity Level 199

 D.4 Risk Level Indicator 200

 D.5 Business Process Integration Level 201

 D.6 EIdM Process Maturity 202

E Details on the Evaluation 205

 E.1 Research Questions and Hypotheses 205

 E.2 Evaluation Interview Guideline 205

 E.3 Interviewed Subjects 208

References 209